



Expectations and Satisfaction

All Agape Senior Staff and Staff Counselors are professional therapists licensed by the state of New York. Our Resident Counselors have completed a Master's Level academic program and are working towards hours for licensure. Each staff member has a personal relationship with God through Jesus Christ; however, Agape welcomes all who seek counseling, regardless of religious background and beliefs.

Counseling Expectations

During sessions you will talk about the primary concerns and issues in your life. Our sessions last 52-55 minutes where weekly sessions are usually the best to start. Between sessions it is beneficial to think about and process what you discussed with your counselor. At times, you may be given 'homework', to take certain actions outside of the counseling session, reading a relevant book, or keeping records. Change can be easy and swift, but often it is slow and deliberate; mutual hard work between a therapist and a client is important for success. At Agape, we believe that the counseling process requires your active involvement. To get the most out of your counseling, you must be an active participant, both in and outside of the counseling session.

We also recognize that there are both benefits and risks associated with counseling. Counseling can lead to an improved ability to identify important things about yourself, acquire helpful life management skills, and integrate past and present learning to live a happier and healthier life. Risks of the process might include experiencing uncomfortable levels of sorrow, guilt, anxiety, anger, frustration, or difficulties with other people. Some changes may lead to what seems to be worsening circumstances or even losses. (For example, counseling will not necessarily keep a marriage intact.) While we expect that therapy will be helpful, there is no guarantee of any specific outcome; therefore, it is vital that you discuss any questions or concerns about the process with your counselor at any point during therapy.

Satisfaction

It is our goal to ensure your complete satisfaction. Your work in counseling will be rendered in a competent manner, consistent with accepted ethical standards. While it is impossible to guarantee specific results regarding your counseling goals, your counselor will work with you to achieve the best possible results for you. If, however, at any time, you are dissatisfied with any aspect of your experience with our office, please inform your therapist immediately. If you believe you have been treated unfairly or unethically in the therapy process and cannot resolve the problem with your therapist, you may contact Agape's Executive Director at (585) 385-6030.

If you have questions about this document, please feel free to ask your therapist. Please sign and date below that you understand what was outlined. A copy will be kept in your personal file here at the office.

Client Signature _____

(parent/guardian signature for anyone under 18 years of age.