

Welcome Aboard

New Counselor Orientation Manual

Canyon Hills Counseling Department

Name: Ray Ruppert

Counselor Rating: TBD

Start Date: Spring 2018

“Compassionately Ministering the Gospel of Hope for the sake of the Suffering and the Equipping of the Saints to the Glory of God.”

Table of Contents

Welcome to the team	3
What you can expect	4
The Day of your counseling appointment.....	4
Arrival	4
Where's my file?	4
The Computer	4
Pens, Paper, etc.	4
Who's in the room with me?	4
Counseling Session.....	5
Departure	5
Counseling Items to be aware of:	6
How will the next session be scheduled?	7
Before your next counseling session.....	7
Case Report Form.....	7
Last counseling session	7
Important Information	8
Case Report Forms	8
Names and Numbers	8
Lockdown Procedures:	8

Welcome to the team

WOW! If you are reading this letter, then that means that you have put a lot of time and energy into training and observing. We are very confident that you are ready to sit behind the desk in the counseling office and help those that God brings through our doors.

This ministry can be kind of overwhelming to navigate on your own, so we thought that we would put this document in your hands to help explain what you can expect, as well as resources that are available to you counsel to the best of your ability.

If you have any questions after reading through this document, please feel free to contact anyone on the last page of this packet. They are all very capable of answering any questions that you might have.

Thanks again for being willing to join our team and allowing God to use you in some amazing ways.

A handwritten signature in black ink, appearing to read 'B. Marshall'.

Pastor Ben Marshall

What you can expect

The Day of your counseling appointment

Arrival

We ask that you get to your counseling appointment at least 15 MINUTES earlier than your scheduled appointment. This will allow time for you to pick up your counselee's folder, find out what room you are scheduled to counsel in, get set up, and take a breath before you begin counseling. If you are not going to make it to the counseling office 15 minutes before your counseling session, please call the counseling administrator so that we can help get as much ready for you as possible prior to your arrival.

Where's my file?

Once you have arrived at the counseling office, you will be directed to find your counseling file. Inside the file will be a large yellow card indicating which room you will be counseling in. Head down the hallway and look for the office that you have been assigned. If there are any problems figuring out where to go, don't hesitate to find the counseling administrator, who will be more than willing to show you where you are going to be at. Once in your office, feel free to spread out books, Bibles, files, homework, and anything that you will need for counseling.

The Computer

You are also welcome to log into the computer (ChromeBox) in your room. The log in info is as follows:

Log-In Name: your gmail, or sign in as "guest"

Password: Your password, or none needed if in "guest" mode

You are welcome to use the computer to look at homework files (ask the counseling administrator to send), print articles off of the internet, type out your case report form, take notes during the session. If you have any trouble logging in or printing, don't hesitate to ring the counseling administrator from your office phone, by simply picking up the phone and dialing 7135.

Pens, Paper, etc.

Located in the filing draw in each room should be: yellow pads of paper, dry erase markers, pens, and homework sheets. Please take a look through those draws so that you are familiar with where things are located prior to meeting with your counselee.

Who's in the room with me?

We consider ourselves as biblical counseling training center, which means that we are doing more than counseling. With that being said, there is a good chance that at some point in counseling, you will have any of the following people in the counseling office with you:

Observer:

An observer is someone who has completed classroom/conference training, has watched some observation videos, and now needs to sit in and observe live counseling. This person will typically sit in the back of the room and take notes observing you, the counselor, and what you are doing. They know that they are to arrive 10-15 minutes earlier than that counselee. They also know that they can stay after the counseling session for 5-10 minutes in order to ask you questions related to the counseling session that they just observed. The observer is NOT to give input during the session and they are aware of this prior to their first counseling session.

Advocate:

An advocate is someone who the counselee has invited with them to join them in counseling. This person is someone who the counselee has identified as someone who they want to help walk beside them through the counseling process. They will typically sit beside the counselee. Since the advocate is there to help, it is fine to interact with the advocate by asking them questions as well as allowing the advocate to ask questions. Just remember that the counselee is the one who is there for help not the advocate.

Co-Counselor:

We try our best to have a man counseling a man and a woman counseling a woman. So cases where you are counseling a couple, you can expect to have a counselor of the opposite sex in the counseling room with you. You will be given a heads up prior to the first counseling session that another counselor will be joining you. In such cases, the male counselor will take the lead during the session. (See the section titled "Case Report Form" to answer questions regarding who is responsible for this report in cases where there are two counselors.)

