



Information for Clients

Welcome! We are glad you came today. The following information tells about our services. Please feel free to ask if you have questions; we are happy to explain this information to you. During counseling, you and the counselor work together so you can meet the goals and hopes for your life. You have the right to work with a counselor here, and also the right to refuse these services.

WHEN YOU COME TO CLINIC:

1. Please check in with the receptionist.
2. You will be called (first come first served) when the next counselor is available.
3. Depending on how busy the walk-in clinic is, most counseling sessions are 30 - 50 minutes long.

WHAT WE PROVIDE:

Walk-In Counseling Center offers free counseling to help you with many different personal and family problems. Typically we offer up to ten sessions, but this is flexible. You and your counselor negotiate the number of sessions. Our counseling services are provided by professional counselors and advanced graduate students who volunteer their time. Our goal is to provide high quality service to all clients regardless of race, ethnic background, religion, sex, age, sexual or affectional orientation, or disability.

CONFIDENTIALITY POLICY:

1. You may refuse to give any information you do not feel comfortable revealing to a counselor. We may ask for your name so we know how to address you, but if you do not want to give your name, you may give no name or you may make up a name. It's helpful to us to have at least a first name and last initial so, in case you return, we can find your record. (Note: If you do not give your real name, we cannot send your record to anyone else should you desire that in the future.)
2. If you schedule an appointment it is helpful if you give us some way to communicate with you--your phone number, email or mailing address-- in case your counselor has to change the appointment. However, you can choose not to give us this information.
3. We will document some general information about you such as race/ethnicity and estimated age. We collect this information about all clients and aggregate it in order to better describe our work to funders in the community. We never disclose any information that identifies an individual client.
4. Your counselor will make notes about your visit. You have the right to look at or get a copy of anything in your record. We encourage you to discuss reading your record with your counselor.
5. Your counselor will see you alone, but then work with other counselors in the clinic team. This team model offers more support to counselors and, ultimately, to clients. Your counselor will sometimes share with the team a summary of your counseling session to get their ideas about referrals and other ways we can support you.
6. You, key volunteers and Walk-In staff are the only ones who see your record. You must sign a Release of Information if you want us to send any information to any person or organization outside Walk-In.

EXCEPTIONS: We are required by law to possibly break confidentiality when:

- Reporting of abuse or neglect of minors;

- Reporting of abuse or neglect of a vulnerable adult;
- Reporting of controlled substances for non-medical purposes by a pregnant woman;
- To prevent a suicide by a client when the possibility seems imminent;
- To prevent a client from harming someone else when explicit and specific threats have been made (duty to warn or protect).
- When a client reports misconduct by a Minnesota-licensed health professional;
- In response to court orders or subpoenas (e.g., lawsuits, custody cases, etc.)

WHAT WE ASK FROM YOU:

1. If you cannot keep an appointment with your counselor, please call and cancel as soon as possible. Each counselor has a voice mail number which they write on the appointment card. If you don't have that information, call and leave a general message or talk to the receptionist: 612-870-0565 x 100.
2. If you are returning for an appointment with your counselor, please be on time. Call your counselor's voice mail extension (on the appointment card) if you are going to be late: 612-870-0565 x ____ .
3. If there is anything about Walk-In's services or the work you are doing with your counselor that you do not understand, please ask your counselor to explain.

IF YOU WOULD LIKE TO SUPPORT US:

We are able to provide free services because of our counselors, who volunteer their time, and the generosity of individuals and foundations who donate funds needed to operate our agency.

You, too, may want to make a donation. Every gift, no matter the size, makes a difference. Walk-In Counseling Center is a nonprofit organization, so donations are 100% tax-deductible.

If you are able, you can put cash/check in the comment/donation box (MPLS) or give it to the receptionist (at Family Tree or Neighborhood House). If you want a receipt for your gift, please complete the blue donation envelope and we will mail it to you. If you want a receipt the day you donate, please ask the receptionist for one.

If you want to donate at a later time you can make a secure online donation at www.walkin.org or mail a check to Walk-In Counseling Center, 2421 Chicago Avenue South, Minneapolis, MN 55404.

THANK YOU FOR YOUR FEEDBACK:

We are always interested in hearing how we've helped people or how we might improve our services.

To give us feedback about your experience at Walk-In, please complete a Client Feedback Form (at the waiting room table in Minneapolis or from the receptionist at off-site locations). Your feedback is confidential, and we welcome what you have to say.

WHAT TO DO IF YOU ARE NOT SATISFIED WITH OUR SERVICES:

If you are not satisfied with the services you received from us, please tell us. You can talk to your counselor, contact the Clinic Director (612-870-0565 x 108), or the Executive Director, (612-870-0565 x109), by phone or letter as soon as possible.