

# **NANAIMO FAMILY LIFE ASSOCIATION**



## **VOLUNTEER COUNSELLING PROGRAM CLIENT ORIENTATION PACKAGE**

**Office Hours  
10:00am – 3:00pm  
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(occasional) Sessions - 2 hour each (More information on Page 6)

Counselling Sessions are held in person at Nanaimo Family Life Association OR online and are one hour.

Counselling times are available between 8:30 a.m. and 9:00 p.m.

## **Who is Eligible?**

Services are available to individuals and couples who identify needs in the areas our counsellors can serve you (outlined below). Community workshops are open to everyone. Adolescent counselling is available to youth 13-18 years old. Find the intake form here: <https://www.nflabc.org/counselling/youth-counselling/>

## **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          | • Making Changes & Goal Setting         |
| • Assertiveness          | • Trauma                                |
| • Conflict Resolution    | • Relationships                         |
| • Anger Management       | • Boundaries                            |
| • Grief and Loss         | • Self-Esteem                           |
| • Stress Management      | • Self-Exploration                      |
| • Parenting              | • Elder Abuse (Senior Peer Counselling) |
| • Anxiety and Depression |   |

## WHAT IS COUNSELLING:

**Counselling** is a process of talking about and working through your personal problems with a **counsellor**. The **counsellor** helps you to address your problems in a positive way by helping you to clarify the issues, explore options, develop strategies, and increase self-awareness. Counselling psychologically empowers individuals to seize back control of their lives and is often the first step individuals take on their path to discovering a more positive life. The Counselling relationship in order to be effective requires that you be willing to be engaged in your own change process.

Due to the volume of people waiting for counselling services we ask that you do your best to adhere to our policies:

## NANAIMO FAMILY LIFE POLICY REGARDING COUNSELLING SESSIONS

I understand that once the coordinator has matched me with a counsellor, and the counsellor has contacted me I need to respond to counsellor within 3 days to set up my first appointment or I risk my file being closed. If for some reason, I cannot contact the counsellor within 3 days, I can contact the coordinator to be put back on the waitlist.
I will do my best to give my counsellor 24 hours notice by leaving a message on their voicemail if I cannot make a session.
If I cannot give my counsellor 24 hours' notice, I will contact coordinator to continue sessions with my counsellor. Ph.: 250 754 3331 ext. 427
I understand that if I cancel my appointment, it is my responsibility to book another appointment with my counsellor within 3 days; otherwise, I risk my file being closed.
I will commit to weekly sessions, if I cannot commit to weekly sessions due to shift work or childcare etc. I will contact coordinator.
I understand if I stop coming to counselling my file will be closed. I understand if I wish to be connected with a counsellor again, I will need to fill out a new intake form. Note: There is no guarantee I will be matched with same counsellor, but I can request it.
I understand that if I keep rescheduling my appointments that it might not be the best time for me to commit to the counselling process, I can close and reopen when a better time arises.
I understand that if my counsellor is not a good match for me, I can contact coordinator to be matched with another counsellor.
I am aware that the VCP program does not offer crisis counselling and will not be able to provide services immediately. Wait time varies from a few days to a few weeks or more. If in crisis, please call 1-888-494-3888 or access Brooks Landing Crisis Walk-In Clinic at #203-2000 N Island Hwy, Nanaimo, BC V9S 5W3
I will not bring children to counselling sessions
I will remain alcohol and drug free when seeing my counsellor
I am aware that I need to arrive at the time of my appointment when my session is after hours as I might not be able to access the building until my counsellor arrives.

## **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.

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 is available. Contact the VCP Program Coordinator at 250-754-3331 ext. 427.

<b><u>Monthly Net Income</u></b>	<b><u>Individual Session</u></b>	<b><u>Couples Session</u></b>
<b>Income under \$ 1,500</b>	<b>\$15.00</b>	<b>\$25.00</b>
<b>\$1,500 to \$3,000</b>	<b>\$20.00</b>	<b>\$30.00</b>
<b>\$3,000 to \$4,000</b>	<b>\$30.00</b>	<b>\$40.00</b>
<b>\$4,000 to 5,000</b>	<b>\$40.00</b>	<b>\$50.00</b>
<b>\$5,000 +</b>	<b>\$50.00</b>	<b>\$60.00</b>

## **COUNSELLOR EVALUATIONS**

**Written Evaluations** of your counselling sessions are very important to us. Your counsellor will give you two simple evaluation forms to complete with an envelope (one midway through and one at the end of your counselling sessions) regarding how you feel about your experience with your counsellor. 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. 427).
- 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.

### **COMMUNITY RESOURCES**

Van Isle Crisis Line.....	1-888-494-3888	Youth & Family Addictions.....	250-739-5790
Tillicum Lelum.....	250-753-6578	Haven Crisis Line (24 hr.).....	250-756-0616
Haven Society (Admin).....	250-756-2452	Beyond Blame.....	250-754-3331
Brooks Landing Crisis Counselling.....	250-739-5710	Seniors Abuse and Info Line.....	604-437-1940
Rainbows Nanaimo.....	250-802-3716		
Youth in BC Crisis .....	1-866-661-3311		
BC Wide Suicide Prevention Line.....	1-800-784-2433		

#### **Online Crisis Chat Centers:**

<http://youthspace.ca> (6 p.m.-midnight)  
[www.youthinbc.com](http://www.youthinbc.com) noon- 1 a.m.

