



CLIENT

# WELCOME PACKET

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PREPARED BY  
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# WELCOME!

It's an honor to be a part of your healing journey. At La Rosa Healing, my mission is to guide you towards a life of freedom, purpose, and self-love. You've taken a courageous step by seeking support, and I'm here to provide you with a warm and nurturing space to help you feel empowered, connected, and whole.

## About Susana Sierra

With over two decades in the healthcare profession as a Social Worker, Licensed Therapist, Certified Coach, and Reiki Practitioner, I've dedicated my life to guiding others through pain and challenges. My journey began in the medical field, evolving through personal healing from chronic burnout, which taught me the transformative power of love and self-care. This led me to create La Rosa Healing, where I now support professional women, caregivers, and healers experiencing overwhelm, burnout, and the unique challenges of life.

My work integrates various modalities, from positive psychology and spiritual psychology to mindfulness, energy work, and more, creating a holistic approach to lasting transformation.



## The Story of La Rosa Healing

La Rosa Healing was founded on the belief that every woman holds an innate power to heal and thrive. Named after the rose—a timeless emblem of love—our practice embodies the journey from dark, challenging times toward the light of self-love and fulfillment. Located within the Mangata Wellness Center in Stuart, FL, La Rosa Healing collaborates with like-minded practitioners, creating a community of support and wellness. I look forward to walking this path with you, guiding you to reconnect with your inner strength and embrace life fully.

# *La Rosa Approach:*

## **WE HEAL WITH LOVE**

This is a unique approach to healing that incorporates four pillars, using the acronym H.E.A.L that is integrated in all facets of our services.

### **DURING EACH SESSION WE WILL:**

#### **Hold Space**

H-Holding Space: We create a safe and judgment-free environment, embracing the challenges, pain and wounds by viewing them from all perspectives. We navigate the dark spaces of our lives with openness, providing a foundation for true healing.

#### **Embrace the Experience**

E- Embracing the Experience: In the healing container we make room for all feelings and emotions, allowing them to be neither good nor bad but essential for the moment. Embracing the full spectrum of experiences allows for profound healing.

#### **Acknowledge & Action**

A - Acknowledging and Taking Action: We bow to the feelings/emotions/thoughts and experiences that inform us. Acknowledging them with love in order to take Action with compassion, sending love to the healing process.

#### **Love Yourself**

L - Loving Yourself Through: The final pillar focuses on self-love. We explore the depths of loving oneself, nurturing the inner child, and embracing the present self. Through this, we foster a journey of self-love that transcends the healing experience.





## Services and Their Benefits

### EMPOWERMENT COACHING

#### What it is:

Personalized coaching to help you navigate life's complexities, gain clarity, and align with your true purpose.

#### Benefits:

- Overcome overwhelm
- Enhance decision-making
- Boost confidence
- Develop practical tools to lead a life of fulfillment.

### HEALING COUNSELING

#### What it is:

Compassionate counseling to help you process grief, anxiety, caregiver fatigue, and other emotional burdens.

#### Benefits:

- Release stress
- Explore personal challenges
- Build resilience
- Find peace with a nurturing and safe approach.

### REIKI

#### What it is:

A gentle energy healing practice that promotes relaxation, balances energies, and supports healing on physical, mental, and emotional levels.

#### Benefits:

- Alleviate stress
- Find balance
- Reconnect with yourself through this calming and restorative practice.

### BRAINSPOTTING (COMING SOON)

#### What it is:

A focused treatment method that targets trauma and anxiety by working with the brain's natural healing process.

#### Benefits:

- Release stored trauma
- Address emotional pain at a deeper level
- Gain a profound sense of inner calm and relief.



## Resources & Tools for Your Journey

**Meditations:** Ground yourself with guided meditations designed to foster mindfulness and relaxation.

**Visualizations:** Harness the power of visualization to help manifest your intentions and life goals.

**Affirmations:** Empower yourself daily with uplifting affirmations to support a positive mindset.

**Complimentary Services:** Partnered wellness resources, including massage therapy, yoga, and nutrition guidance, to complement your journey.

**Wellness Apps:** A curated list of apps for meditation, mindfulness, habit tracking, and journaling to support you in between sessions.



## Therapeutic and Coaching Timelines

### THERAPEUTIC TIMELINE

- 1. Week 1-4:** Establish goals, build rapport, and start initial exploration.
- 2. Week 5-8:** Dive deeper into emotional patterns, beliefs, and underlying challenges.
- 3. Ongoing:** Continue exploring and healing, with regular check-ins to monitor progress and adjust as needed.