Counseling Session

Once your counselee arrives, they will be greeted by the counseling administrator and instructed to fill out the green sheet (from the second appointment forward). This sheet asks them information that would be good for you to know. After they have filled out that sheet, the counseling administrator will let you know that the counselee has arrived and is ready for counseling. That is your cue to go out and greet them. We ask that you not keep your counselee waiting any more than 5 minutes after their scheduled counseling time.

Departure

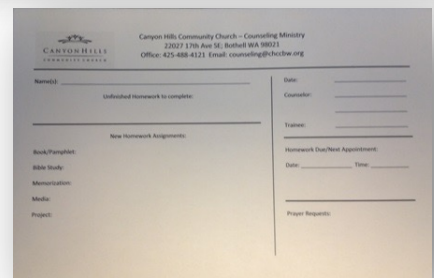
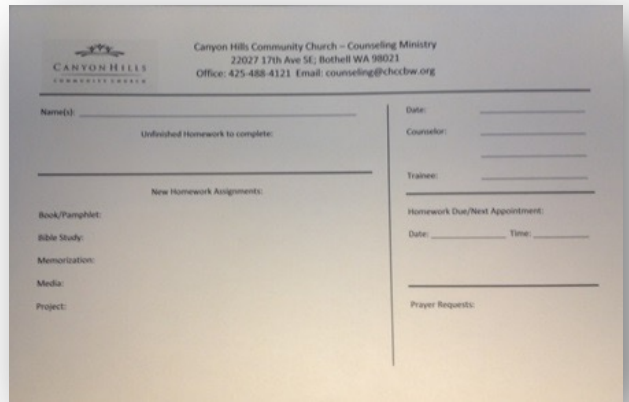
Once your counseling session has ended, you can escort your counselee out to the front lobby. You can then entertain any questions that your observer might have. Last but not least, please place all papers pertaining to your counselee back into the folder and return the folder to the administration office. **NO FOLDERS ARE ALLOWED TO LEAVE THE COUNSELING MINSITRY CENTER FOR ANY REASON!** (Should you need information from your folder in order to finish your case report, you can ask the administrative assistant to copy the notes that you need and email them to you.) After the office has been returned to normal and the case file is returned, you are welcome to leave.

Counseling Items to be aware of:

Your counseling room comes equipped with a couple of different tools that you will most likely want to make use of at some point:

Books, Booklets, Audio Files, and Video Files:

We have many different Books, Booklets, MP3 files as well as video files that you can use to help teach as well as give for homework. The counseling administrator is very familiar with all of those resources so if you are looking for something in particular, make sure to check with her first. It would also be helpful to wander through the counseling department to see the different resources that you could use. There is a wall of booklets along the wall that you have to walk down in order to get to all of the counseling rooms as well as a resource room at the end of the hallway past counseling room. If you take a resource, please let us know. If you assign a counselee a resource, please have them pay at the front desk on their way out (unless they have great financial hardship—please just let us know privately).



Homework Sheet:

Each counseling room is filled with a homework sheet. This sheet is useful to remind both you and your counselee of the following items: the date of your counseling session, names of those who were in the counseling room, when your next counseling session will be, any old homework that they did not do and need to complete before the next session, and any new homework that you assign them for the next session. Each of these homework assignments is in triplicate so that you can give one to the counselee, one for your counseling folder, and then one to whoever else might need to be reminded of the information contained on it (Advocates, Parents, etc.). Please make use of these homework sheets as it helps to keep track of what has been assigned.

The Counseling Diagram Folder:

This folder should be sitting on the desk. It is filled with all kinds of diagrams that help to visually explain some harder counseling concepts. All of the diagrams are laminated which means that you are able to use dry erase markers to mark on them and the marks will wipe right off. Take some time to familiarize yourself with any diagram that you feel you might be using during the counseling session.

We also have non-laminated copies that can be printed off in case you wanted to do give a diagram out as homework or just for the counselee to take home as a reminder. Contact the Counseling Administrator if you would like one of those diagrams printed off for you.

The Whiteboard

One of the best tools that we have to offer in the counseling room is the whiteboard. All of the counseling rooms have these available and we highly encourage you to use them in each and every session of counseling. When you are done with your session, feel free to snap a

picture with your phone and insert the picture into the case report form (this document is explained a little later on.) Many counselors have found that to be a very effective way to remind themselves of what they discussed during the counseling session.

How will the next session be scheduled?

The picture on the right is a sample of the homework sheet that you can use in order to remind your counselee of the homework that you give them to do throughout the week. If you look at the red circle on the sheet to right you will see that is the place to put the date and time of your next meeting. **Make sure to fill that section out** so that our administrative assistants know when to make your next appointment. Typically your next appointment will be the same day and time as you have been meeting. If for some reason you need to meet a different day and time, make sure to check with the administrative assistant **BEFORE** you write in the day and time for your next meeting. We have a lot of counseling that happens here and we don't want to double book a room.

