

The Turning Point
Rape Crisis Center of Collin County

Acknowledgment of Services

The staff at The Turning Point is here to best serve the needs of survivors of sexual abuse/assault and their significant others who are impacted by secondary victimization. We provide Individual and Group counseling to those who are committed to their healing process. Commitment to attending the scheduled sessions, willingness to participate, and the learning of new coping skills is essential. We believe that these survivors and their significant others are capable of healing with the support of others and quality therapeutic intervention.

Fees / Appointments

The Turning Point does not charge any fees for providing services. All appointments must be scheduled with your counselor. If you are unable to attend an appointment, please contact us as soon as possible. Inconsistent attendance to sessions and lack of follow through regarding missed sessions will be addressed with your counselor and may lead to case closure. Arriving 15 minutes late or more to your appointment may result in rescheduling your appointment.

Personal Gifts

Our policy does not permit staff to receive personal gifts from clients. However, contributions and donations of goods and funds may be directly made to The Turning Point.

Confidentiality

Confidentiality is highly valued at The Turning Point. We cannot discuss your case without your written consent, unless you are a minor or under any of the following exceptions:

- cases of known or suspected abuse/neglect to a child (17 and under), individuals with disabilities or older adults (65 and older)
- threats to hurt oneself or another
- emergency contact for medical and/or mental health emergencies
- records that have been subpoenaed by a court of law
- supervision and case management of The Turning Point staff and volunteers
- unethical behavior by any therapist
- required audits by funding sources

I understand the limitations to confidentiality. _____ (Please initial)

* **It is not the policy of The Turning Point to participate in civil cases.** _____ (Please Initial)

Intake Assessment Process

The initial meeting(s) with you is not a guarantee of service by The Turning Point. The decision to provide therapeutic services to you is made by our clinical team. We will inform you of the team's recommendation at the earliest possible time.

Substance Use

Please be aware that the use of alcohol and drugs, including some prescription medications, can render your therapy session ineffective. Therefore, should you choose to use such substances anytime the day of your session, we will be unable to meet with you for therapy. Please call to cancel or reschedule your appointment. _____ (Please Initial)

If you have any questions or concerns that were not addressed in your initial meeting, we encourage you to call the intake therapist or the Clinical Director.

Client signature

Date

Staff signature

Date

The Turning Point
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Acknowledgment of Services – Client’s Copy

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Date

Staff signature

Date

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Client Grievance Process

The mission of The Turning Point as a private, non-profit organization, is to address the needs of victims of sexual assault/abuse and their significant others who are impacted as well. It is the policy of this agency to ensure maintenance of quality treatment, standards, and uniform compliance with established rules and regulations of the mental health codes. The Turning Point does not discriminate against clients based on race, color, citizenship status, national origin, ancestry, gender, sexual orientation, age, weight, religion, creed or any other factor protected by law. Any person who receives services from The Turning Point and has a question or suggestion about services received, or who has a complaint about their primary counselor should follow the following guidelines:

1. Clients are encouraged to work with their counselor to resolve the issue or concern.
2. When satisfactory resolution cannot be achieved by the client and counselor, the client may request a joint meeting with the counselor and the Clinical Supervisor.
3. If satisfactory resolution cannot be achieved, the client may present a written statement of concern to the Executive Director. The Executive Director shall respond in writing to said statement within 5 working days.
4. If you are not satisfied with the decision of the center, you may contact:

Texas Board of Examiners of Professional Counselors
1-800-942-5540

OR

National Association of Social Workers
1-800-232-3162