



A SOUL MADE WELL

PASTORAL COUNSELING

Statement of Understanding & Consent for Treatment

AIM: The mission of *A Soul Made Well Pastoral Counseling* is to provide a safe and inviting environment for hurting, broken, and wounded individuals to come as they are, and through the power of the Holy Spirit at work in the counseling process, experience emotional, relational, and spiritual healing and restoration.

BACKGROUND: I hold a BA from LIFE Pacific College and an MA in Clinical Pastoral Counseling from Colorado Theological Seminary with advanced certification in Crisis and Abuse Therapy. I've completed The Genesis Process Relapse Prevention class, Called to Peace Domestic Abuse & Covert Control Advocacy courses, and CTHN Level 2 Trauma Care Provider certification. I am committed to ongoing professional education, training, and skill-building.

CHRISTIAN-BASED: *A Soul Made Well* offers faith-based Christian counseling in which Scripture, biblical principles, and prayer are foundational, integrated with therapeutic tools and educational resources.

CHRISTIAN CONCILIATION CLAUSE: The Bible calls us to make every effort to live at peace, and to resolve disputes through biblically based mediation (Matthew 18:15-20; 1 Corinthians 6:1-8). In the event of a complaint, clients are encouraged to first seek resolution through direct communication and, if necessary, Christian mediation. However, this clause does not waive or limit your legal rights under state or federal law.

CLINICAL DIAGNOSING/LICENSING: I am commissioned by my church and licensed by the National Christian Counselors Association (NCCA), and I practice under its code of ethics, providing pastoral counseling and spiritual guidance. I am not a state licensed mental health therapist and do not provide clinical diagnoses of mental disorders. Services are pastoral in nature and are not a substitute for mental health treatment, medical care, or legal advice. Referrals will be provided if such services are needed.

CONFIDENTIALITY: Your privacy and confidentiality are respected, with exceptions as required by law including:

- ❖ Suspected abuse of a child, elderly person, or a vulnerable adult with disabilities.
- ❖ If a client presents a credible threat of harm to themselves or others.
- ❖ If a client is gravely disabled, in medical crisis, or otherwise unable to grant permission for release of information.
- ❖ When a signed Release of Information (ROI) is provided.
- ❖ If a disclosure is required by subpoena, court order, or other legal obligation.

COUNSELING RISKS & BENEFITS: The counseling process may involve exploring difficult emotions and experiences, which can sometimes lead to feelings of discomfort or distress. Clients who are willing to engage honestly, embrace vulnerability, and commit to the work often experience meaningful growth, healing, and positive change over time. At the same time, specific outcomes cannot be guaranteed. Counseling is a collaborative process influenced by many factors, including a client's level of participation, readiness for change, and circumstances outside of the counseling relationship.

EMERGENCY SESSION: If a last-minute session is needed outside of normal business hours or on a non-workday, the session will be conducted by phone and an additional **\$35 fee** will be applied to account for time scheduled beyond my standard work hours. If you are experiencing suicidal thoughts or are in crisis, please call or text **988** (Suicide & Crisis Lifeline). If you have a safety concern related to domestic abuse, call the **National Domestic Violence Hotline** at **1-800-799-SAFE (7233)** or text **START** to **88788**. For immediate physical danger, please call **911**.

EXTENDED SESSION: There is a pro-rated fee charged in 15-minute increment beyond the 60-minute session. (Ex: If you pay \$100/session the fee would be \$25 for each additional 15-minutes).

INSURANCE: *A Soul Made Well* is a private-pay counseling practice and does not bill insurance. Clients may be eligible for reimbursement through a Health Savings Account (HSA) or Flexible Spending Account (FSA), depending on their provider.

LITIGATION & COURT HEARINGS: I do not voluntarily participate in litigation. If I am subpoenaed or legally required to participate, my fee is \$150/hour, including preparation, travel, waiting time, and court time.

