

You've already taken the biggest step. . .

Name: _____

Deciding to pursue counseling is a big step for many people. We recognize the courage and determination it takes to decide to deal with the issues you are facing. Because counseling depends on honest, two-way communication, we want to explain what you can expect from us, as well as what we will expect of you while you are in counseling at ACCFS.

Office Hours and Rescheduling Appointments

- We provide counseling by appointment only.
- Each counseling session is approximately 45 minutes unless otherwise specified.
- If you will be unable to keep a scheduled appointment, please cancel that appointment at least 24 hours in advance so that others can benefit from that open hour. Clients who miss appointments without proper advance notice may be charged for the missed appointments. *Please initial that you understand the consequences of not keeping appointments.* _____

Emergencies

- ACCFS does not have staff to provide 24-hour crisis/emergency intervention.
- You may not be able to contact your counselor directly in time of crisis/emergency.
- If you are experiencing a life-threatening emergency (e.g., feeling suicidal), dial 911 or go to your local emergency room.
- If you live in Central Illinois you can call one of the following Emergency Response Service (ERS) numbers: Peoria County ERS 309-671-8084; Tazewell/Woodford County ERS 309-347-1148; McLean County ERS 800-662-HELP or 309-827-4005.

Confidentiality and Release of Information

- At ACCFS we work to provide you with a safe, private atmosphere and secure confidentiality. You have the right to have your treatment information kept private. However, there are certain situations, as required by law, in which your counselor is required to break confidentiality. There is a separate Client Confidentiality form your counselor will go over with you prior to starting the first session. Please read it carefully and feel free to ask your counselor questions if you have any concerns.
- To ensure high quality services, your therapist will be supervised by a Licensed Clinical Psychologist (Ted Witzig, Jr., Ph.D.). Your therapist may also discuss issues in case consultations with other ACCFS therapists and/or psychiatrist. All ACCFS therapists and staff are committed to maintaining high ethical standards and are bound by rules and laws of confidentiality. We will make every reasonable effort to assure your privacy.
- If you would like your counselor to speak with someone about your treatment (e.g. physician, minister, family member, etc.), you will need to give your permission in writing . Simply ask your counselor to fill out a Release of Information form. You can revoke your Release of Information, in writing, at any time.

Consent for Email Correspondence

- While there are benefits to corresponding through email, you need to be aware of, and agree to, the following provisions:
 - o Because email is not a secure form of communication, we cannot ensure the confidentiality of any information sent via email.
 - o If other people have access to your email account, they may have access to your sent and/or received emails.
 - o If you change your email address or would like messages sent to a different email account, you are responsible to inform your counselor at ACCFS.
 - o If you are trying to reach your therapist during a crisis, please do not use email. Call the main ACCFS office number.

(Optional: Please print email address)

Signature of Client or Parent/Guardian

Date

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**APOSTOLIC CHRISTIAN
Counseling and Family Services**

Helping the hurting. Nurturing hope. Encouraging growth.

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