

## NEW CLIENT PACKAGE

### Vegreville & District Family & Community Support Service (FCSS) Counselling Program

#### RESILIENT PEOPLE - RESILIENT FAMILIES - RESILIENT COMMUNITIES

This program is made possible in partnership with FCSS and Wellness Empowered, Shayla S. Dube, BSW., MSW., RSW

Affordable short-term counselling for residents of Vegreville and the County of Minburn to address a range of challenges, including those relating to the impact of COVID-19. Current counselling sessions will be offered through telephone and/or video conferencing services.

Book an Appointment call FCSS at 780-632-3966

Today's Date (dd/mm/yyyy):			
<b>BASIC INFORMATION:</b>			
Name: (First/Middle/Last)	Preferred Name:	Pronouns(s) Used:	Birth Date: (mm/dd/yyyy)
Address:			
Postal Code:			
<b>CONTACT INFORMATION:</b>			
Main Phone Number:	<input type="checkbox"/> Safe to leave message		
Other Phone Number:	<input type="checkbox"/> Safe to leave message		
Text:	<input type="checkbox"/> Safe to leave message <input type="checkbox"/> I agree to appointment information by text message.		
Email:	<input type="checkbox"/> Safe to leave message		
Emergency Contact – Name & Number:			
<b>FINANCIAL INFORMATION</b>			
Do you have an employee health care benefit plan that cover counselling services? E.g. of Providers: Sunlife, Blue Cross, Manulife, Great West Life.	<input type="checkbox"/> Yes <input type="checkbox"/> No Name of provider:		

If there is no coverage, this program uses a sliding fee scale. The sliding scale fee uses family income before deductions to figure out the fee for service.		<input type="checkbox"/> I have no health care benefits or coverage to pay for counselling. <input type="checkbox"/> I would like to be contacted to apply for the subsidy application.
<b>MARITAL STATUS &amp; CHILDREN</b>		
What is your current relationship status?		<input type="checkbox"/> Single <input type="checkbox"/> Dating <input type="checkbox"/> Married <input type="checkbox"/> Common-Law <input type="checkbox"/> Separated <input type="checkbox"/> Divorced <input type="checkbox"/> Remarried <input type="checkbox"/> Widow <input type="checkbox"/> Other: _____
Do you currently have a spouse or partner attending counselling at Vegreville & District FCSS?		<input type="checkbox"/> Yes <input type="checkbox"/> No
Do you have children?		<input type="checkbox"/> Yes – fill in chart below <input type="checkbox"/> No
Consent must be provided from all custodial parents/caregivers.		<input type="checkbox"/>
<b>Child's Name</b>	<b>Birth Date</b> (mm/dd/yyyy)	<b>Name of responsible person for child</b>
<b>SERVICES</b>		
Type of Counselling	<input type="checkbox"/> Individual <input type="checkbox"/> Couple <input type="checkbox"/> Family	

<p>As a result of coming to counselling please check all the areas that apply to you.</p>	<p>I would like to have a better ability to:</p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Understand and cope with the impacts of Covid-19 is having on my life</li> <li><input type="checkbox"/> Improve the quality of my life</li> <li><input type="checkbox"/> Manage life challenges and transitions</li> <li><input type="checkbox"/> Manage stress better.</li> <li><input type="checkbox"/> Express emotions positively</li> <li><input type="checkbox"/> Address conflict in a safe a positive way.</li> <li><input type="checkbox"/> Understand what a healthy relationship looks like and what I can do to contribute to improving the relationship.</li> <li><input type="checkbox"/> Set personal boundaries.</li> <li><input type="checkbox"/> Other _____</li> </ul>
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<p>How did you hear or learn about the FCSS Counselling Program?</p>	<ul style="list-style-type: none"> <li><input type="checkbox"/> Friend</li> <li><input type="checkbox"/> Family member</li> <li><input type="checkbox"/> Agency</li> <li><input type="checkbox"/> Club or organization</li> <li><input type="checkbox"/> Employer</li> <li><input type="checkbox"/> Social Media (Facebook, Twitter, or Instagram)</li> <li><input type="checkbox"/> Town of Vegreville Website</li> </ul>
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**CONSENT TO PARTICIPATE**

1. The following section outlines the specifics of the FCSS Counselling Program.
2. Please read each section carefully.
3. By checking the box in each section, you are acknowledging that you agree with and understand its content and provide permission for those named herein to attend and receive counselling services.

