

INFORMED CONSENT FOR COUNSELING

Counseling offered through Catalyst Domestic Violence Services is intended to collaborate with you in such areas as increasing self-awareness, strengthening self-esteem, making personal decisions, resolving relationship difficulties, strengthening interpersonal skills, managing distressing emotional states, and developing more effective coping patterns. Counseling involves discussing relational or personal issues that at times may feel distressing and may result in life changes. There are no guarantees for any particular outcome. Our intent is to empower you to reach your goals.

Individual and group counseling services may be provided by a California licensed therapist or a Master's level intern and are supervised by a licensed therapist. Any information shared with the therapist or their supervisor will remain confidential. All information pertaining to counseling is considered confidential and therapists are bound by California law and professional ethics related to confidentiality. However, there are limitations. If your therapist believes that you intend to harm yourself or others or suspects child abuse/neglect or dependent adult abuse/neglect, they are legally and ethically required to report this. Further, if you are an adult survivor of child abuse and there is reasonable suspicion that the abuser has current access to a child, your therapist is also required to file a report.

All counseling files are destroyed within the minimum legal time frame after counseling is terminated. Participation in counseling is strictly voluntary, and you may terminate counseling at any time. If you need to cancel an appointment, please call us at 343-7711 as soon as possible so that someone else can use that time.

You should be aware that Catalyst therapists do not conduct child custody evaluations. Licensed providers must have special child custody training to be qualified for conducting these evaluations.

I have read and understand the above statement. I give my permission to participate in counseling. I also understand that I may revoke this consent at any time.

Participant Signature

Date

Witness

Date



PROGRAM PARTICIPANT GRIEVANCE PROCEDURES

Every participant has the right to be heard if they believe they have been treated in a way that is different from the agency stated values and Participant's Bill of Rights. The participant may pursue a grievance when disagreements happen between the participant and Catalyst staff where there is not a policy, or where there is departure from agency policy, or where agency policy is thought to be unfair. The following steps shall be taken when addressing concerns:

- STEP 1:** The participant should bring any concerns to the staff member involved in the disagreement to try to resolve the issue.
- STEP 2:** If the participant does not feel that the conversation was helpful, then the participant should bring the concern to the program supervisor to attempt to reach a solution within fifteen (15) workdays. The Supervisor will schedule a meeting with the staff member and the participant within five (5) workdays. The supervisor will document in writing the result of the meeting.
- STEP 3:** If the matter cannot be solved with the program supervisor, the participant should ask to speak to the Executive Director (343-7711) within ten (10) workdays. A meeting with the participant, the staff member or volunteer involved, the program supervisor, and the Executive Director will be held within five (5) workdays and the situation will be reviewed. The Executive Director will then make a final decision and notify the participant in person, if possible, and in a timely manner. The Executive Director will document in writing the result of the meeting.

It is the policy of Catalyst to keep grievance paperwork in a (non-participant) file at the Chico Business office. All grievances will be reviewed on a semi-annual basis by the Program Committee, a Committee of the Catalyst Board of Directors.

I have reviewed and understand this document:

Participant Signature: _____ Date: _____

Staff initials _____

Adopted 07/06



Participant's Bill of Rights

As a participant of Catalyst, you and/or your child(ren) have a right to:

- An atmosphere free of abuse of any kind: emotional, verbal and physical. (*promoting safe, non-violent environment*)
- An experience that will allow you to choose alternatives to family violence and work on your own safety and needs. (*environment that promotes learning and growth; empowerment*)
- Help and advocacy from our staff in reaching your goals. (*caring for...others; consistent and effective service delivery*)
- Non-judgmental counseling from staff and volunteers. (*caring for...others; consistent and effective service delivery; understanding the diversity of the human experience*)
- Respect for your person, belongings, beliefs, background and life-choices by staff, volunteers, and other participants when living at HAVEN. (*understanding the diversity of the human experience*)
- Understanding and support for your choices. (*understanding the diversity of the human experience; empowerment*)
- Confidential treatment of personal matters by staff and volunteers. (*consistent and effective service delivery; professionalism*)

If you feel that these rights have been violated, we urge you to discuss your situation with the staff person involved. If this discussion is not helpful, the program supervisor is available to discuss the problem and help identify a solution.

After this step, if you feel that your concerns have not been addressed, you may contact the Executive Director at 343-7711 for an appointment to talk about your issue.

Adopted 7/06



INDIVIDUAL COUNSELING POLICIES

1. Catalyst asks for a \$5.00 *donation* for each Individual Counseling session. Lack of funds does not exclude anyone from this counseling service.
2. Please give the office 48 hour notice if you are not able to attend your scheduled appointment.
3. If you miss two sessions without notice, we will be unable to make an Individual Counseling appointment for you.
4. We have a limit of 8 to 10 sessions for individual counseling. Please discuss the next step (after the 8 to 10 sessions) with your counselor.

Due to limited hours available for Individual Counseling sessions, we may have a waiting list. Support Group Counseling sessions are always available to all participants without an appointment. Catalyst asks for a \$2.00 donation for Group Counseling sessions, but as stated above, lack of funds does not exclude anyone from this service.

Signed

Date



PHONE 530|343.7711
FAX 530|343.3960
PO BOX 4184
CHICO, CA 95927
CATALYSTDVSERVICES.ORG

Written Correspondence

Catalyst is a non-profit domestic violence intervention agency in Butte County. Our policy is to provide each client (upon request) a “participation” letter at the end of their counseling experience. This letter consists of dates of service that the individual was engaged in.

You should be informed at the onset of your counseling experience, that Catalyst does not make diagnostic assessments. You should also be informed that MFT’s (interns) are not permitted by law, to conduct child custody evaluations.

If you need any letter beyond the parameters of the above stipulations, please talk to your counselor. It is under their discretion to determine, if they are qualified (scope of practice) to write a letter concerning your needs.

All requests must be submitted a week in advance of the date needed.

Signature_____

Date_____