



Information for Clients

Welcome to Daemion Counseling Center. We appreciate your giving us the opportunity to be of help to you.

This brochure answers some questions clients often ask about Daemion Counseling Center. It is important to us that you know how we will work together. We believe our work will be most helpful to you when you have a clear idea of what we are trying to do.

This brochure talks about the following in a general way:

- What the risks and benefits of therapy are
- What the goals of therapy are, and what our methods of treatment are like
- How long therapy might take
- How much our services cost, and how we handle money matters
- Other areas of our relationship

After you read this brochure we can discuss, in person, how these issues apply to your own situation. Write down any questions you think of, and you and your counselor will discuss them at your next meeting. When you have read and fully understand this brochure, we will ask you to sign it at the end and we will keep it on file. A copy will be made available for you as well.

About Psychotherapy

Because you will be putting a good deal of time, money, and energy into therapy, we strongly believe you should feel comfortable with your counselor, and hopeful about the therapy. When you feel this way, therapy is more likely to be very helpful to you. Let us describe how we see therapy.

We, at Daemion Counseling Center, think of our approach to helping people with their problems as a collaborative effort between you and your counselor with an eye toward understanding basic dysfunctional patterns that people develop to cope with the difficulties they have encountered in their lives. The type of therapy we do will be determined by your presenting problem. What that means is that we will ask you to come to sessions once a week (sometimes less frequently given your schedule demands) and to talk as freely as you can about the problems and difficulties that are affecting you at the time of your session; or, if there are no particular problems pressing you at that time, to talk as freely as you can about everything that is on your mind. That may include thoughts and memories and perceptions, dreams and feelings, and questions. The more openly you talk about yourself, the more you try to communicate fully what is on your mind to the limits of your own awareness, the better. In this way the important issues tend to emerge naturally even when what comes to mind seems trivial. In the long run it will help if you go ahead and talk about it. The task of your counselor will be to listen carefully and to try to help you gain understanding of the unknown in you. As you and your counselor both gain richer insights about you and how your experiences have affected the ways you see the world and how that influences your choices in life, the two of you will develop change strategies to allow you new opportunities to experience life more deeply. We are committed to supporting you as your own internal journey unfolds and you discover more of your true self.

Daemion Counseling Center also provides other services such as couples work, family therapy, and parenting help. In addition to these, we offer an intensive ten week Anger Management program, Drug and Alcohol Evaluations, conduct workshops and groups on various topics as they relate to helping individuals meet the challenges of everyday life. It is important for you to know that our counselors are not medical doctors, so we do not use physical interventions such as medications. Where medications are appropriate, we will work closely with your physician or psychiatrist.

By the end of your first or second session, your counselor will tell you how he/she sees your case at that point and how he/she thinks you should proceed together. Depending on the issues you are facing, the number of sessions you and your counselor agree on will vary. Some people see their counselor weekly for many months or even years, while others choose to focus on specific areas of their growth and remain in therapy for three or four months. The process of ending therapy, called "termination", can be a very valuable part of your work with your counselor. Stopping therapy

should not be done casually, although either you or your counselor may decide to end if both you and your counselor believe it is in your best interest. If you wish to stop therapy at any time, I ask that you agree now to meet then for at least one session to review your work together. You and your counselor will review your goals, the work you have done, any future work that needs to be done, and your choices. If you would like to take a "vacation" from therapy to try it on your own, you and your counselor should discuss this. This way, we can often make such a "vacation" more helpful.

About Our Appointments

You and your counselor will usually meet for a 50-minute session once (sometimes twice) a week. We can schedule meetings for both your counselor's and your convenience. Our counselors will tell you in advance of their vacations in most cases or any other times they may be absent. Please ask about your counselor's schedule in making your own plans. Changes in appointments should be made with as much advance notice as possible, as a sign of your mutual respect. While we are willing to be flexible, we have found that therapy is more effective when it occurs at a regular time each week. Daemion tries to work toward this regularity of schedules. An appointment is a commitment to your work with your counselor. You and your counselor agree to meet here and to be on time. If your counselor is ever unable to start on time, we ask your understanding. We also assure you that you will receive the full time agreed to. If you are late, we will probably be unable to meet for the full time. It is likely that your counselor will have another appointment after yours.

A cancelled appointment delays your work. Daemion considers your meetings very important and asks that you to do the same. Please try not to miss sessions if you can possibly help it. When you must cancel, please give your counselor at least **a week's notice**. Your session time is reserved for you. We are rarely able to fill a cancelled session unless we know a week in advance. If you miss a session, Daemion will have to charge you for the lost time unless we are able to fill it that same week. **If the appointment is not kept or is canceled with less than 24 business hours' advance notice, you can expect us to charge you for it.**

We request that you do not bring children with you if they are young and need babysitting or supervision, which we cannot provide.

We suggest that you dress comfortably for your sessions. Many clients are attending sessions on their lunch hour or immediately before or after work. Whatever dress is appropriate for your workplace is also appropriate for our offices. Please note that Daemion maintains a smoke-free environment at all times.