**General:** I understand the following about the FCSS Counselling Program:

- Is considered a short-term counselling program and provides up to 12 sessions.
- The standard fee for counselling is \$140 to \$200 per counselling hour, which is the rate recommended by the Psychologist Association of Alberta. Vegreville & District FCSS Counselling Program is available at a greatly reduced rate of \$80 per hour for each one-hour session.

- For additional subsidy to the \$80 per hour rate will require approval from Vegreville & District FCSS. This rate will be based on your family or household income before deductions. This rate will range from \$10 to \$80 per hour.
- Appointments will be booked through the FCSS office.
- I must pay for each session and/or outstanding balance before each session.
- I need to book future appointments after each session and that the counsellor nor FCSS staff will not contact me if I forget to book my next appointment.
- If any of my information changes while I am a client, I will let FCSS know so they can keep my contact information up to date.

**Appointments, Cancellation:**

Arrive on time for my appointments.

Must provide 24 hours notice, during office hours of Monday -Friday 9:00am to 4:30pm to cancel an appointment.

If I do not show to a scheduled appointment, I will be charged the cost of the missed appointment.

An administration fee of \$20 will be charged for returned cheques.

**Payment**

Payments for services are required before or at the time services are provided.

Payments can be made by:

- Phone into the FCSS office and make a payment by credit card.
- Come into the FCSS office. We accept debit card, cash, cheque, or credit card payments.

FCSS does not offer payment plans, or billing options.

**Insurance Billing:**

We do not bill insurance carriers for our clients.

We would suggest that you check with your insurer first to ensure proper coverage, if necessary.

Clients are responsible for all charges whether they are covered by their insurance.

We will provide clients with receipts that may be submitted to your insurance carrier for reimbursement.

Shayla S. Dube, is a Registered Social Worker with a Masters in Social Work

**Collection, Use and Disclosure of Information:**

Your counsellor is required to keep records documenting the services provided to you. These records will be kept confidential and maintained in a locked cabinet when not in use. You have the right to access these records relating to you.

I understand that Vegreville & District FCSS will only keep information for the following reasons: documentation of the new client package, subsidy application, record of attendance of appointments, and payments.

- I understand that my new client package, subsidy application, and file will be kept for 7 years and shredded prior to disposal.
- I understand that record of attendance, appointments and payments will be kept for 3 years and then shredded prior to disposal.

**Confidentiality:** Your counsellor will keep confidential the discussions that you have with them.

This confidentiality will be limited in the following situations:

- Your counsellor is required to break confidentiality, by reporting to the appropriate authority, if a child or dependent adult is being abused and therefore in need of protective services.
- Your counsellor is required to break confidentiality and act in whatever way is required if someone's life is in imminent danger through suicide or through the intentional acts of another person.
- Your counsellor must comply in supplying information to the courts if ordered to do so.
- When a minor or dependent adult is involved in counselling, the legal guardian has the right to impose a limit on the child or dependent adult's confidentiality.
- To provide you with the best possible service, your counsellor regularly engages in peer consultation.
- If you have questions or concerns, please contact the FCSS Manager.

**Reports / Letters:**

- To minimize costs to the program we are unable to provide reports, assessments, or letters to any third party (Probation, Child and Family Services, insurance, etc.).

**Questions or Concerns:**

- Your counsellor will always maintain a professional relationship with you. If you feel that, your counsellor has not fulfilled his/her professional and ethical obligations to you, you are encouraged to discuss your concerns directly with your counsellor. Misunderstandings can often be corrected and methods for working together can be improved through open communication. If you feel that, you were unable to resolve your concerns you may also contact the FCSS Manager.

Personal Information is collected under the authority of section 33(c) of the *Freedom of Information and Protection of Privacy Act* and will be used to manage and administer Vegreville and District FCSS's Counselling Program. If you have questions regarding the collection, use or disclosure of this information, contact the Town of Vegreville's FOIP Coordinator at 780-632-2606.

I have read (or have had read to me) and understand the above expectations and agree to follow these while participating in the FCSS Community Counselling Program. I hereby give consent to be enrolled in the FCSS Community Counselling Program.

Client Name	
Client Signature	
Date	
Parent/Guardian/Legal Representative Name	
Signature	
Date	