## **ESSENTIAL LIFE SKILLS FOR HEALTHY RELATIONSHIPS WORKSHOPS**

Sometimes our waitlist for counselling can be long and we know this is a difficult time for many. Please consider signing up for one or more of these workshops for additional support and information while you wait to be matched with a counsellor. Our workshops provide an opportunity for growth through increased self-awareness and understanding. These are offered in a group setting that allows for learning from others in an atmosphere of respect and comfort. Each workshop is \$15.00 and requires pre-registration each week. As with our counselling, if cost is a barrier please give us a call.

*Below are descriptions of each workshop:*

**Effective Communication:** The average person communicates ineffectively. This workshop will help us to understand what another person's message is and to convey your message in a clear way.

**Personal Boundaries/Assertiveness:** Boundaries bring order to our lives. They teach people how we want to be treated. They keep people from coming into our spaces or us from going into their space. Following that, a person using assertiveness skills is better able to manage and minimize their anxieties in stressful situations. It also enhances their self-esteem and self-confidence.

**Conflict Resolution:** This workshop covers negative and positive views of conflict, conflict style, and offers constructive ways to handle conflict.

**Healthy Self-Esteem & Self-Exploration:** Self-Esteem relates to having a positive sense of your inherent worth as a person. It is made up of learned feelings and positive thoughts that reflect a positive attitude versus a pessimistic attitude. Healthy self-esteem is self-confidence, self-worth, and self-respect. It affects everything you do.

**Exploring Anger:** Anger is what happens when we perceive an event as threatening or when we experience frustration over unmet needs. It is usually preceded by feelings of fear, loss, hurt, or sadness.

**Exploring Stress:** Stress affects us physically, emotionally, mentally, and spiritually. It is natural and useful and is a necessity for life and survival. However, unmanaged stress can cause illness. How we respond to stressors highly influence the impact the stress will have in our lives.

**Exploring Grief & Loss:** In this workshop, we explore the common causes and symptoms of grief, harmful myths and clichés, stages of grief, needs of mourning, ways of coping, and exercises for grief work.

**Exploring Anxiety & Depression:** In this workshop, we explore depression and anxiety, focusing on the difference between stress and anxiety, and depression and grief/sadness. We also focus on ways to manage anxiety/depression.

**Creating Personal Change:** This workshop covers positive aspects of creating change, self-defeating thoughts, and language, knowing what is in our control, discovering our passions and values, and keys to successful goal setting.



# Nanaimo Family Life Association EST. 1967

*Healthy individual and family relationships  
are the heart of a strong and resilient community.*

1070 Townsite Road, Nanaimo, BC V9S 1M6 📞 T: (250) 754-3331 📠 F: (250) 753-0268 🌐 [www.nflabc.org](http://www.nflabc.org)

## **Nanaimo Family Life Association (NFLA)** **Consent for Service & Confidentiality Guidelines**

### **Limits of Confidentiality**

Upholding the trust, you place in NFLA service providers is one of our most important responsibilities. Every service provider, whether paid or volunteer, signs an agreement to respect confidential information obtained in the course of their work. There are certain circumstances, however, in which we are bound by legal, professional, and/or ethical requirements to disclose confidential information. These circumstances are outlined below.

**Once matched with a counsellor, they will have you sign on your first session.**

### **Legal Requirements**

Confidentiality will be broken when:

- The service provider is under a legal duty to report to a social worker, a matter of child protection, including physical abuse, emotional harm, sexual abuse, and sexual exploitation, as outlined in the *Child, Family, and Community Service Act* (available for review, by request, at each NFLA site).
- A child protection social worker requires information from the service provider that is necessary for them to ensure the safety and well-being of a child.
- A person threatens harm to himself/herself or others.
- The service provider is subpoenaed to provide the file or testify.

### **Specific Situations Related to Practice**

Confidential information may be shared in the following situations; however, it would not be shared without first obtaining your written permission. Situations related to practice can occur when:

- We consult in confidence with our team (please see the back of this form for the names of team members) and supervisor to ensure that we provide you with effective service.
- We need to request information about you from other sources. In that case, we will ask you to sign a “Release of Information” form. It is, of course, your choice whether to sign or not. If you chose not to sign, the request will not occur.
- We receive a “Request for Information” form signed by you from another agency or person. If that happens, we will follow the guidelines offered in the *Guide to the Privacy Charter*.

While the client file and content belong to the funder and are kept in the care of NFLA, any information you share is yours and given to NFLA in trust. Unless there are circumstances that prohibit it (e.g., law enforcement or health and safety matters) you have the right to see any information NFLA has about you in your file (all third-party information will be excluded).

The service provider will attempt to inform you before acting outside of the confidentiality guidelines, except if this could cause harm to you or others.

**The agreement remains active for one year, until service is ended or until the undersigned revokes it, whichever occurs first.**