

Manual	Counselling Service Policies
Section	SP – 2.3
Subject	Community Counselling Program Service Statement
Date Approved:	September 12, 2016
Revision/Review Approved:	



Community Counselling Program Service Statement

Policy

Family Service Thames Valley is a not-for-profit community based agency that offers a variety of community based counselling and support services to individuals, couples, families & groups who live in the defined catchment area. Offered services are available to all living in London & Middlesex County. Services are accessible to persons with physical challenges, and we access language translation services when required.

Community Counselling Services include:

1. A thorough intake phase in which basic demographic, eligibility, presenting issues, priorities of care, and determination around the most appropriate care are discussed. A fee assessment will also take place during the intake phase.
2. A care management phase which may include individual, couple, and family counselling, case management and/or advocacy as the situation warrants. The type and proposed length of service is determined by the funder/contract and/or a combination of the client and clinician.

The primary focus of the program is counselling aimed at assisting the client(s) to understand, resolve and meet their identified goals. Family Service Thames Valley utilizes a professional, short-term, goal focused & client directed change process involving exploring & understanding strengths, difficulties, problem solving & skill building.

In those instances where the client is served by more than one service provider, Family Service Thames Valley personnel can act as case managers, co-ordinating the service plans to insure effective and focused care.

Staff play an active role in community development, education, and advocacy related to the pressures and barriers faced by individuals, couples, and families in the community.

Approved by: _____
Executive Director