

Mission Statement

- ▶ Empowering people
- ▶ Fostering Relationships
- ▶ Caring for Couples facing the Challenges of Christian Marriage

Our Goal

- To deliver a professional counselling service in an effective and caring manner.

Client Charter

Our clients have the right to:

- ▶ **Confidentiality & Respect**
 - Privacy and confidentiality
 - Respect for different cultures & beliefs
 - Courtesy at all times
- ▶ **Client Focused Service**
 - Valued as a unique individual/couple
 - Services tailored to their needs
- ▶ **Openness and Fairness**
 - Fair and transparent treatment
- ▶ **Health and Safety**
 - Clean, accessible & safe counselling rooms
 - Ease of access for people with disabilities.
- ▶ **Feedback Welcome**
 - Make suggestions that will help to improve / develop our services.
 - Express concern when dissatisfied with service

Contact us...

ACCORD, Catholic Marriage Care Service, Central Office, Columba Centre, Maynooth, Co. Kildare. Telephone: 01-5053112 Fax: 01-6016410
E-mail: info@accord.ie Website: www.accord.ie

ACCORD Dublin, Harcourt Street, Dublin 2. Telephone: 01-4780866/01-4784400
E-mail: admin@accord.ie Website: www.accord.ie

ACCORD NI Regional Office, Cana House, St. Mary's Church, Chapel Lane, Belfast, BT1 1HH.
Telephone: 028 9023 3002 E-mail: info@accordni.com Website: www.accord-ni.co.uk

Local ACCORD Centre

ACCORD CENTRES IN IRELAND

| | | | |
|---------------|---------------------------|---|---------------------------|
| Athlone | 090-6475491 | Dublin | |
| Ballina | 096-21478 | Harcourt St. | 01-4780866/ 01-4784400 |
| Ballinasloe | 090-9643573 | Ballymun | 01-8577000 |
| Bantry | 027-50272 | Blanchardstown | 01-8201044 |
| Carlow | 059-9138738 | Bray | 01-2867712 |
| Carndonagh | 074-9374103 | Clondalkin | 01-4593467 |
| Castlebar | 094-9022214 | Dun Laoghaire | 01-2801682 |
| Cavan | 049-4375004 | Lucan | 01-6010844 |
| Charlestown | 094-9254944 | Marino | 01-8338631 |
| Clonmel | 052-6124144 | Phibsborough | 01-8680028 |
| Cloyne | 025-31899 | Swords | 01-8404550 |
| Drogheda | 041-9843860 | Templeogue | 01-4908739 |
| Dundalk | 042-9331731 | | |
| Ennis | 065-6824297 | ACCORD Centres in Northern Ireland | |
| Galway | 091-562331 | Armagh | 028 3833 4781 |
| Kilkenny | 056-7722674 | Ballymena | 028 9033 9944 |
| Killarney | 064-6632644 | Belfast | 028 9033 9944 |
| Letterkenny | 074-9122218 | Derry | 028 7136 2475 |
| Limerick | 061-343000/ 061-343001 | Downpatrick | 028 4461 3435 |
| Limerick West | 069-61000 | Enniskillen | 028 6632 5696 |
| Longford | 043-3347222 | Maghera | 028 7964 2983 |
| Monaghan | 047-83359 | Newry | 028 3026 3577 |
| Mullingar | 044-9348707 | Omagh | 028 8224 2439 |
| Navan | 046-9023146 | | |
| Nenagh | 1850 58 5000 | | |
| Newbridge | 045-431695 | | |
| Portlaoise | 057-8661581 | | |
| Roscommon | 090-6626619 | | |
| Sligo | 071-9145641 | | |
| Thurles | 0504-22279 | | |
| Tipperary | 062-33330/ 1850303202 | | |
| Tralee | 066-7122280 | | |
| Tuam | 093-24900 | | |
| Tullamore | 057-9341831 | | |
| Waterford | 051-878333 | | |
| Wexford | 053-9123086 | | |

ACCORD Central Office
Columba Centre, Maynooth, Co. Kildare
Tel: 01- 505 3112
Fax: 01- 601 6410
E-mail: info@accord.ie
Web: www.accord.ie
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CATHOLIC MARRIAGE CARE SERVICE

Client Information

Marriage and Relationship
Counselling: Caring for
Christian Marriage

AT THE HEART OF MARRIAGE AND FAMILY

ACCORD Catholic Marriage Care Service has provided a professional counselling service for over 50 years, through its network of ACCORD centres, throughout all of the Dioceses of Ireland, North and South. Accord is committed to providing a professional counselling service to an individual or couple experiencing difficulties in their marriage and relationship and provides a safe space to explore relationship difficulties.