### COACHING TIMELINE

- 1. Week 1-4:** Identify core aspirations and set tangible, empowering goals.
- 2. Week 5-8:** Begin action steps and accountability practices.
- 3. Ongoing:** Track progress, address challenges, and realign with evolving goals as needed.



# Client Checklist



## WHAT TO BRING TO EACH SESSION:

- An open heart and mind
- A journal or notebook
- Any specific topics, questions, or thoughts you wish to discuss

## PRE-SESSION PREPARATION:

- Reflect on your goals and intentions
- Identify recent experiences, challenges, or insights to share

## POST-SESSION SELF-CARE & INTEGRATION (HOMEWORK):

- Apply key takeaways to real-life situations
- Journal reflections or action steps to deepen integration
- Practice any assigned exercises, affirmations, or meditations

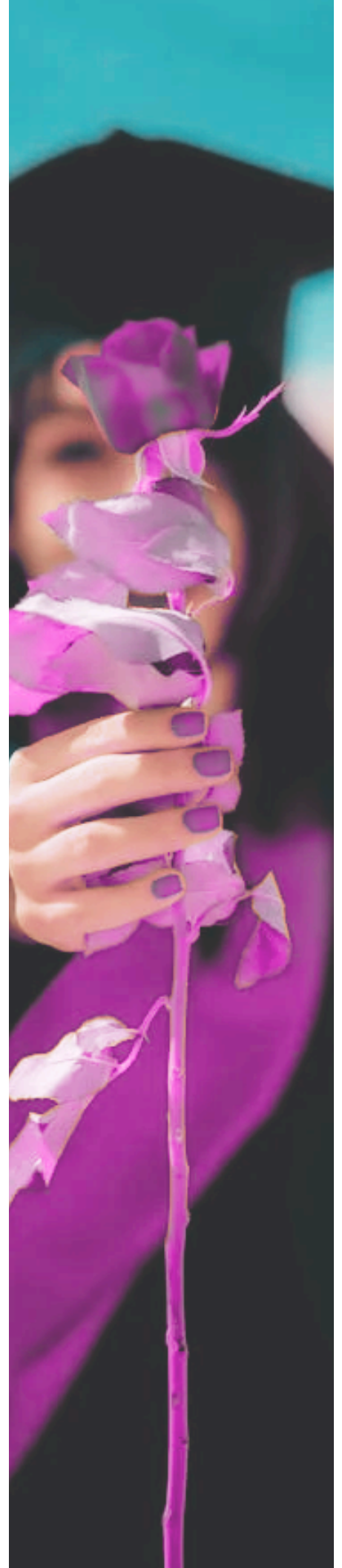
# When You Are Ready to Move On & Graduate from Counseling or Coaching

At La Rosa Healing, our goal is to support you until you feel empowered to continue your journey independently. You may be ready to “graduate” or conclude services when you:

- **Meet Your Goals:** You have accomplished the objectives you set at the beginning of our work together.
- **Feel Confident in Your Coping Skills:** You’ve integrated healthy coping mechanisms into your daily life.
- **Have Tools for Ongoing Growth:** You are equipped with personal growth strategies that support your continued well-being.

Ending our sessions doesn’t mean you’re alone. You’re always welcome to reach out if you need further guidance or a refresher. My door is open for future check-ins or additional support as you continue on your path.

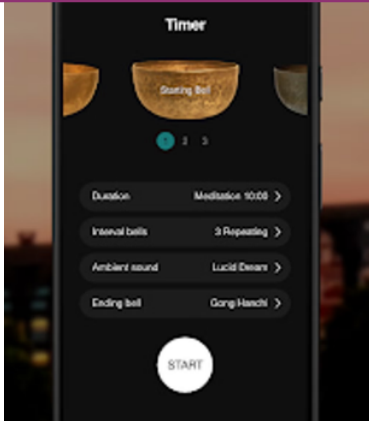
Thank you for allowing La Rosa Healing to be part of your journey. It’s a privilege to witness your growth and success!



# Rest and Relaxation Resource Library

## Rest and Relaxation: The Foundation of Healing

Healing happens when we rest. By calming the nervous system, we create space for the body, mind, and spirit to naturally restore and renew. This library offers tools to help you embrace rest, fostering balance, clarity, and well-being.