NOTE-TAKING: I maintain brief pastoral counseling notes for continuity of care. These are not clinical diagnostic or treatment records. If detailed documentation is needed, please discuss this with me in advance.

PAYMENT: I offer a "Payment Range" of \$100-\$150 per 60-minute session. Clients determine an amount within that range that feels manageable to pay. Payment is due at the time of service unless other arrangements are made. Accepted forms of payment include cash, checks, or debit/credit cards (*processing fees apply; card kept on file and charged after session*). A \$25 late fee is applied to unpaid monthly balances, and sessions may be paused until the balance is paid in full. Accounts more than 90 days past due may be sent to collections. A \$30 fee will be applied for returned checks.

PROTECTED REST DAYS: Sundays and Mondays are dedicated days of rest and renewal. I do not schedule sessions, respond to client communication, or provide emergency availability on these days. This rhythm allows me to care for my physical, emotional, and spiritual health so that I can serve you well. I am generally not available on Saturdays but may occasionally accommodate urgent or pre-arranged sessions. All messages received over the weekend or on Mondays will be responded to on Tuesday.

RESCHEDULING & CANCELLATION POLICY: A minimum of 24 hours' notice is required to reschedule or cancel. Appointments canceled with less than 24 hours' notice, or missed appointments (no-shows), are charged 100% of the session fee. **EMERGENCIES:** Fees are waived in emergencies (death in the family, car breakdown, accident, hospitalization, serious injury, contagious illness, or extreme weather). Childcare conflicts, work changes, or scheduling errors are not considered emergencies. Telehealth may be used in lieu of cancellation when appropriate.

SOCIAL MEDIA POLICY: To protect client confidentiality and maintain professional boundaries, I do not accept friend or follow requests from current or former clients on my private social media platforms. I also do not engage in counseling discussions through social media messaging.

TELEHEALTH: Please be in a quiet and private space for all phone or video sessions. If the focus of counseling pertains to domestic abuse or relational issues with anyone in your home, all telehealth appointments need to be in a separate location from the individual. This is to ensure confidentiality and confidence to talk freely and openly. For video, prop your device securely on a desk or table, situated so I have a straight view of the front of your face. I reserve the right to end the session and charge the full rate if any of these requests are not honored. Telehealth services are subject to potential technological risks despite reasonable safeguards.

TEXT/EMAIL COMMUNICATION: I respond to text/email communication Tuesday-Friday between 8:00 am-6:00 pm. Automated email reminders are sent three days prior, and a personal text is sent the morning of your session. Sensitive matters should be discussed in person or by phone, as electronic communication is not guaranteed to be secure. I am not able to provide counseling by text. Messages are for **scheduling purposes only** and are not a method for crisis counseling or therapeutic support.

WITHDRAWAL BY CLIENT: Clients may discontinue counseling at any time. A final session is encouraged for closure or written notification by email is appreciated.

WITHDRAWAL BY COUNSELOR: I may refer out or terminate services if:

- 1) A higher level of care is required.
- 2) Counseling is not beneficial or appropriate.
- 3) A client's issues create a professional dilemma or personal distress that impacts my ability to provide effective and objective care.
- 4) Needs fall outside of my areas of focus or expertise.
- 5) Unsafe or inappropriate behavior occurs.
- 6) A new client cancels last minute or is a no-show to the initial intake appointment.
- 7) Repeated cancellations or no-shows occur.

WRITING LETTERS: I do not provide letters diagnosing mental health disorders or determining physical disability, inability to work, legal recommendations, or eligibility for a service animal. In situations where I feel it is appropriate to write a letter, the fee for any non-court related letter is \$100/hour. All letters are based solely on information shared in sessions and do not constitute clinical evaluations or professional diagnoses.

MY SIGNATURE BELOW affirms my informed and voluntary consent to enter counseling with **A Soul Made Well Pastoral Counseling**. I have read, understand, and agree to the preceding policies and procedures, and I have been offered a copy for my records.

Client Signature

Date

Printed Name