



## WRC Service Policy

The Women's Resource Centre (WRC) hours of operation are 9:00 a.m. to 5:00 p.m. Clients will be seen outside business hours upon request and pending availability.

The services provided by the WRC include counselling, support groups, court advocacy, referrals and community education and training.

### COUNSELLING

The WRC provides short term counselling intervention and support services to clients by request and as a part of our programme offerings.

Fees: Counselling fees are subsidised by donations or are included in programme costs. (\$100 per session) However, individuals who can make a financial contribution towards their services are encouraged to do so. No one will be refused counselling due to inability to pay.

### SUPPORT GROUPS

A range of free issue specific support groups are offered to the community through the WRC, including:

Grief Support  
Sexual Assault Survivor Support  
Mother's Support

### COURT ADVOCACY

The WRC's Court Advocate Program is 'fee based' and will only be available to persons who have reached the age of maturity (18 years old). Services include warning letters and legal advice.

Fees: Warning letters are processed at a fee of \$150.00 (includes letter and processor fee)  
Legal Advice is charged at an hourly rate, arranged directly with our legal advocate.

### COMMUNITY EDUCATION & TRAINING

The Women's Resource Centre offers educational and training opportunities to the community on a rotating schedule.

Fees: Workshops fees vary, however a \$20 donation is appreciated for workshops, unless otherwise stated.

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**'Sofia House' 2<sup>nd</sup> floor.**  
**48 Church Street, Hamilton HM12**  
**Tel: (441) 295-3882**  
**Email: [wrc@wrcbermuda.com](mailto:wrc@wrcbermuda.com) / Website: [www.wrcbermuda.com](http://www.wrcbermuda.com)**





## GENERAL INFORMATION

The Women's Resource Centre:

- Provides confidential services for all clients.
- Does not refuse services on the grounds of race, religion, sexual orientation, economic status, or ethnicity.
- Reserves the right to decline service to any individual who is abusive or threatening or who declines to sign or adhere to this service agreement.
- Does not serve the perpetrators of violence. Those who seek help are referred to other agencies.
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Clients who appear under the influence of drugs or alcohol at the time of their appointment will have their appointment re-scheduled. If alcohol or drug misuse appears to be an on-going concern the client will be referred to another agency that works with substance misuse problems.

A client may refuse counselling or legal services. However, if a client is mandated by the court, Probation Services or Child and Family Services to seek counselling, the respective agency will be notified of the client's refusal.

## CONFIDENTIALITY

All Women's Resource Centre clients can be assured that any information received will be kept in the strictest confidence, in accordance with the WRC confidentiality policy and industry best practice. If a client appears to be a threat to herself or others, the Women's Resource Centre is under legal obligation to disclose this concern to the appropriate agency.

If the Centre is aware that a child, senior or vulnerable person may be suffering abuse, a Counsellor will notify the client of their concerns and disclose this concern to the respective agency.

## DISCLOSURE:

I have read the above and understand the services and terms of registering as a client at the Women's Resource Centre and as such agree to comply with the terms of this agreement.

Client Name \_\_\_\_\_ Date: \_\_\_\_\_

Client Signature \_\_\_\_\_

Received by: (WRC Representative)

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# Service Intake

## Statistical Information

As a Registered Charity (#267) many of our donors' request reporting on outcomes by client demographics.

To assist with our reporting, we would be grateful if you could provide the following information.

Age: \_\_\_\_\_

Race:   Black                    White                    Asian                    Mixed                    Other

Nationality:   Bermudian                    Spouse of a Bermudian                    Non-Bermudian

Marital Status: (circle all that apply)

Single                    Married                    Separated                    Divorced                    Widowed                    Remarried

Number of dependent children: \_\_\_\_\_

Age(s) of dependent children: \_\_\_\_\_

Employment Status: \_\_\_\_\_

Income:   \$0- \$40,000    \$41,000 - \$60,000    \$61,000 – \$80,000    \$80,000+

Level of education:   Primary School                    Secondary School/GED                    Associates

                                  Undergraduate                    Postgraduate                    Doctorate

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Referred by: Self      Police      Medical Doctor      friend/family.

Other (please specify) \_\_\_\_\_

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