



BAREFOOT COUNSELING, LLC

SUBJECT: OFFICE POLICIES AND GENERAL INFORMATION AGREEMENT FOR COUNSELING SERVICES

EFFECTIVE DATE: January 1, 2021

This form provides you (patient) with information that is additional to that detailed in the Notice of Privacy Practices and other intake forms.

I. CONFIDENTIALITY:

All information disclosed within sessions and the written records pertaining to those sessions are confidential and may not be revealed to anyone without your (client's) permission, except where the disclosure is required by law. Most of the provisions explaining when the law requires disclosure were described in the initial intake paperwork and policies provided to you in your intake folder.

II. CONFIDENTIALITY OF RECORD:

- **HEALTH INSURANCE:** Disclosure of confidential information may be required by your health insurance carrier or HMO/PPO/MCO/EAP in order to process the claims. Only the minimum necessary information will be communicated to the carrier, unless discussed and authorized explicitly by you (client). Barefoot Counseling, LLC has no control or knowledge over what insurance companies do with the information she submits or who has access to this information.
- **E-MAIL, CELL PHONE AND FAXES COMMUNICATION:** It is very important to be aware that e-mail and cell phone communication can be relatively easily accessed by unauthorized people, and hence the privacy and confidentiality of such communication can be compromised. Faxes can easily be sent erroneously to the wrong address. Please notify BFC, LLC at the beginning of treatment if you decide to avoid or limit in any way the use of any or all of the abovementioned communication devices.
- **SOCIAL MEDIA AND TELECOMMUNICATION**
Due to the importance of your confidentiality and the importance of minimizing dual relationships, I do not accept friend or contact requests from current or former clients on any social networking site (Facebook, LinkedIn, etc). I believe that adding clients as friends or contacts on these sites can compromise your confidentiality and our respective privacy. It may also blur the boundaries of our therapeutic relationship. If you have questions about this, please bring them up when we meet and we can talk more about it.

III. WHEN DISCLOSURE IF REQUIRED BY LAW:

Some of the circumstances where disclosure is required by law are: where there is reasonable suspicion of child, dependent, or elder abuse or neglect; where a client presents a danger to self, others, to property, or is gravely disabled.

IV. NON-DISCRIMINATION POLICY & SLIDING FEE SCALE:

At Barefoot Counseling, LLC, clients will be treated with dignity, compassion, and respect as an individual. Barefoot Counseling, LLC's practices are consistent with Federal laws and regulations. BAREFOOT COUNSELING, LLC will not discriminate on the basis of an individual's race, color, sex, national origin, disability, religion, age, military affiliation, sexual orientation, or gender identity, veteran status, source or ability to pay. No one will be denied access to services due to an inability to pay. Please see Non-



discrimination policy and Sliding Fee Scale Policy for more information. These policies can be found in your initial intake folder as well as on our web site, barefootcounseling.org.

V. EMERGENCIES:

At the time of intake, a counselor reviews new client policy. Included in the intake orientation is information about experiencing an emergency, what defines an emergency and when it is time to call BFC.

If there is an emergency during our work together, or in the future after termination, Barefoot Counseling, LLC counselor becomes concerned about your personal safety, the possibility of you injuring someone else, or about you receiving proper care, BFC will do whatever possible within the limits of the law to prevent you from injuring yourself or others and to ensure that you receive the proper medical care.

For this purpose, BFC may also contact the person whose name you have provided as your emergency contact on you initial intake form. If a current client is experiencing a crisis, they are given an after-hours number to contact a counselor. Once the situation is accessed, counselor and client will decide the best possible steps to take next at that time.

Examples:

To meet at the office, at a safe neutral location

Pick up and drive to an inpatient facility etc.

- Crisis calls are accepted on Barefoot Counseling, LLC's after hours cell phone # 985-464-9985.

VI. CONSULTATIONS: Barefoot Counseling, LLC consults regularly with other professionals regarding his/her clients; however, the client's name or other identifying information is never mentioned. The client's identity remains completely anonymous, and confidentiality is fully maintained.

