

## **Boundaries Leaflet**

Please familiarize yourself with the below information on the professional boundaries that lies within the counsellor and the client relationship, for the harmonious growth of respect among both parties.

### **When and how I can be contacted?**

All correspondence is to be done via email unless otherwise agreed. You will receive a response to email queries within 48 hours.

Should there be an emergency please refer to the emergency contact list - page link

**How long is the session:** 60 Minutes

**My working hours and days:** This is flexible and can be arranged according to my client's needs and my working schedule.

**Cancellation:** Please note a session will need to be cancelled 24 hours prior to the session or may be charged for.

**Under the influence:** Clients are to ensure they are not under the influence of alcohol or any medication/substance during the counselling sessions, if this is the case, this must please be disclosed to the counsellor and the session can be rescheduled.

**Minors:** Any persons under the age of 18 years old seeking counselling will need parental consent.

### **Disclaimer:**

*I believe each client deserves the best possible care and ensuring my clients safety and wellbeing is my top priority.*

*Please take note of the below information regarding counselling sessions.*

*As a am a Specialist Wellness Counsellor registered with the ASCHP, I cannot diagnose or prescribe medication and I do not provide codes for your Medical Aid. You will need to contact your Medical Aid for coverage as you may need to pay upfront and claim this back if you are able to.*

*My services as a Specialist Wellness Counsellor encompass counselling, providing support, guidance, skills training, and psycho-education to assist clients in managing their life situations. It's important to note that I do not make any diagnoses. If I feel that your needs are outside of my scope of practice, I will with your permission refer you to a Psychologist, Psychiatrist or Medical Doctor.*

*We trust that these guidelines will address any concerns you may have and help maintain the integrity of our profession through ethical marketing practices.*

## EMERGENCY CONTACT DETAILS

**Should it be an emergency, please call or go to your nearest Hospital.**

**Should there be a medical or otherwise need, contact your GP.**

They are your first port of call if you are feeling worse, both physically and mentally, or if you feel you require medication or need to change your medication.

**Below is a list of contact details for various organisations you as the client may reach out to for support:**

### [South African Depression & Anxiety Group - SADAG](#)

[\(0800\) 12 13 14](#)

SADAG is Africa's largest mental health support and advocacy group.

### [Adcock Ingram Depression and Anxiety Helpline](#)

[\(0800\) 70 80 90](#)

Adcock Ingram is a leading South African pharmaceutical manufacturer sponsoring a support line to provide immediate help for people suffering from anxiety and other mental health issues.

### [Lifeline South Africa](#)

[\(0861\) 322 322](#)

24-hour crisis intervention service. "Emotional First Aid station".

### [Al-Anon](#)

[0861 ALANON \(25 26 66\)](#)

Al-Anon Family Groups is for the families and friends of problem drinkers, with a special section – Alateen – for children of alcoholics, and a group for adult children of alcoholics.

### [Alcoholics Anonymous South Africa](#)

[0861 HELPAA \(435 722\)](#)

Worldwide fellowship for alcoholics supporting those choosing to be sober. Only requirement for membership is a desire to stop drinking.

### [Department of Social Development Substance Abuse Line 24hr helpline](#)

[\(0800\) 12 13 14](#)

For alcohol and substance abuse rehabilitation and helpline.

### [Narcotics Anonymous SA](#)

[\(0881\) 30 03 27](#)

NA is a non-profit organization for recovering drug addicts who meet regularly to help each other stay clean.

### [Pharmadynamics Police and Trauma Line](#)

[\(0800\) 20 50 26](#)

For abuse trafficking reports and drug related crimes.

### [SA National Council on Alcoholism and Drug Dependence](#)

[08611 REHAB \(73422\)](#)

Sanca provides specialized and affordable prevention and treatment services for alcohol and other drug dependence. A national body established in 1956, it has independently operated societies and counselling centers in all nine provinces.

### [People Opposed to Woman Abuse \(Powa\)](#)

[\(083\) 765 1235](#)

Gauteng-based organization offering shelter and counselling services to women in abusive relationships, rape survivors, survivors of incest etc. POWA is a "feminist, women's rights organization that provides both services, and engages in advocacy in order to ensure the realization of women's rights and thereby improve women's quality of life".