Marriage & Relationship Counselling

ACCORD offers a professional counselling service which facilitates couples and individuals to explore, reflect upon and work to resolve difficulties in their marriages and relationships in a confidential, sensitive, respectful and non judgemental setting. Counselling is arranged by contacting any one of ACCORD's centres listed on the back of this brochure.

Role of Counsellor

ACCORD counsellors deliver a professional service. Using a person centred, non directive approach they support individuals and couples to identify underlying issues, explore sensitive and painful areas, clarify their needs and expectations, and work through areas of conflict in a safe and respectful environment.

Qualifications

All ACCORD counsellors undergo a rigorous selection process and receive professional training in counselling which builds on their innate qualities of genuineness, warmth and understanding.

Supervision and Training

All ACCORD counsellors receive ongoing supervision in line with professional requirements, and continuing professional development training in relationship counselling, thus ensuring the service ACCORD clients receive is of the highest quality.

“They helped save our marriage”

First Session - Client Needs Assessment

In the first session the counsellor explains the terms and conditions under which ACCORD offers counselling; the nature of the counselling process, including the commitment required; and also explores with clients the nature of their problems including the reasons for attending counselling.

How Much Will Counselling Cost?

ACCORD is a not for profit organisation and much of its counselling service is delivered on a voluntary basis. However costs are incurred in providing this service and to cover some of these costs ACCORD requests contributions from clients based on their ability to pay. The contribution for each session will be agreed upon at the first session with the counsellor. No one is ever turned away from ACCORD because of their inability to contribute.

How Often Do I/We Attend?

Counselling sessions tend to be weekly, lasting for one hour. Longer intervals may occur between sessions as counselling progresses.

Is The Service Confidential?

ACCORD maintains the highest standards of privacy and confidentiality. Confidentiality will be limited in cases where the protection of a child or adult, including the client, is an issue. At the first session clients will be made aware of and give written consent to the terms and conditions of ACCORD's Confidentiality Policy.



“We wish we had contacted ACCORD sooner as they really helped us resolve our issues.”

Safeguarding Children and Vulnerable Adults

ACCORD maintains robust Safeguarding Children and Vulnerable Adults' policies. Where ACCORD gains information that establishes reasonable grounds to conclude that a child or vulnerable adult is in danger, this information must be reported to the relevant civil authorities¹.

Records

Case Notes are written by the counsellor after each session. The purpose of these notes is to assist the counselling process. The notes will not contain any information that will identify the client. The notes are stored in a secure locked cabinet and will generally be destroyed one year after the date of the last counselling session unless they relate to the abuse of children or vulnerable adults or to a complaint.

Cancellations

If clients cannot attend for counselling the centre secretary should be informed at the earliest opportunity. An alternative appointment will then be offered.

Code of Ethics and Practice

ACCORD's code of Ethics and Practice protects ACCORD clients and ensures a high quality professional counselling service.

Complaints

ACCORD welcomes and values client opinion. If clients are dissatisfied with the service received, ACCORD would like to be informed. Initially concerns are handled by the Chairperson of the centre where counselling is taking/took place. If the complaint is not/cannot be resolved at this stage, clients will be advised to bring their complaint to the relevant Diocesan Director/Regional Director/Diocesan Liaison Officer for ACCORD work in that Diocese.

¹“Civil authorities” refers to the Health Service Executive (ROI), Department of Health Social Services and Public Safety (NI) and An Garda Síochána (ROI), Police Service of Northern Ireland (NI)