

# **FOOTSTEPS COUNSELING CENTER**

## **Policies and Procedures**

This is a faith based counseling center providing both professional and spiritual counseling. We offer Christian counseling to individuals seeking to integrate their faith into the process of resolving issues. The counselor you will be meeting with is a counselor licensed or licensed eligible (in some instances) in the state of Virginia. Your counselor will bring to the sessions his or her professional knowledge and experience, but the ultimate responsibility for growth and change rests with you. Counseling can last from a few weeks to several months. Most people find counseling very helpful. However, depending on the nature of your difficulty, you might also experience uncomfortable emotions such as anger, fear, and frustration during the course of counseling. While your counselor cannot remove these feelings from you, they will help you work through them or find an alternative counselor. You are free to discontinue at any time. Most people remain in counseling until they feel they have learned better methods of thinking, feeling, and/or acting regarding their difficulties. Occasionally, counselors elect to discontinue counseling. This usually happens when they feel no substantial progress is being made or other factors are interfering with their ability to help you. If counseling ends prematurely, we will help you find qualified help, if you desire, either with another counselor at Footsteps or elsewhere.

**In order to maintain continuity of care, Footsteps Counseling Center implements the following policies:**

- **It will be your responsibility to maintain ongoing contact with your counselor. If there is a lapse in contact for more than 8 weeks, your case may be closed unless it was previously agreed upon with your counselor or there are extenuating circumstances.**
- **If you miss 2 consecutive appointments without notifying your counselor, or you do not keep your appointments consistently, services may be terminated. It is imperative that you attempt to keep all scheduled appointments, as counseling is not usually effective if attendance is sporadic. If you are not going to come, please let the office know so that they may fill the counselor's vacant spot with another client who may be waiting.**
- **24 hour notice is required if you are going to miss an appointment. If an appointment that is scheduled is missed without proper notice, you will be responsible for paying a \$40.00 fee.**
- **Co-pays are due at the time of the session. If more than 2 payments are missed, payment must be made prior to next appointment being scheduled. Payment should be made through the Footsteps administrative office.**
- **There are additional fees associated with any court involvement by the counseling staff. These fees **MUST** be paid up front prior to a counselor's involvement in the court process. Please see the billing manager for questions regarding these fees.**

**The decision to seek help for dealing with life's struggles is a difficult but very courageous decision. Thank you for letting Footsteps Counseling Center ensure that you don't have to walk alone.**