Before your next counseling session

Case Report Form

One very important document that you will need to submit to the Pastor of Counseling before your next meeting is a document called a "Case Report Form". This is the document that allows your supervising counselor to know what is happening with your counseling. It is also a tool which allows him or her to be able to offer his feedback both in the direction that you need to go as well as in homework that you could give.

You need to complete this document within 48 hours of counseling and upload it to your appropriate counseling on the TherapyNotes system (you will be given instructions on how to use this system once you begin with your first counselee). Once you submit your case report form, your supervising counselor will review it, give his or her comments, and send it back to you prior to your next counseling session if there is anything that needs to be considered. Make sure to read through the entire case report before emailing and/or calling with questions.

Last counseling session

When you have finished your last counseling session with your counselee, you will need to do a completion letter. This letter is a document informing the counselee that counseling has officially come to an end. It is also a review of what you have spent the previous weeks working on so as to serve as a reminder for the counselee should they need that in the future. A copy is sent to the counselee and a copy is put into the counselee's file. (The counseling administrator can provide you with an example of a contemplation letter if you would like one.)

Sometimes counseling does not end in completion. That could be due to life circumstances or an unwillingness to change. In instances such as these, you would not send a completion letter but a termination letter. This letter states that counseling has ended and why it has ended. This allows for the counselee to know that counseling has ended and what they still need to work on. This also lets any future counselors know what was left unfinished should the counselee want to come back to counseling and you are not available.

Important Information

Case Report Forms

You will need to get the case report form in digital format (Word Doc.) You may use your ACBC format if in supervision. Once your supervising counselor feels you have enough experience, you will be able to complete a simplified version of the Case Report on TherapyNotes.

Names and Numbers

Position	Name	Extension	Email	Other
Pastor of Counseling	Ben Marshall	7129	benm@chccb.org	Cell: 360.471.6044
Counseling Office Manager	Kaitlin DeJong	7135	kaitlind@chccb.org	Cell: 425.344.0109
Evening Administrator	Kelly Parker		kellyp@chccb.org	
Counseling Director		7126		
Female Counselor	Nanette Loveless	7154	nanettel@chccb.org	
Female Counselor	Wendy Wood	7130	wendyw@chccb.org	

Lockdown Procedures:

While we do not anticipate the use of these procedures often, it is always good to know what to do in case of an emergency in which we need to lockdown the building. Please read through the following items:

For external threat:

- Staff and clients are to remain in their offices. Do Not answer the door. Flip the panic switch in the counseling administrative office.
- Keep back from any windows and doors, lay flat on the floor or seek protective cover for you and others (concrete walls, thick desks, filing cabinets. Cover may protect you from bullets). Stay in a central location in the building.
- Remain calm and assist others with you in remaining calm, quiet and out of sight.
- Place signs in exterior windows to identify the location of injured persons.
- All doors, windows, offices and classrooms will be closed and locked or barricaded, if possible by those who happen to be in the vicinity.
- Turn off all lights and close blinds.
- Silence all cell phones.
- Once in a lockdown area, building occupants should call 911 and give the dispatchers the phone number(s) at which they can be reached for further instructions. *Staff, make sure you know the address of this building.*
- If you cannot get through by phone and have e-mail or text message capability, contact 911 as well as Pastor Jim Sewell via his cell phone at (425) 501-1796.
- Account for everyone in the room or office.
- Do Not Approach Emergency Responders - let them come to you.
- Building occupants should remain in that area until they receive further instructions or an "all clear" is issued.
- No one will be allowed to enter or leave the building(s) or area(s).
- Parents, friends, concerned loved ones will not be allowed to pickup staff or counselees from the counseling ministry center, unless instructed to do so.

For internal threat:

- Assess situation and determine if flight is possible, or if you need to fight. There is bear spray mounted in both administrative offices near the lobby, or get creative.
- Yell *loudly* to indicate the type of threat to others in the vicinity, and get moving. A moving target is harder to take on.
- Call 911 as soon as you possibly can—emergency officials cannot reach what they do not know is occurring. Call or text Jim Sewell secondarily if capable (425) 501-1796.

Staff, keep this number in your phones. Staff, also make sure you know the address of this building.

- Keep lights off and cell phones quiet.
- Attempt a retreat (there are doors connecting every central room) to the warehouse. Hide and prepare to use cans, kitchen equipment, or any other equipment as a weapon, should intruder(s) enter. Become familiar with the layout—this is your advantage they do not have.
- Escape out the back doors if possible and safe to do so.
- Wait for emergency officials to provide help.