



Genesis Psychotherapy and Family Therapy Service
Blackcourt Road, Corduff, Dublin 15 Tel: (01) 8202764

Information for Clients

The Service

The service provides professional psychotherapy and family therapy to individuals, couples or families who are experiencing difficulties in their lives. Genesis is a community- based organisation founded in 1993 to provide high quality professional psychotherapy services to the community at minimal cost.

Therapists work with individuals, families and couples using a *systemic* approach. All therapists are either registered family therapists or interns. Interns are generally already qualified in a related profession and are at an advanced stage of completing the training and supervision requirements for registration as psychotherapists. Genesis also provides clinical supervision to all its psychotherapists.

Confidentiality

Your confidentiality is assured but there are some exceptions. The exceptions are as follows. If there are serious concerns for your welfare or of others we may decide to consult with other professionals or your significant others. In the event that such a concern arises this matter will be discussed with you and it is hoped that we can find a shared solution. However, the therapist maintains the right to address any serious concerns that arise in the course of therapy. The level of confidentiality is necessary to enable you to use therapy effectively. We do not provide reports, even though you may request it or give permission to do so. If you require a report you should contact a Psychiatrist, Clinical Psychologist or possibly a Social Worker who does provide this service. We follow Children's First guidelines. This will be explained to you by your therapist at your first session. We do not provide solicitors reports or go to court.

Fees

Fees are charged on the basis of a sliding scale. The standard fee is €35 but this can be reduced according to your means. Our policy is that inability to pay should not be an obstacle to attending. The fee is agreed in consultation with the therapist at the first session. Fees should be paid at each session and receipts are issued.

Cancellations

We provide a texting service for all our clients and text reminders are sent re appointments. Since your appointment time is reserved exclusively for you, in the event of a cancellation you will be expected to pay a cancellation fee of €10 unless you provide two working days' notice.

Opening Hours

Appointments can be arranged for weekday mornings, afternoons or evenings. It is generally advisable to arrange the first appointment at a time that will also suit for other possible future appointments. Our opening hours are 9am to 9pm Monday to Thursday, 9am to 5pm Thursday and 9.30am to 12.30pm Friday.

Telephone

As far as possible there will be someone to take your calls from 9.00am to 5.00pm each day Monday to Thursday and Friday from 9.30am to 12.30pm. When a member of staff is not available to answer the telephone an automatic answering machine will be in use. If you leave your name and telephone number the administrator will phone you back as soon as possible. If you wish to be contacted it is necessary to leave a message.

Changing Therapist

If for any reason you would like to change therapists, we recommend that you inform the therapist with whom you are working, and she or he will facilitate the change. If you do not want to discuss it with your therapist, you can contact the Manager who will arrange the transfer and will inform your therapist.

Views and Comments

Your views of the service are of great value to us. Should you wish to comment or make any suggestions we would be glad to hear from you and incorporate them in our efforts to improve our service to the community. Genesis also has a complaints procedure should you wish to make a complaint.

Children

We regret that as we do not have any child minding facilities, children should not be brought to the centre unless arrangements have been made with the therapist for them to attend the therapy session.

Complaints Policy

Genesis has a detailed complaints procedure. If you wish to have a copy please ask at Reception.

This page is yours to keep.

If you have any further questions on this Information Leaflet please talk to your therapist or ask at Reception.

Client

Therapist

Date

Date