Fees, Payments, and Billing

Payment for services is important in any professional relationship. This is even truer in therapy. You are responsible for seeing that Daemion's services are paid for. If not paying with insurance, you will be asked to pay your counselor at the beginning of each session. If paying with one of the insurances we currently accept, you will be asked to provide us with a copy of your insurance card and to complete an Acknowledgement of Financial Responsibility Form. Please note: if we do not accept your insurance and you intend to file for reimbursement with your insurance, you must notify us so we will ensure you are seen by a licensed therapist.

Our current regular fees are as follows. You will be given advance notice if our fees should change. It is customary in this profession to increase one's fees annually.

Individual Intake Evaluations: \$50 Couple Intake: \$75 Family Intake: \$100
Clinical Counseling, session rate: \$100

Sliding Fee Scale prorated based on Annual Household Income as follows:

- Up to \$15,000 \$40
- \$15,001 to \$30,000 \$60
- \$30,001 to \$40,000 \$70
- \$40,001 to \$50,000 \$80
- Over \$50,000 \$100

Proof of income will be requested every 6 months.

If, at any time you feel you need assistance, please discuss this with your counselor.

Extended sessions: Sometimes it may be better to go on with a session, rather than stop or postpone work on a particular issue. When this extension is more than 10 minutes, your counselor will discuss it with you, because sessions that are extended beyond 10 minutes will be charged on a prorated basis. For you to get the best value for your money, we must work hard and well.

We will assume that our agreed-upon fee-paying relationship will continue as long as Daemion provides services to you. We will assume this until you tell your counselor in person, by telephone, or by certified mail that you wish to end it. **You have a responsibility to pay for any services you receive before you end the relationship.**

If You Need to Contact Us

Because our counselors do outpatient evaluation and therapy, Daemion cannot promise that your counselor will be available at all times. Although our counselors are in the office at various times during the week, they usually do not take phone calls when they are with a client. You can always leave a message on your counselor's voice mail, and he/she will return your call as soon as he/she can. Generally, our counselors will return messages within twenty-four hours except on weekends and holidays.

If you have a behavioral or emotional crisis and cannot reach your counselor immediately by telephone, you and your family members should call Crisis Intervention at (610) 918-2100, 911, or if you prefer, a hospital emergency room near you.

The Benefits and Risks of Therapy

There are some risks as well as many benefits with therapy. You should think about both the benefits and risks when making any decisions. For example, in therapy there is a risk clients will have for a time, uncomfortable levels of sadness, guilt, anxiety, anger, frustration, loneliness, helplessness, or other negative feelings. Clients may recall unpleasant memories. These feelings or memories may bother a client at work or in school. Some people in your community may mistakenly view anyone in therapy as weak, or perhaps as seriously disturbed or even dangerous. Also, clients in therapy may have problems with people important to them. Family secrets may be told. Therapy may disrupt a marital relationship and sometimes may even lead to a divorce. These are always personal decisions made by the client, not the counselor, but it is only fair for you to know these issues exist as a result of an individual's calling into question many of their beliefs and values. These decisions are a legitimate outcome of the therapy experience. Your counselor will be available to discuss any of your assumptions, problems, or possible negative side effects in your work together. Sometimes, too, a client's problems may temporarily worsen after the beginning of your work together. Most of these risks are to be expected when people are making any important changes in their lives. Finally, even with our best efforts, there is a risk that therapy may not work out well for you.

While you consider these risks, you should know also that scientists in hundreds of well-designed research studies have shown the benefits of therapy. People who are depressed may find their mood lifting. Others may no longer feel afraid, angry, or anxious. In therapy, people have a chance to talk things out fully until their feelings are relieved or the problems are solved. Clients' relationships and coping skills may improve greatly. They may get more satisfaction out of social and family relationships. Their personal goals and values may become clearer. They may grow in many directions--as persons, in their close relationships, in their work or schooling, and in the ability to enjoy their lives. I do not take on clients I do not think I can help. Therefore, your counselor will enter into a relationship with you with optimism about our progress.

Consultations

If you wish for another professional's opinion at any time, or wish to talk with another counselor, we will help you find a qualified person and will provide him or her with the information needed. You have a right to ask your counselor about other modes of help available to you in the mental health field, their risks, and their benefits. Based on what your counselor learns about your problems, he/she may recommend a medical exam or use of medication. If your counselor does this, he/she will fully discuss his/her reasons with you, so that you can decide what is best. If you are treated by another professional, your counselor will coordinate services with him/her and with your own medical doctor.

If for some reason your work is not going well, your counselor might suggest you see another counselor or another professional in addition to him/her. As responsible people and ethical counselors, we cannot continue to treat you if our help is not working for you.

What to Expect from Our Relationship

As a professional, your counselor will use his/her best knowledge and skills to help you. This includes following the rules and standards of the American Counseling Association, or ACA. In your best interests, the ACA puts limits on the relationship between a counselor and a client, and all our counselors will abide by these. Let us explain these limits so you will not think they are personal responses to you.

