



142 Main Street E. | Girard, PA 16417 | (814) 324-5373

www.anchorpointcounselingcoaching.com

Client Communication Policy

Purpose:

To establish clear guidelines for client communication with therapists and administrative staff, ensuring appropriate, professional, and timely responses.

Policy Statement:

Anchor Point Counseling & Coaching is committed to maintaining professional boundaries while providing responsive communication to clients. This policy outlines appropriate communication methods, response times, and limitations on therapist availability outside of scheduled sessions.

Acceptable Communication Methods:

1. Scheduling and Administrative Inquiries:

- Clients may contact the practice via phone at (814) 324-5373 or email at Jennifer@anchorpointcounselingcoaching.com for scheduling, rescheduling, or administrative questions.
- Text messaging, if used, should be limited to appointment-related inquiries and confirmations.

2. Therapist Communication:

- Direct communication with therapists outside of scheduled sessions is strictly for scheduling-related concerns only.
- The practice will not engage in clinical discussions, therapeutic interventions, or crisis support outside of scheduled appointments.
- If a client has a clinical concern, they should bring it to their next session or schedule an additional session if needed.

Response Time Expectations:

- The practice aims to respond to emails, voicemails, and texts within **24 business hours** (Monday–Friday, excluding holidays and weekends).

- Emergency situations should be directed to UPMC Western Behavioral Health at Safe Harbor, (814) 456-4012 as therapists and administrative staff do not provide emergency crisis services.

Emergency and Crisis Situations:

- This practice **does not** provide emergency crisis mental health services.
- If a client is experiencing a crisis, they should contact **911, 988**, go to the nearest emergency room, or reach out to UPMC Behavioral Health at Safe Harbor at (814) 456-4012

Inappropriate Communication:

- Clients are expected to use communication channels **professionally and appropriately**.
- Harassment, excessive messaging, or inappropriate contact may result in termination of services.
- Social media and informal messaging platforms are **not** appropriate methods of communication with therapists.

Consent & Acknowledgment

By signing below, you acknowledge that you have **read, understood, and agree** to the information outlined in this Client Communication Summary at Anchor Point Counseling & Coaching.

Client Name (Printed): _____

Client Signature: _____ Date: _____

