



## Genesis Psychotherapy & Family Therapy Service CLG

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### Agreement to Engage in Therapy

#### Information for Clients

##### 1. 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. All therapists are registered with professional bodies (FTAI, IAHIP, IACP, ICP) and practice within the code of ethics and guidelines set out by their professional bodies. We also have interns who 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 psychotherapists attend monthly clinical supervision.

The service is offered to clients for up to **one year** per intervention.

##### 2. Confidentiality

Confidentiality is paramount within our service and you can be assured your information will be kept secure. All of the Genesis team sign confidentiality agreements and adhere to the Genesis confidentiality policy which you are welcome to view. Confidentiality lies within Genesis. There are however certain limits to confidentiality. These are outlined below:

- You disclose information which reveals a substantial risk of harm to self or others
- There is a suspicion or risk of harm to children. The service will, in this instance, follow the guidelines and reporting procedure as set out in ***Children First: National Guidance for the Protection and Welfare of Children 2017***. All members of the Genesis team follow the Children First Act 2015
- There is a court or tribunal order, or as otherwise required by law
- In the interest of best practice, information relating to clients may be shared with the Clinical Governance Manager of Genesis and external supervisors

In the event that such a concern arises the matter will be discussed with you. However, the therapist maintains the right to address any serious concerns that arise and to pass concerns to the HSE or the Gardaí. **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.

##### 3. Data Protection

Genesis adheres to guidelines as set out by the General Data Protection Regulation (GDPR) and Irish Data Protection Legislation 2018. All Data will be managed and processed in accordance to these guidelines. Please see Data Protection Policy CF11 which is available from reception. You are welcome to request a copy of Genesis Data Protection Policy. Under GDPR regulation you have a right to request all data Genesis holds for you.

##### 4. Fees

As a community Psychotherapy service our fees are well below what you can expect to pay elsewhere. The standard fee is €35 but this may be reduced upon discussion at your assessment stage. Our policy is that inability to pay should not be an obstacle to attending. Fees should be paid at reception after each session and receipts are issued.

**5. Cancellations**

**PLEASE NOTE THAT DUE TO THE HIGH DEMAND FOR OUR SERVICE, REPEAT CANCELLATIONS CAN RESULT IN A CLIENT LOSING THEIR APPOINTMENT.**

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 €15 unless you provide 48 hours notice. If you fail to turn up for your appointment and we don't hear from you within 24 hours, we will assume that you no longer want to use the service and will give your appointment to somebody else. Clients are entitled to 5 missed appointments with prior notice over the term of their engagement with Genesis. Any missed appointments after this will be charged at a rate of €15 per missed appointment.

**6. 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 9.00am to 9.00pm Tuesday, Wednesday, Thursday and 9.00am to 5.00pm Monday and Friday.

**7. Telephone**

We strive to ensure that there will be someone to take your calls during opening hours. In the unlikely event that 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 an administrator will phone you back as soon as possible.

**8. Views and Comments**

Your views of the service are of great value to us as it enables us to provide you with the best service possible. We invite you to fill in the views and comments form which can be found in the waiting room, and can be completed anonymously.

**9. 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.

**10. Complaints Policy**

If you wish to make a complaint you will find a copy of the complaints procedure in the waiting room.

**11. Text Messages**

Genesis' policy is to remind clients of appointments by text message. Please tick this box stating that you agree for Genesis to send you text message reminders about appointments.

**Acknowledgement**

I wish to avail of the services of Genesis Psychotherapy and Family Therapy Service. I acknowledge that I have read and understand the contents of this form which I have signed in duplicate.

I understand that Genesis operates in accordance with guidelines set out by the General Data Protection Regulation (GDPR) and Irish Data Protection Legislation 2018, and that my data will be processed under these guidelines.

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**Client**

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**Therapist**

\_\_\_\_\_  
**Date**

\_\_\_\_\_  
**Date**