

WHAT TO EXPECT FROM COUNSELING

People sometimes encounter difficult situations or crises in their lives and often benefit from the professional counseling services that are available at their Fleet and Family Support Center. Counseling contributes to personal readiness by providing the opportunity to develop problem-solving skills that can reduce stress in the workplace or in personal relationships.

When you begin counseling, you may feel nervous because you're not sure what to expect of the counseling process. First, you should know that the counselor will try to help you feel respected, understood, and supported. Your feelings will not be minimized, judged, or criticized. Often, if you feel listened to, there is a sense of relief that can reduce your stress level.

Individuals who have the motivation to solve their own problems, can have a very positive counseling process. When you begin to work with a counselor, they will have expectations of you and you should have expectations of them.



Little Creek 462-7563

Newport News 688-NAVY

Norfolk 444-2102

Northwest 421-8770

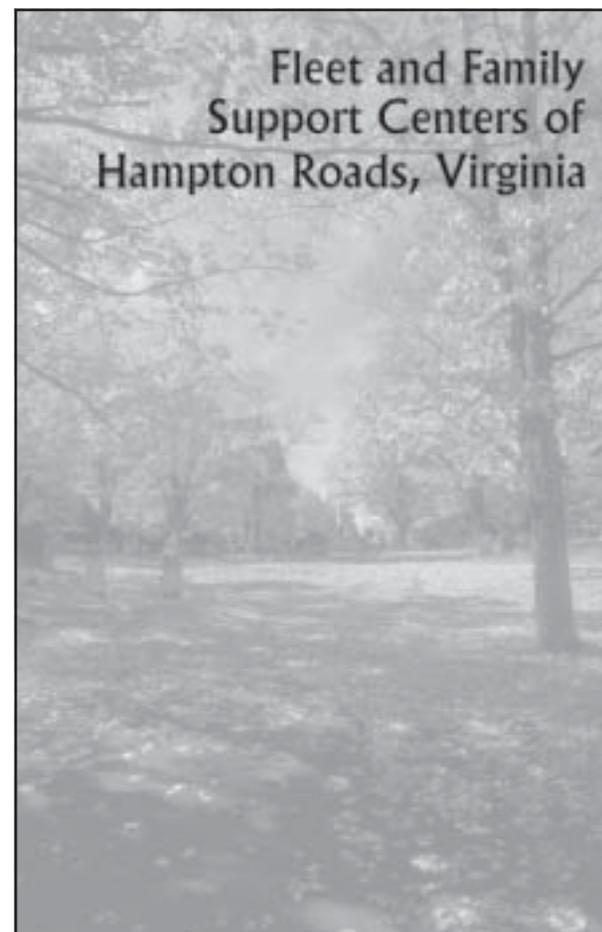
Oceana 433-2912

Yorktown 887-4606

After hours, weekends,
& holidays 444-NAVY (6289)

Toll-free 1-800-FSC-LINE

COUNSELING SERVICES



Visit us at our website!
www.ffscnorva.navy.mil



YOUR EXPECTATIONS OF A COUNSELOR

Your licensed, professional counselor will:

- Ask questions to assist you in developing new ways of dealing with your problems.
- Make every effort to respect and maintain confidentiality within the limits of reporting requirements for the military system.
- Provide you with a non-judgmental, respectful atmosphere in which to discuss your concerns.
- Will hear your concerns and may recommend continued short-term counseling or other services.



YOUR COUNSELOR'S EXPECTATIONS OF YOU

It is important that you attend and actively participate in each counseling session for the period of time you and your counselor agree upon.

Counseling appointments must begin on time. Appointments are closely scheduled, so if you are late, your appointment may have to be re-scheduled to ensure that other clients don't have to wait for their appointments.

If you are unable to attend a scheduled counseling appointment, it is important to give as much notice as possible when canceling your appointment. When a counselor agrees to see you, that time is set aside just for you. The counselor will honor that commitment unless notified not to hold that hour open.

In order to assure success, it is necessary that you commit both time and effort towards your goals.

At FFSC, each of our counselors holds a masters or doctoral degree in Social Work, Counseling, Marriage and Family Therapy, or Psychology. They are all fully-qualified, credentialed, and know how to help you.

STATEMENT OF CLIENTS' RIGHTS

In the interest of providing quality service, the Fleet and Family Support Centers of Hampton Roads guarantee clients the following rights:

1. The right to receive quality care and assistance within the center's limits of service.
2. The right to be treated with respect and dignity regardless of race, culture, sex, age, disability, creed, socioeconomic status, marital status, and military status.
3. The right to know the identity and professional status of the individual(s) providing services.
4. The right to receive an explanation of the assistance being provided and to refuse assistance.
5. The right to confidentiality within the limits of this DoD agency. Uses of the information you disclose are guided by the Privacy Act. The professional staff at Fleet and Family Support Center will explain the Privacy Act statement so that you are fully informed about the uses of the information you provide before you receive services.
6. The right to refuse to participate in any data collection for purpose of research or evaluation.
7. The right to be free of any sexual exploitation or harassment.
8. The right to review your own case record when you make a written request at least 24 hours in advance and conduct your review in the presence of a professional staff member. Access does not extend to confidential material provided to the center by other agencies.
9. The right to lodge a grievance if you have reason to believe your rights have been violated. A grievance may be lodged by contacting the FFSC Director either in writing or verbally. A prompt response is guaranteed.