VII. MEDIATION AND ARBITRATION:

All disputes arising out of or in relation to this agreement to provide counseling services shall first be referred to mediation, before, and as a pre-condition of, the initiation of arbitration. The mediator shall be a neutral third party chosen by agreement of BFC, LLC and client(s). The cost of such mediation, if any, shall be split equally, unless otherwise agreed. In the event that mediation is unsuccessful, any unresolved controversy related to this agreement should be submitted to and settled by binding arbitration through the Louisiana Legal System.

VIII. THE PROCESS OF COUNSELING/EVALUATION:

Participation in counseling can result in a number of benefits to you, including improving interpersonal relationships and resolution of the specific concerns that led you to seek counseling. Working toward these benefits, however, requires effort on your part. Counseling through BFC, LLC requires your very active involvement, honesty, and openness in order to change your thoughts, feelings, and/or behavior. BFC, LLC will ask for your feedback and views on your counseling, its progress, and other aspects of the counseling process and will expect you to respond openly and honestly. Sometimes more than one approach can be helpful in dealing with a certain situation. BFC, LLC asks you (client) to come with an open heart and mind. Counseling may result in decisions about changing behaviors, employment, substance use, schooling, housing, or relationships. Sometimes a decision that is positive for one family member is viewed quite negatively by another family member. Change will sometimes be easy and swift, but more often it will be slow and even frustrating. Be patient. There is no guarantee that counseling will yield positive or intended results. During the course of treatment/counseling, Barefoot Counseling, LLC is likely to draw on various



therapeutic/counseling approaches according, in part, to the problem that is being treated and BFC, LLC's assessment of what will best benefit you.

IX. DISCUSSION OF TREATMENT PLAN:

Within a reasonable amount of time after the initiation of treatment, a treatment plan will be discussed with you (client), BFC counselor will discuss with you our working understanding of the problem, treatment plan, treatment objectives, and the possible outcomes of treatment. If you have any unanswered questions about any of the procedures used in the course of your treatment or about the treatment plan, please ask and you will be answered fully. You also have the right to ask about other treatments and their risks and benefits. If at any time you want another professional opinion or wish to consult with another counselor, BFC will assist you in finding someone qualified. You have the right to terminate therapy at any time. If you choose to do so BFC will offer to provide you with names of other qualified professionals whose services you might prefer.

X. OFFICE HOURS:

Barefoot Counseling, LLC's office hours: Closed on Saturday & Sunday. Monday: Office work and documentation. Specialty (Online & Phone) appointments as needed. Tuesday and Wednesday 9am – 7pm. Thursday 9am-6pm, Friday 9am – 5pm.

XI. PRACTICE AND CANCELATIONS:

Please remember to cancel or reschedule 24 hours in advance. If you do not cancel or reschedule and do not show up, you are still responsible for the entire fee. If you are a no call/no show BFC cannot file insurance and you (client) will be responsible for the full amount of BFC hourly fees.

The standard meeting time for psychotherapy is about 60 minutes. It is up to you, however, to determine the length of time of your sessions. Requests to change the 60-minute session needs to be discussed with the therapist in order for time to be scheduled in advance. Please notify BFC before the session if you have to leave early, it can disrupt the pace of the session otherwise.

Cancellations and the re-scheduled session will be subject to a full charge if NOT RECEIVED AT LEAST 24 HOURS IN ADVANCE. This is necessary because a time commitment is made to you and is held exclusively for you. If you are late for a session, you may lose some of that session time.

Returned Checks:

A \$30.00 service charge will be charged for any checks returned for any reason for special handling.

New Clients: Please read though this document, sign it and bring it with you for your first consultation. If you have any questions we will go over that at your intake appointment. Thank you.



OFFICE POLICIES AND GENERAL INFORMATION AGREEMENT FOR COUNSELING SERVICES

I have read the above pages pertaining to Client/Counselor Agreement and Office Policies and General Information carefully; I understand them and agree to comply with them.

CLIENT NAME (PRINTED)	DATE	SIGNATURE
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CLIENT NAME (PRINTED)	DATE	SIGNATURE
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Barefoot Counseling, LLC

BFC, LLC COUNSELOR (PRINTED)	DATE	SIGNATURE
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Regina Mailloux Jensen
Drug & Alcohol Counselor