### Rape Crisis

(021) 447 9762 (Observatory)

(021) 633 9229 (Athlone)

(021) 361 9085 (Khayalitsha)

Rape Crisis Cape Town Trust works to prevent rape, offers healing to survivors, and works towards legal reforms that will ensure perpetrators are brought to justice. Services include counselling, court preparation, support groups, important contact numbers. Non-governmental organization.

### Stop Women Abuse

0 (800) 150 150

Crisis counselling for women who have been raped or abused, advice and support for people wanting to support women in need of help, legal and other options available for abused women and rape survivors. Run by Life Line.

### Eating Disorders South Africa

(27) 12 338 2543 Eating Disorders South Africa (EDSA) hosts weekly support groups for individuals over the age of 18 who are struggling with anorexia nervosa or bulimia nervosa. These free meetings take place every Wednesday from 17:30 to 19:00 at Denmark Psychiatric Hospital.

### Imani Facility

27 (0) 21 761 0740

Imani offers a full continuum of care necessary to complete the recovery process. While the behaviours differ, the underlying feelings of desperation, powerlessness and suffering are universal. At Imani we firstly deal with the clients destructive behaviours surrounding their illness and then guide them in processing the reasons for this behaviour. We work through a therapeutic community where individuals are part of a group with similar struggles. Through mutual support and shared experience, a healing atmosphere permeates the facility even outside structured therapy sessions.

### AIDS Helpline

(011) 234 4837

The 24-hour hotline provides information on HIV testing, treatment, care and prevention.

### AIDFORAIDS

0860 100 646

An organization that really cares for the people of South Africa, especially those living with HIV/AIDS, we try to do anything we can to help out.

### South African Sexual Health Association - SASHA

27(0)82 783 6633

SASHA works to promote sexual health for all. Sexual health is a goal not only for medical clinicians, it is a common goal of many disciplines. SASHA is devoted to the promotion of sexual health and the development and advancement in the fields of sexology, sexual medicine, sexual therapy, counseling and education.

### A21

21 551 0971

We are one of the largest organizations in the world that is solely fighting human trafficking. At a local, domestic, and international level. All over the world, we are not just responding to trafficking that is already taking place, but we are actively working on the frontlines to prevent it from happening to begin with.

### ADHD Helpline

(0800) 55 44 33

The 24-hour hotline offers counselling for those who are suffering from ADHD or would like to know more in order to help others.

### ADHD Life Helpline

(086) 111 3913

The Life Helpline offers facilitation to clients on various matters: for example age-related & relationship problems, general information about legal, social, psychological and health problems and well-being.

[Akeso Psychiatric Response Unit 24 Hour  
0861 HELP US \(4357 87\)](#)

The hotline is manned by experienced counselling staff, who are trained to contain and manage the immediate crisis, provide transportation and arrange the required admission to the nearest Psychiatric Clinic, if so required. If the caller is in crisis, the intervention vehicle is dispatched, but if it is not an emergency, the caller is transferred to a registered counsellor for counselling and an appropriate referral.

[SADAG Mental Health Line  
\(011\) 234 4837](#)

SADAG is Africa's largest mental health support and advocacy group.

[Childline South Africa  
0 \(8000\) 55 555](#)

Childline is an effective non-profit organization that works collectively to protect children from all forms of violence and to create a culture of children's rights in South Africa.

[Child Welfare South Africa  
\(011\) 234 4837](#)

The 24-hour hotline provides information on HIV testing, treatment, care and prevention.

[Johannesburg Child Welfare Societ  
\(011\) 298 8500](#)

The coordinating body for more than 260 affiliated child welfare societies, organizations and community outreach projects. It is the largest non-profit, non-governmental organization in South Africa in the fields of child protection and child care and family development.

[Police Child Protection Units  
\(0860\) 0 10111](#)

The South African Police Service's Family Violence, Child Protection and Sexual Offences Unit Special police units investigate violent crimes against children and offer specialized services to child victims of crime. There are units around the country.