### APP'S:

Insight Timer: <https://insighttimer.com/>

Meditation and Sleep App

- [Calm - The #1 App for Meditation and Sleep](#)

EFT TAPPING App:

- [What Is EFT Tapping? Beginner's Guide to Emotional Freedom Tec...](#)



### YOU TUBE VIDEOS:

- 10 min to Boost Energy • [Energizing Meditation](#)
- Box Breathing • [Bing Videos](#)
- 4-7- Breathing Exercise • [Bing Videos](#)
- 10 minute beginners meditation • [Bing Videos](#)



### VISUALIZATION

"The Sea Rock" (Audio read by Susana Sierra)  
5 minutes. Use this to help with release difficult emotions, anxiety, worry, stress etc.

- [Sea Rock Visualization \(English\).wav](#)

# STARTER AFFIRMATIONS AND JOURNAL PROMPT:

The best way to use affirmations is to make them a daily habit. Start by saying them out loud in the morning or before bed and try to feel the meaning behind each one. Writing affirmations in a journal or placing them on sticky notes in visible spots can reinforce their impact. You might also pair affirmations with deep breathing or meditation to help integrate them more deeply. With regular practice, affirmations can become a powerful tool for positive change and personal growth.

## **Affirmation:**

- "I am worthy of love and compassion, especially from myself"
- "I am capable of facing any challenges that come my way"
- "I am growing at my own pace"

The best way to use journal prompts is to approach them with an open mind and set aside a few quiet minutes each day to write. Focus on the prompt and let your thoughts flow without judgment, allowing insights and feelings to surface naturally. Writing freely and honestly helps you explore your inner thoughts, gain clarity, and work through challenges. With regular use, journal prompts can deepen self-awareness, promote healing, and support personal growth.

## **Observation Journal:**

Start with observational journal: Write down your thoughts, feelings, and behaviors for the day. Practice 4 x this week. At the end of the week notice what patterns did you notice? Share what you noticed with your therapist, counselor or trusted friend.

# Frequently Asked Questions

## 1. WHAT IS THE CANCELLATION POLICY?

We have a 24-hour cancellation policy to ensure that all clients have access to available appointment times. If you cancel within 24 hours of your scheduled appointment, a cancellation fee of \$75.00 will apply. Thank you for your understanding.

## 2. WHICH ELECTRONIC HEALTH RECORD (EHR) SYSTEM DO YOU USE?

We use SimplePractice, a secure, HIPAA-compliant platform that allows you to manage appointments, complete forms, and access resources in one convenient place.

## 3. HOW DOES BILLING WORK?

Billing services are managed through Headway and Infusion Solutions. This ensures seamless insurance claims processing and payments, allowing you to focus on your wellness journey.

## 4. WHAT FORMS OF PAYMENT ARE ACCEPTED?

Payments are processed through our billing services, Headway and Infusion Solutions, which handle insurance claims and payments. For private pay clients, we accept credit and debit card payments via the SimplePractice platform.

## 5. WHAT SHOULD I DO IN CASE OF AN EMERGENCY?

If you are experiencing an emergency, please call 911 or go to your nearest emergency room. Our services are not equipped for immediate crisis support, but for non-urgent support, you can reach out during office hours for guidance.

## 6. HOW DOES CONFIDENTIALITY WORK?

Your privacy is of utmost importance. All sessions and client records are confidential and managed securely through SimplePractice, in line with HIPAA regulations. If you have any questions about confidentiality, please feel free to ask.

# Frequently Asked Questions

## 7. HOW DO VIRTUAL SESSIONS WORK?

For virtual sessions, simply log into the SimplePractice platform at your scheduled time. You'll receive a secure link to join, which ensures privacy and ease of access for every appointment.

## 8. CAN I COMMUNICATE WITH YOU BETWEEN SESSIONS?

Yes, you can send messages through the SimplePractice platform or by texting me at 772.200.3842 for brief questions or updates. However, please note that response times may vary, and extensive support is best provided during scheduled sessions.

## 9. HOW CAN I RESCHEDULE AN APPOINTMENT?

You can reschedule directly through the SimplePractice platform or reach out by texting me at 772.200.3842 or via email. Please remember to reschedule or cancel at least 24 hours in advance to avoid the \$75.00 cancellation fee.

## 10. HOW DO I KNOW WHEN I'M READY TO CONCLUDE SERVICES?

When you have met your personal goals, integrated new coping skills, and feel equipped for continued growth, we may discuss "graduating" from services. This is a collaborative decision to ensure you feel confident moving forward.

