

Client Information and Informed Consent
New Source Counseling Centers

Counseling Services:

Counseling is designed to help you to understand your situation, to develop new behaviors or ways of thinking and feeling, and/or to help you resolve any difficulties that you may be having. Your counselor will assist you in this process by using his/her knowledge and training in the mental health field, assessing your situation and making suggestions as to how you might approach changes. This is a cooperative process, and it is important that you examine your own thoughts, feelings, and behavior and become willing to try new actions in order for lasting change to occur. If you have questions or concerns about how treatment is progressing, you are strongly encouraged to discuss this with your counselor.

All treatment has some benefits and risks. Some clients experience uncomfortable emotions during treatment, and some family or social relationships may be impacted in uncomfortable ways as well. These potential risks are usually able to be dealt with in productive ways and can become important parts of the counseling process. The benefits of counseling have been shown to far outweigh any risks, and clients report better relationships, solutions to specific problems, and overall reduction in life distress. There are no guarantees what you will experience in your counseling with us, but our goal is to provide healing and a good outcome for you.

There may be a number of ways to treat the issues that have brought you to counseling. Your counselor will discuss possible treatment options with you after the assessment is complete, and together, you and your counselor will determine an appropriate course of action to address the issues. Treatment goals may change over the course of your counseling; your input will always be a valuable part of this process.

Your Relationship with Your Counselor:

The counseling relationship is a professional one, and your counselor will maintain specific professional boundaries with you. Counselors are ethically prohibited from forming business or social relationships of any kind with you outside of the counseling office. This allows him/her to be as effective as possible with you. The counseling relationship is a caring one, but it cannot be a personal friendship. Counselors are also ethically discouraged from giving or receiving gifts from their clients.

Privacy Issues:

For All Clients: Our privacy policies are outlined in the Notice of Privacy Practices for Protected Health Information, and you are encouraged to read this document as well. You will also be asked to give us the name of an emergency contact in the event that you become ill while at a session or if your counselor deems that you are in danger, physically or emotionally, to yourself or to another person. By signing the agreement for services, you are giving us authorization to contact that person only in an emergency.

For Minors: If you are a client under 18 years of age, the law may provide your parents the right to examine treatment records. If your parents need to or ask to see any records, your counselor will discuss the issue with you and will do his/her best to protect your privacy.

Other Concerns:

After Hour Emergencies or Counselor Temporary Absences: Your counselor will have certain office hours, during which voice mail will be regularly checked. He/she will inform you of the specifics of those hours. After hours, he/she will inform you of emergency procedures. In a true mental health emergency, one that cannot wait for several hours for a return call from your counselor, or one in which physical safety is in danger, you should go to your local hospital emergency room or call 911. If your counselor will be away from the office for an extended period of time, such as a vacation, a New Source colleague will be available to speak to you or to see you should any other type of pressing need arise.

Preferred means of contact: Our voice mail system is the most secure way to communicate with your counselor, and we recommend that you use this rather than email or texting to contact your counselor. We discourage sending extensive personal information via email because of potential risk of hacking and/or computer viruses.

Incapacity or Death of Your Counselor: In the unlikely event that your counselor is unable to continue seeing you, it will become necessary for another counselor to take over your care, and your file would be given to a colleague at New Source. This counselor would be available for ongoing care for you or would help you to find another counselor of your choice, should you so desire.

Client Signature: _____ Counselor: _____