

Dear Client:

Welcome to Jewish Family Services. We are pleased that you have selected JFS. We will do our best to serve you.

JFS is a private non-profit agency providing professional services and educational programs to the community. We are supported by client fees, the Jewish Community Federation of Richmond, United Way, special funds, private donations and grants.

The hours of operation are Monday-Thursday, 8:30 AM – 9:00 PM, and Friday, 8:30 AM – 5:00 PM. Limited after hours emergency phone contact is available by on-call personnel.

As a client of our agency, you are entitled and welcome to do the following:

- Ask about our professional qualifications.
- Ask about and comment on agency policies and operations. Comment orally and/or in writing about your contact with the agency. This will be included in the client record. Make suggestions as to how our policies and services can be improved.
- Ask to see and discuss our fees. You may be charged for skipped appointments or cancellations with less than 24 hours notice.
- Know about our policies or procedures to protect your privacy to the fullest extent of the law. Exercise your right to refuse any service, treatment, or medication, unless those rights have been limited by law or court order.
- You have the right to receive non-coercive service that protects your right to self determination and you have the right to participate in decisions regarding the services you receive.
- Discuss any concerns with the JFS staff person you are working with and, if you desire, with the Chief Operating Officer. JFS has a written Client Grievance Policy. You may request a copy.
- Services are provided to all clients whose needs can be met by JFS. If JFS cannot meet your needs, referral to more appropriate setting may be made.

About the Counseling Process

Participating in counseling can result in a number of benefits to you, including reducing or getting rid of psychological symptoms, improving interpersonal relationships, and resolving specific life concerns. Our outcome surveys have indicated that the vast majority of JFS patients experience these benefits as a result of their counseling. Working towards these benefits, however, requires effort on your part.

Counseling requires your very active involvement, honesty, and openness in order to change your thoughts, feelings, and/or behaviors. During counseling, discomfort may be experienced by remembering or talking about unpleasant events, feelings or thoughts, and it can even evoke in you strong feelings of anger, sadness, worry, fear, etc., or anxiety, depression, insomnia. Verbal expression of any feeling is appropriate in counseling, while acting out feelings in violent or destructive ways is not and may result in termination of therapy or referral to a more appropriate therapeutic setting. Change will sometimes be swift and easy, and at other times, slow and frustrating. Your counselor will make every effort to help you through the rough spots. We hope that you find your counseling experience at JFS a rewarding, fulfilling one.

Insurance Co-Payments and Filing

As part of our registration process, we contacted your insurance carrier(s) in order to determine your co-pay. That amount will be collected from you *prior to each counseling session*.

Please inform us immediately of any changes in your insurance coverage. While we will do our best to work with you and your insurance carrier in getting claims submitted correctly and in a timely manner, please remember that any unpaid balances are your responsibility.

The staff of Jewish Family Services will make every effort to provide quality service, and we welcome your questions, suggestions and inquiries.

Sincerely yours,

The Staff of Jewish Family Services