

## Client Acknowledgements

1. A typical counseling session lasts for approximately 50 minutes in length. We ask that all clients be considerate of those waiting and assist in ensuring that sessions in a timely manner. During situations of crisis, sessions may be extended if available time allows and will be billed to the client at a rate of \$20.00 per 15 minutes of continued service. \_\_\_\_\_ (Client Initials)
2. Payment is expected at the time services are rendered. If you are experiencing a financial hardship, please make prior arrangements with the Office Coordinator. Rates are currently set at \$75.00 per session. \_\_\_\_\_ (Client Initials)
3. Understanding that crises occur at during all hours of the day, the Family Counseling Center strives to ensure that all of your counseling needs are met. We are available by phone during non-business hours. The costs of phone services will be billed at a rate of \$20.00 per 15 minutes, with a \$20.00 minimum charge. Should the call be of the magnitude that hospitalization is required; the treating therapist reserves the right to waive the additional fees. \_\_\_\_\_ (Client Initials)
4. Clients have the responsibility to attend all scheduled appointments, on-time. If the client fails to attend the appointment, a \$30.00 fee will be assessed to the client's account. Appointments are allowed to be rescheduled up to 24 hours in advance. This fee increases to \$60.00 after three missed or late cancellations. \_\_\_\_\_ (Client Initials)
5. Clients may contact their treating therapist during normal business hours by leaving a message with the receptionist. Therapist will return all phone calls within 24 hours. Please do not ask the receptionist to interrupt client sessions as we try to ensure courtesy for all of our clients. If you have experiencing a mental health emergency, please be sure to inform the receptionist. \_\_\_\_\_ (Client Initials)
6. Understanding that many of our clients have younger children, we ask that appointments be made when appropriate sitter services have been obtained. Children should not be left unattended in the waiting area. In addition, animals are not permitted on the premises unless used as a service animal. \_\_\_\_\_ (Client Initials)
7. In an attempt to protect our clients and therapists, the side entrance of the building will be locked at 5:00 p.m. We ask that you enter through the front door. Security cameras are in place in the waiting area. The entrance to the counseling offices will be locked, as well, permitting entrance only between scheduled sessions. During this time restrooms may not be readily available. \_\_\_\_\_ (Client Initials)
8. All records will be destroyed seven years from the last date of service.  
\_\_\_\_\_ (Client Initials)