



SERENITY SPACE WELLNESS CENTRE

Personal Counselling Policies

A balanced mind is an asset that pays lifelong dividend. The 'Mission' of SERENITY SPACE WELLNESS CENTRE is to promote self-confidence, contentment and a healthy, adjusted lifestyle where individuals learn to develop and maintain realistic expectations, practical, achievable solutions and effective coping mechanisms to face the challenges of life. All aspects of interpersonal relationships are also addressed here while maintaining strict confidentiality and an environment of openness, support and empathy.

SERENITY SPACE WELLNESS CENTRE Counselling is a professional and confidential service. It adheres to a strict code of ethics and 'Best practices' as outlined by the Rehabilitation Council of India RCI Act 1992. The Counselling Service also adheres to its reporting responsibilities under 'The Domestic Violence Act of 2005' as well as the 'Protection of Children against Sexual Offences Bill, 2011'.

Confidentiality: Confidentiality is a central and integral part of the counselling process; it offers safety and privacy to those who choose to discuss personal and private concerns and it safeguards against any inappropriate or unnecessary disclosures. Information, written or verbal, given to the counsellor will be held in the strictest confidence.

Limits to Confidentiality In exceptional circumstances: Your counsellors may at certain times, need to break confidentiality. This occurs in one of two ways:

1. If a strong belief exists that there is a serious risk of harm or danger to either the client or another individual. This may relate to issues surrounding sexual/physical/emotional abuse; child sexual abuse; child protection issues; rape; self-harm; suicidal intent; violence or criminal activity.
2. Occasions when disclosure is required as part of a legal process or investigation. In such instances information may be disclosed to significant others or appropriate third parties without permission being sought. Where possible a full explanation will be given to the client regarding the necessary procedures and intended actions that may need to be taken.

Sharing of Information: On occasion, it is beneficial for both client and counsellor to share information with another Support Service, Medical Practitioner or External Party. Apart from exceptions previously mentioned, sharing of information is always conducted in collaboration with the client. A signed consent form must be completed prior to any disclosure being made. Confirmation of attendance at the counselling session, or any information, written or verbal given by the client will not be disclosed to a third party without the client's written permission.

SERENITY SPACE WELLNESS CENTRE Counselling Services' has certain recommendations that help you invest your time and effort (and also that of your counsellor's), meaningfully, to ensure you get the benefits you expect from the program. While the counsellor will commit to ensuring that your interests are completely protected, individuals are expected to adhere to certain general guidelines and policies as mentioned below:

1. **Positive approach:** It is important to focus on the objectives of the program and do what it takes to achieve the results. A positive frame of mind helps in overcoming the initial mental and physical inertia and maintain commitment to the program. Though the counsellor will take all necessary steps to help you stay motivated through the process, an inner drive and openness to change from the client's end is also essential.
2. **Regularity:** Consistency and commitment are the two basic necessities for any life changing process to succeed. All benefits gained over time will be lost, if there are frequent breaks and discontinuities in the counselling process, especially during the initial period.

- 3. Presence of other family/Friend during the counselling session:** The Counselling process by its very nature is highly confidential. Since sensitive information may be discussed, it is recommended that only the individuals relevant to the issues are present within the counselling room. Accompanying family members are requested to wait outside till the session is over. Parents are requested to arrange for any accompanying children to be kept occupied outside the cabin with as little interruption of the session as possible. If the issue at hand involves the child, the counsellor may choose to call the child into the room for a discussion. However, at the initial diagnostic session, parents are cautioned that discussing children's problems in front of them can have adverse effect on their minds. Therefore, all pertinent issues should only be discussed /disclosed to the counsellor without the child being present unless and until the counsellor thinks it appropriate to call the child into the session. For this purpose, kindly bring in some tools to keep the child occupied as per their individual interests and hobbies.
- 4. Phone Policy:** It is important to stay focused on the discussion during the time allocated for the same. Clients are requested to maintain the flow of the discussion and avoid receiving or making telephone calls, SMSs, Whatsapp etc. during the process to ensure the time allocated by you and the counsellor is best utilized.
- 5. Periodic Evaluation:** The Counsellor will conduct periodic reviews of the progress and attempt to set specific timelines to achieve these. The Evaluations will be scheduled periodically to measure effectiveness of the program and also to review progress.
- 6. Feedback:** It would be deeply appreciated if you could also take the time and trouble to send in your feedback to Practo.com where we are listed to enable others to decide more effectively if we are the right forum for them to get help.
- 7. Fees:** The Association charges Rs 2000/- per session in the **SERENITY SPACE WELLNESS CENTRE Clinic** and Rs 1200/- per session at **Bethany Hospital**. The initial session is to assess whether the client's best interests are served by the counsellor at SERENITY SPACE WELLNESS CENTRE or it is preferable to recommend another channel for addressing the problem at hand. Each session will be for a 60-minute time period. If the client chooses to book two consecutive sessions, then fees for two consecutive sessions will be charged pro rata. Please note that all appointments will be confirmed telephonically by the clinic 2 days prior to the date of appointment. In the absence of a confirmation and receipt of fees 48 hours before the appointment date, the appointment will get cancelled from the system. This is to enable us to allocate the slot to others well in time. We request your understanding in this regard.
- 8. Cancellation Policy:** Clients are requested to give notice of at least 48 hours before cancelling any session, to ensure that the slot is not wasted since it cannot be allocated at the last minute to another client. All attempts will be made to accommodate a request to reschedule the appointment as long as more than 24 hours' notice is given. In case of cancellation with less than 24 hours' notice, there will be no refund of fees and the same will not be adjusted for the next session. In case of a no show, full fees will be charged against the cancellation. Before every appointment, you may receive an automated reminder from Practo. This policy is different for appointments at **Bethany Hospital**. While the hospital does not levy cancellation charges, please accommodate our request to avoid last minute cancellation.