

COMMUNITY COUNSELLING SERVICE

COUNSELLING POLICIES AND FORMS		
Ref	Description	Page
CCS1	Aims and Objectives, Description and Overview of the Service	2
CCS2	Standards of Service for the Community Counselling Service	4
CCS3	Roles and Responsibilities	5
CCS4	Supervision and Support	6
CCS4/F1	Counselling Supervision Record Form	8
CCS4/F2	Counselling Appraisal Form	9
CCS5	Deployment of Staff and Volunteers	14
CCS6	Enquiries, Referrals, Allocations, Re-referrals & Private Clients	15
CCS6/F1	Counselling Initial Details	18
CCS6/F2	Initial Letter	19
CCS6/F3	Counselling Referral Form	20
CCS6/F4	Self Assessment Form	22
CCS6/F5	Publicity Leaflet	23
CCS6/F6	Request for Counselling Extension	25
CCS6/F7	List of External Counselling Agencies	26
CCS7	Counsellors' Appointments, Bookings Systems, Recording and Storage of File	31
CCS7/F1	Counsellor Allocation Record	37
CCS7/F2	Offer of Appointment Letter	38
CCS7/F3	Initial Assessment Form	39
CCS7/F4	Counsellors' Notes	41
CCS7/F5	Core Beginning of Therapy	42
CCS7/F6	Core End of Therapy	44
CCS7/F7	Client Response to Offer of Appointment	46
CCS7/F8	Client Contact Form	48
CCS7/F9	Change of Availability Letter	49
CCS7/F10	Non-Attendance Letter	50
CCS7/F11	Change of Counselling Date Letter	51
CCS7/F12	End of Therapy Form	52
CCS7/F13	Consent to Audio Recordings of Counselling Sessions	53
CCS8	User Feedback	54
CCS8/F1	User Feedback Form	56
CCS9	Centre Security	58
CCS10	Confidentiality	61
CCS10/F1	Confidentiality Acknowledgement	64
CCS10/F2	Outside Information Request	65
CCS10/F3	Disclosure of Confidential Information	66

HEALTH AND SAFETY

OPERATIONAL PROCEDURES		
Ref	Description	Page
HS1	General Health and Safety Principles	67
HS2	Control of Substances Harmful to Health (COSHH)	70
HS3	Manual Handling Operations	73
HS4	Working with Visual Display Units (VDUs)	75
HS5	Food Hygiene	78
HS6	Fire Safety	79
HS7	Accidents, Incidents, Near Misses and Emergencies	81
HS8	Control of Infection	83
HS9	Human Factors	85
HS10	General Risk Assessment	86
HS11	Lone Working	88
HS12	Medicines	91
HS13	Smokefree Policy	93