

Definitions:

CCP Staff	Includes individuals who work for the Community Counselling Program who work with clients or communities. This may include counsellors, clinical supervisors, managers, wellness workers, intake staff or other individuals involved in caring for clients in the Community Counselling Program.
CCP Services	Services provided by the Community Counselling Program. This may include counselling services, referrals, prevention and promotion activities, etc.
Screening/Intake	The process that usually begins the counselling process which includes identifying client's needs, assigning risk and priority level for services and gathering of basic client information. This can involve one or more contacts with the client.
Risk Level	Identification of a client's mental state, behaviour, and/or verbal expressions which suggest they may be a threat to themselves or others.
Informed Consent	Permission from a client to start or change services that is obtained after providing the client information about the program, including the risks and benefits, client rights and responsibilities, limits to confidentiality and alternative services. This will enable clients to make a decision without coercion or deception. The client is free to withdraw consent at any time.
Emergency Situation	Emergency situations are situations where, due to unforeseen circumstances, a community or individual requires immediate care. These situations include natural disasters, community suicide, homicide, other traumatic deaths or accidents and other extreme circumstances.
Capacity for Consent	A person who has the capacity to give consent, is one who has a clear appreciation and understanding of the facts; implications and consequences of an action.
Assessment	Assessment is an ongoing process through which the CCP Staff works collaboratively with the client and others (if required) to gather and interpret information required for planning client services and evaluate the client's progress. This process can also include the use of enhanced assessment tools to gain an understanding of the

	<p>client.</p> <p>Assessment helps to build a holistic view of the client, their problems, and their needs. This may occur over several sessions but should be done as soon as possible.</p>
Client Service Plan	<p>Client Service Plan is a documented plan for the direction of the client's services. This includes identifying the client's needs and goals, making plans, identifying coping strategies. This care plan should direct the services provided to the client. The care plan can be very simple or very elaborate based on the client's needs, wants, and goals.</p>
Case Management	<p>The process of working individually and collaboratively with other services in the assessment, planning, facilitation and coordination of client services in a way that best meets the client's needs.</p>
Aftercare	<p>An essential service provided to a client after they have completed or left a treatment program or finished other services. This service is designed to maintain outcomes achieved through other services, provide support and knowledge and assist clients in meeting their continued needs. The nature of this service will vary from person to person but it should build on the progress made while the client was in other services.</p>
Family Violence	<p>Family violence is an abuse of power within relationships of family, trust or dependency. Family violence includes many different forms of abuse, mistreatment or neglect that adults or children may experience in their intimate, kinship or dependent relationships.</p>
Traditional Healing	<p>Programs, services, or practices which integrate traditional cultural techniques or processes to help individuals.</p>
Case Manager	<p>Health care or social service provider who is leading the collaboration of two or more services to provide optimal care for client. Service providers can include CCP Staff, Social Workers, Housing Department Staff, Psychiatrist, Physician or other individuals involved in the client's care.</p>
Client	<p>Individual who is receiving services from the Community Counselling Program.</p>

