**INFORMED CONSENT AND TREATMENT AGREEMENT**

Welcome to SAFE: Soldiers and Families Embraced. This document explains important details of the services we provide and how our process works. It is vital that you are aware and understand the following content in order to get the most out of your treatment.

**SUPERVISION AND TRAINING**

Counselors at SAFE consist of various different field types. They range from those who are fully licensed, to those who are working toward full clinical license, as well as graduate level interns. It is important to note that those still working on licensure and graduate level interns are providing services under supervision. Your treatment is likely to be discussed during supervision meetings with the supervisor and other supervisees. Cases will be discussed in generalities without identifying information. Each of these individuals are held to the same strict confidentiality standards.

All counselors at SAFE work with the same purpose and that is to provide the best mental health treatment to those we serve. With this being said consultation, guidance, and debriefing on client cases may be discussed between SAFE providers and agency staff. Case discussions will be discussed in generalities with no identifying information and never needlessly. If there is any concern about your information being discussed with another SAFE counselor or staff, you have the option to request that your provider does not consult with that individual regarding your case.

**INTAKE PROCESS**

Clients will complete a brief phone assessment and an in-person or telehealth intake assessment with a SAFE staff member. This two-step process is designed to determine eligibility requirements, gather appropriate information, specify needs/goals of the client, and determine if our agency is an appropriate fit for the client. Because SAFE is made up of several different counselors with an array of skills and levels of expertise, we reserve the right to refer any client to other facilities if it is determined the client may not be best served by our agency. Therefore, you are not considered a client until the intake process is complete, assessment information is reviewed, a counselor has agreed to provide services, and you have agreed to accept those specific services. If an individual’s mental health needs exceed our capabilities, we will work to make an appropriate referral.

**LIMITATIONS OF SERVICES AT SAFE**

SAFE works to provide services to anyone who qualifies for our program. We aim to treat First Responders or those with a Military Affiliation. There are instances when an individual may no longer have a direct connection to the military (i.e. ex-spouse). In this instance we can justify providing services, however proof of that military affiliation is still required.

It is also important to note that SAFE is designed to provide Short-Term Services. Because we provide free services with limited funding, we are unable to accommodate the need for lifelong or long-term counseling. With this being said we do make every effort to help clients fully reach goals within a maximum number of 12 sessions. Additional sessions are available with associated fees.

SAFE also continues to serve many individuals and families in the community. In order to be the best stewards of money provided by grantors and funders, SAFE is only able to offer 2 free sets of services for each servicemember.

Soldiers and Families Embraced counselors do not conduct any type of Psychological Assessments to screen/test/diagnose Mental Health Disorders. SAFE Counselors and Staff are not authorized to sign letters or documents for **Emotional Support** **Animals, Veterans Administration Disability Ratings, Worker’s Compensation,** **Unemployment Compensation, Divorce, Child Custody, Probation, Child**

**Protective Services or any other legal matters.** SAFE keeps minimal records of the treatment process for the protection of client’s confidentiality, copies may be requested.

At any point during the treatment process, SAFE Staff or Provider feels that your mental health needs cannot be met you will be referred to a more appropriate option for treatment.

**CLIENT RESPONSIBILITY**

Because we do have limited funding for our program and the need is so great, we ask our clients to be dedicated to attending sessions and working on tasks assigned to them. You are responsible for coming to your schedule sessions on time. If you are late, the session will end on time and not run over into the next person’s session. If you miss a session without canceling, or cancel with less than twenty-four hours’ notice, you will be expected to pay the $50.00 fee before your next session per the Missed Appointment Policy. If you continually cancel or no show for appointments, SAFE is inclined and has the right to terminate services. Counselors are required to inform agency supervisors of recurring tardiness, cancellations, or no shows, and such actions are likely to lead to termination of SAFE services. In such cases, we are happy to assist in appropriate referrals if requested by the client.

**SCHEDULING**

All of our providers do their own scheduling. SAFE administrative staff does not manage or have access to provider schedules. Once you are paired with a counselor that counselor will reach out to you directly for scheduling. They will provide you with their direct contact information in order for you to reach out to them for cancellations or reschedules. If you need to find out when an appointment is or cancel an appointment you must reach out to your provider directly. SAFE administrative staff will not have this information if you call the office. If you have to cancel an appointment you must contact the provider directly within the set timeframe in order to avoid being charged a missed appointment fee in accordance with The Missed Appointment Policy.

Due to the nature of counseling, it is highly discouraged to have children of any

age present for Adult Individual or Couples Counseling sessions. Most providers will not

allow those not involved in the therapeutic process to attend in-person or telehealth sessions.

Additionally, to remain an active client you must complete at least one monthly counseling session, or your account will be closed. You can contact the SAFE Administrative Office to request reactivation. If funding is available, you will be reactivated with your previous provider to utilize your remaining sessions.

**EMERGENCY CARE AND CRISIS SITUATIONS**

SAFE is unable to provide emergency services. You may try to contact your counselor on their direct line or the agency during business hours, but it is important to have an alternative plan in case a crisis situation occurs. If you believe that you have had crisis situations in the past, suicidal thoughts, or upcoming significant stressors it is important to discuss this with your counselor in order to develop a plan of action if a crisis does occur. If you are having an emergency, please call 911, go to the nearest emergency room, or contact a crisis hotline (1-800-273-TALK (1-800-273-8255)).

**SIGNATURE**

Your initials and signature below indicates that you have read and understand the information included in this document and agree to its terms. If you have any questions or need any clarification about the information discussed in this document, please feel free to contact SAFE staff.

\_\_\_\_\_\_\_\_ I understand that SAFE works with both interns and individuals working toward licensure, both of which are under supervision and all providers sometimes staff cases within the agency.

\_\_\_\_\_\_\_\_ I understand that if there is an individual within the agency that I wish my provider not discuss my treatment I must notify them so appropriate action can be taken.

\_\_\_\_\_\_\_\_ I understand that the purpose of the intake process is to determine if SAFE can provide me with appropriate services and that SAFE may choose to refer me to another agency or provider if they feel it is best for the most effective treatment.

\_\_\_\_\_\_\_\_ I understand that SAFE may have to transfer or refer to another agency or provider depending on availability or the capacity of the agency to provide treatment for my specific concerns. For such instances I will be notified in advance.

\_\_\_\_\_\_\_\_ I understand that SAFE works to provide evidence-based services in the most efficient way possible. This means that my services will be limited to a maximum of 12 sessions based on my specific presenting issues.

\_\_\_\_\_\_\_\_ I understand that it is my responsibility as a client to be dedicated to attending my counseling appointments and participating in tasks assigned both in and out of session.

\_\_\_\_\_\_\_\_ I understand that frequent no-shows, cancellations, or late arrivals may result in termination of services at SAFE.

\_\_\_\_\_\_\_\_ I understand that for scheduling and cancelling appointments I ensure that I have my provider’s direct contact information and reach out to them directly.

\_\_\_\_\_\_\_\_ I understand that I must attend at least one monthly counseling session to remain an active client and I must contact the Administrative Office for reactivation to resume services.

\_\_\_\_\_\_\_\_ I understand that SAFE is unable to provide emergency or crisis services and that I must speak with my provider about creating an emergency plan for potential crisis situations.

Client Signature \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date Signed \_\_\_\_\_\_\_\_\_\_\_\_\_

Printed Client Name\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_