

NANAIMO FAMILY LIFE ASSOCIATION



VOLUNTEER COUNSELLING PROGRAM

CLIENT ORIENTATION PACKAGE

**Office Hours
9:00-4:00 PM
Monday to Thursday**

Volunteer Counselling Sessions are available outside regular office hours

Our Mission Statement

- To provide support to families to achieve their full potential through all stages of life.
- To promote healthy family life as the heart of a strong and resilient community.
- To protect and promote the rights of children, parents, caregivers and families.
- To model diversity, inclusion, respect, co-operation, compassion and peace in all our activities and relationships.

What Do We Offer?

Personal Counselling
Relationship Counselling
Adolescent Counselling
Essential Life Skills – Evening and Daytime Sessions - 2 hours each

Counselling Sessions are held in this building and are one hour in length.

Counselling times are available between 8:30 a.m. and 8:00 p.m.

You will have six months from the Intake & Assessment to complete your counselling sessions. Counsellors are unable to put sessions “on hold” without closing the file. Client files can be re-opened within the six-month time period; however there is no guarantee you will be matched with the same counsellor.

Who is Eligible?

Services are available to individuals and couples who identify needs in the areas our counsellors can serve you (outlined on page 3). Community workshops are open to everyone. Adolescent counselling is available to youth 13-18 years old.

Who Provides The Support?

Volunteer Counsellors are dedicated, trained, skilled helpers who receive comprehensive training, ongoing learning and supervision. In addition to our training program they have completed the Vancouver Island University courses "Counselling Skills" Level 1& 2 or have obtained equivalency.

Our volunteers are trained to serve in the areas of:

- Communication
- Assertiveness
- Conflict Resolution
- Anger Management
- Grief and Loss
- Stress Management
- Parenting
- Making Changes & Goal Setting
- Family of Origin Issues
- Relationships
- Boundaries
- Self-Esteem
- Self-Exploration
- Elder Abuse (SPC)

COMMUNITY RESOURCES

Crisis Line	1-888-494-3888	Adult mental health	250-739-5796
Tillicum Haus	250-753-6578	Youth & Family Addictions	250-739-5790
Women's Resource Centre	250-753-0633	Haven Crisis Line (24 hr.)	250-756-0616
Haven Society (Admin).....	250-756-2452	Beyond Blame	250-754-3331
Parent Support Circles ...	1-877-468-9658	Elder Abuse	250-754-3331
Crisis Response Team.....	250-739-5710		

COUNSELLING FEES

Nanaimo Family Life Association is a non-profit private agency that provides counselling to members of the Nanaimo Community. Counselling is provided by trained volunteer counsellors under the supervision of the Coordinator of the Volunteer Counselling Program. If your needs cannot be met here, a counsellor will assist you in choosing some alternatives.

PAYMENT PROCEDURES

Please pay your counsellor at the end of each session. Please notify your counsellor or the administrative assistant if you are unable to keep your appointment. Your counsellor may be travelling in for your session only.

Funding for the program comes from a variety of sources including the BC Gaming, United Way, memberships, donations, and fees for service. The volunteer counsellors do not receive any fees for counselling services. All counselling fees are contributed back into the Volunteer Counselling Program.

Below is a guide to how much is to be paid per session based on your net monthly income. If you are unable to access our services due to financial hardship, assistance may be available. For those seeking assistance you will need to attach proof of income with your Intake form or contact the VCP Program Coordinator at 250-754-3331 ext. 203.

<u>Monthly Net Income</u>	<u>Individual Session</u>	<u>Couples Session</u>
Income under \$1,500	\$10.00	\$20.00
\$1,500 to \$3,000	\$20.00	\$30.00
\$3,000 to \$4,000	\$30.00	\$40.00
\$4,000 to 5,000	\$40.00	\$50.00
\$5,000 +	\$50.00	\$60.00

Group fees are also based on income and range from \$10-20.00 per session.
All fees are used for operating costs.

COUNSELLOR EVALUATIONS

Written Evaluations of your counselling sessions are very important to us. Your counsellor will give you 2 simple evaluation forms to complete (midway through and at the end of your counselling sessions) regarding how you feel about your experience with your counsellor. These should be handed to the Coordinator or slipped under her door if she is unavailable. Your counsellor will only be informed of the evaluation with your permission. If the evaluations are not completed the Volunteer Coordinator may contact you by phone for a verbal evaluation unless you ask not to be contacted.

YOUR COMMENTS ARE VERY IMPORTANT TO US!

We Will:

- Keep your personal information private.
- Provide you with an environment dedicated to your mental and emotional wellbeing.
- Assign you a new counsellor if you do not believe your counsellor is suited to your needs. (If this is the case, please contact the Volunteer Counselling Program Coordinator at ext. 203).
- NFLA offers services in an inclusive, non-discriminatory environment. We do not tolerate discrimination on any grounds. If you feel you have been discriminated against by any representative at NFLA please contact the Volunteer Coordinator immediately.

What We Expect From You:

- Please give 24 hours' notice if you need to cancel your appointment. Please leave the message on your counsellor's voice mail number which you will be given when your counsellor contacts you. They will not receive the message if you leave a message on the general mailbox (0).
- After **2 "no-shows"** your counsellor will keep your file open for **3 days**.
- If you have not called back in that time to reschedule, your file will be **closed**. You can have the file re-opened by contacting the coordinator at 250-754-3331, ext. 203.
- Remain alcohol and drug free when seeing your counsellor.
- Do not bring children to the counselling sessions.