

The information contained in this leaflet is correct at time of issue. Policies and procedures may change in line with developments in Aisling Centre to enhance the service or due to external factors e.g. funding provided to the centre, BACP changes or DHSSPS regulations when they are introduced later this year.

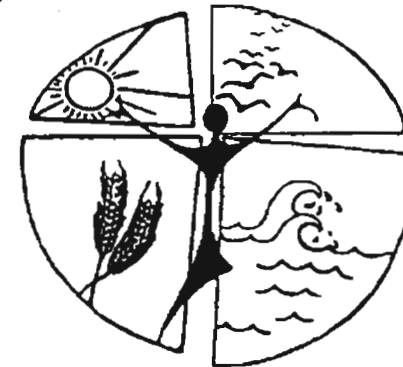
March 2007

Contact details:

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Aisling Centre



Information

For

Clients Seeking Counselling

(This leaflet is appropriate for self referred adults or those referred by a professional e.g. GP)

- ***What is the counselling service?***

It is a service where people from all backgrounds, denominations and aspirations can discuss their personal concerns with a qualified counsellor.

- ***What do we provide?***

Our team provides counselling (i.e. “talking therapy”) to individuals experiencing a difficulty or a crisis. If appropriate or requested art is used as an aid to counselling by counsellors trained to work in this way.

- ***Groups***

When sufficient numbers are interested personal development / support programmes may be provided in the Aisling Centre or on an outreach basis. These can also include the use of art as an aid to the programme required.

- ***Who do we provide for?***

- **Adults 18 years+** with life stress/crisis including experience of sexual abuse, bereavement etc.
- **Individuals 7 years+** with Troubles related stress
- **Children 7 – 12 years** with life stress / crisis

- ***Who provides the counselling support?***

At present 4 counsellors are on the team. In general the nature of a client’s concern and his/her age bracket decides which therapist will meet him/her. The qualifications of each counsellor is available to clients at the initial appointment.

- ***Confidentiality***

Each therapist adheres to a professional code of confidentiality. The details, including limits, are given to the client at the initial meeting

- ***Initial Consultation & Therapy Sessions***

The initial meeting provides the opportunity for counsellor and client to meet and discuss the difficulties the client has and decide if our service is the appropriate agency for you. If so the client will then be offered a series of 12 appointments. These will last 50 – 60 minutes maximum.

- ***Who governs our work?***

The Aisling Centre holds organisational membership of the British Association of Counselling and Psychotherapy and adheres to its recommended standards of practice. The Sperrin Lakeland Trust and the Community Relations Council (NI), also approve our standards of practice, policies and procedures as they fund most of our work.

- ***How much does it cost?***

All clients are required to contribute £5 for each appointment agreed with the counsellor whether s/he attends or not. The exception to this is where employers fund the counselling place.

- ***Reception Staff***

The secretary will assist with your enquiries between:
9.00am – 5.00pm Monday - Friday at: 028 6632 5811

- ***Feedback from Clients***

We encourage feedback to help provide a professional and efficient service. Evaluation forms are given to each client for this purpose.

The Aisling Centre welcomes suggestions for its service provision at all times.