## 11. DO YOU OFFER HOMEWORK OR EXERCISES BETWEEN SESSIONS?

Yes, I may offer resources, journal prompts, or exercises to support your progress. Engaging with these tools between sessions can deepen your insights and enhance your growth.

## 12. WHAT SHOULD I BRING TO EACH SESSION?

Please bring a notebook or journal and any reflections or insights from previous sessions. This can help you track your journey and stay engaged with your personal goals. If you are not comfortable with journaling please share with me to discuss alternatives.

# Social Media Policy



*To maintain a professional and therapeutic relationship, the following social media guidelines are in place:*

## 1. NO CLIENT-PROVIDER CONNECTIONS ON SOCIAL MEDIA

To protect client confidentiality and boundaries, I do not connect or interact with clients on social media platforms (e.g., Facebook, Instagram, LinkedIn). This includes friend requests, follows, and other connection invitations. Maintaining these boundaries helps ensure a safe and secure space for your therapy or coaching experience.

## 2. AVOIDING ENGAGEMENT ON POSTS

For similar privacy and boundary reasons, I will not respond to comments, likes, or other forms of engagement on any social media posts from clients. This keeps our interactions confidential and minimizes any potential exposure of your participation in therapy or coaching.

## 3. MESSAGING AND COMMUNICATION

Please avoid using social media messaging (such as direct messages on Instagram or Facebook) for communication related to sessions, scheduling, or personal concerns. Instead, use our designated secure communication channels, like SimplePractice or email, for these purposes.

## 4. FOLLOWING OR ENGAGING WITH PROFESSIONAL PAGES

If you would like to follow my professional page for public content, educational posts, or resources, you are welcome to do so. However, please note that engaging with posts (such as liking or commenting) may compromise your privacy, as these interactions are publicly visible.

## 5. SHARING CONTENT

Any content I post on professional social media channels is meant for public educational purposes. If you find a post helpful, you're welcome to share it on your own profiles, keeping in mind that this could indirectly connect you to our professional relationship.

## 6. TESTIMONIALS AND REVIEWS

Due to confidentiality and ethics guidelines, I do not solicit or respond to online reviews from clients. If you feel inclined to share feedback, please do so privately, or we can discuss ways to support your reflection within our sessions.

## 7. PROTECTING YOUR PRIVACY

If you see me interacting with others on social media, please know that it is in a personal or public context unrelated to client relationships. Your privacy is a top priority, and I take all necessary steps to ensure our professional relationship remains secure and respectful.

Thank you for understanding these guidelines, which are in place to protect the integrity and confidentiality of our work together. If you have any questions about the social media policy or our interactions, please feel free to reach out.



Privacy  
Policy

# How to Contact Me

I am here to support you. For non-urgent matters, you can reach me through:

- **Email:**  
info@larosahealing.com
- **Phone/Text:** 772.200.3842
- **Website:**  
www.larosahealing.com

You are welcome to reach out between sessions with any questions or reflections.



## What to Do in an Emergency

If you are experiencing a crisis or emergency:

1. Contact 911 or go to your nearest emergency room.
2. You can also reach out to the [Local Crisis Hotline] or the National Suicide Prevention Lifeline at 1-800-273-TALK (8255).

Your journey of healing is uniquely yours, and I am honored to be a part of it. La Rosa Healing is here to nurture, empower, and guide you toward a life aligned with your highest self.

Thank you for choosing La Rosa Healing. Let's begin this transformative journey together!



# THANK YOU!

Thank you for choosing La Rosa Healing Transformational Coaching and Counseling to support you on your journey. It is my greatest hope that this welcome packet becomes a helpful companion and resource for you to reference throughout your healing journey.

Every step you take here is a testament to your courage and commitment to your well-being. My wish for you is that you uncover the strength, clarity, and self-love within, and use these tools to create a life of balance, joy, and purpose.

Remember, healing is not a straight path—it is a continuous journey. Feel free to revisit the tools, practices, and reminders in this packet as often as you need to ground yourself and reconnect with your intentions.

If you ever have questions, reflections, or simply want to share your progress, I'm just a message away.

Stay connected with La Rosa Healing for additional inspiration, resources, and updates:

 Website: [La Rosa Healing]

 Insta: [La Rosa Healing]

 Facebook [La Rosa Healing]

Thank you for trusting me to be part of your transformation. Together, we'll embrace the power of healing with love. 🌹

With gratitude,  
Susana Sierra  
Founder, La Rosa Healing



LA ROSA HEALING  
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