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FAMILY COUNSELING PROGRAM INFORMATION SHEET

WELCOME!

The Family Counseling Center is a full-service counseling facility. In order to run smoothly, we need your cooperation.

1. According to program guidelines, The Family Counseling Program provides short-term counseling and family intervention. This program does not provide long-term therapy that is provided by other community agencies or private practitioners.
2. The demand for our services is high; therefore, cancellation of a scheduled appointment **must** be made at least **24 hours in advance** of the appointment. While it is recognized that unplanned situations do occur, policy states that counseling services will be discontinued after two (2) canceled appointments.
3. **If you do not attend your scheduled appointment, have not called to cancel it, and do not return our call, your time slot will be given away immediately. Resuming services may require placement on a waiting list.**
4. Please bring only family members involved in counseling to the office. It is also requested that any ill or contagious family member not attend the session.
5. Clients arriving late for a scheduled appointment will not be given extended counseling time. If you are more than 15 minutes late without calling, another client may be put in your time slot and you will be rescheduled upon arrival.
6. Please refer to the Privacy Notice you have been given. Your family has a right to privacy and confidentiality, which will be honored with the following exceptions:
 - *A subpoena by a court of law which requires the release of the information specified by the subpoena;*
 - *Statements of self-injurious behavior, intent to harm oneself or others, will result in the notification of the appropriate authorities and intended victims;*
 - *Information concerning suspected child abuse or neglect which must be reported as mandated by Florida Statute 415.504;*
 - *Information regarding treatment of a minor without parental consent which can be shared with the parent(s), legal guardian(s), or legal authorities;*
 - *Clinical supervision, case review, invoicing, and auditing for quality assurance;*
 - *Demographic information (race, sex, date of birth, etc.) and dates/types of service that become part of a county database for billing purposes.*
7. Hours of operation are limited to office hours. In case of an after hours emergency, please call the crisis line at **211** or **954-537-0211** or **911**.