- First, our counselors are trained to practice psychology-not law, medicine, or any other profession. He/she is not able to give you good advice from these other professional viewpoints.
- Second, state laws and the rules of the ACA require our counselors to keep what you tell them confidential (that is, private). You can trust him/her not to tell anyone else what you tell him/her, except in certain limited situations. Daemion explains what those are in the "About Confidentiality" section of this brochure. Here Daemion wants to explain that we try not to reveal who our clients are. This is part of Daemion's efforts to maintain your privacy. If you and your counselor (or staff members) meet on the street or socially, he/she may not say hello or talk to you very much. Our behavior will not be a personal reaction to you, but a way to maintain the confidentiality of your relationship. If you and a member of Daemion's employ meet and you initiate contact with him/her, he/she will gladly respond to you; however, he/she will not approach you first in these settings.
- Your counselor will not give you gifts; he/she may not notice or recall your birthday; and your counselor may not receive any of your gifts eagerly.
- Third, in your best interest and following the ACA's standards, your counselor can only be your counselor. He/she cannot have any other role in your life. Our counselors cannot be a counselor to someone who is already a friend of his/hers. He/she can never have sexual or romantic relationships with any client during, or after, the course of therapy. Our counselors cannot have a business relationship with any of his/her clients, other than the therapy relationship.

About Confidentiality

Psychological services are best provided in an atmosphere of trust. You can expect your counselor to be honest with you about your problems and progress. Your counselor expects you to be honest with him/her about your expectations for services, your compliance with medication, and any other barriers to your progress.

Your counselor will treat with great care all the information you share with him/her. It is your legal right that your sessions and our records about you be kept private. That is why we ask you to sign a "release-of-records" form before we can talk about you or send our records about you to anyone else. In general, your counselor will tell no one what you tell him/her. Your counselor will not even reveal that you are seeing him/her.

In all but a few rare situations, your confidentiality (that is, your privacy) is protected by state law and by the rules of our profession. Here are the most common cases in which confidentiality is **not** protected:

1. If you were sent to Daemion by a court for evaluation or treatment, the court expects a report from us. If this is your situation, please talk with your counselor before you tell him/her anything you do not want the court to know. You have a right to tell your counselor only what you are comfortable with telling.
2. Are you suing someone or being sued? Are you being charged with a crime? If so, and you tell the court that you are seeing one of our counselors, he/she may then be ordered to show the court his/her records. Please consult your lawyer about these issues.
3. If you make a serious threat to harm yourself or another person, the law requires our counselors to try to protect you or that other person. This usually means telling others about the threat. We cannot promise never to tell others about threats you make.
4. If your counselor believes a child has been or will be abused or neglected, he/she is legally required to report this to the authorities.

There are two situations in which your counselor might talk about part of your case with another counselor. Daemion asks now for your understanding and agreement to let him/her do so in these two situations:

- First, when your counselor is away from the office for a few days, he/she will have a trusted fellow counselor "cover" for him/her. This counselor will be available to you in emergencies. Therefore, he or she needs to know about you. Generally, your counselor will tell this counselor only what he or she would need to know for an emergency. Of course, this counselor is bound by the same laws and rules as is your counselor in order to protect your confidentiality.
- Second, sometimes counselors consult other counselors or other professionals about his/her clients. This helps the counselor in giving high-quality treatment. These persons are also required to keep your information private.

Your name will never be given to them, and they will be told only as much as they need to know to understand your situation.

Except for the situations described above, Daemion will always maintain your privacy. We also ask you not to disclose the name or identity of any other client being seen in this office.

Daemion Counseling Center makes every effort to keep the names and records of clients private. We will try never to use your name on the telephone; other clients may be in the office and overhear it.

If your records need to be seen by another professional, or anyone else, your counselor will discuss it with you. If you agree to share these records, you will need to sign a release form. This form states exactly what information is to be shared, with whom and why, and it also sets time limits. You may read this form at any time. If you have questions, please ask your counselor.

It is Daemion's office policy to retain clients' records for 5 years after the end of your therapy. If we do family or couples therapy (where there is more than one client), and you want to have your counselor's records of this therapy sent to anyone, all of the adults present will have to sign a release.

Daemion Counseling Center will continue to protect the confidentiality of our work together after the client is deceased.

Other Points

If you ever become involved in a divorce or custody dispute, or any other legal matter, Daemion wants you to understand and agree that we **will not** provide evaluations or expert testimony in court. You should hire a different mental health professional for any evaluations or testimony you require. This position is based on two reasons: (1) our statements will be seen as biased in your favor because you and your counselor have a therapy relationship; and (2) the testimony might affect your therapy relationship, and we must put this relationship first.

As professional counselors, we naturally want to know more about how therapy helps people. To understand therapy better, we must collect information about clients before, during, and sometimes after treatment. This may include questionnaires that we request you to complete. Your identity will be made completely anonymous. Your name will never be mentioned, and all personal information will be disguised and changed.

If, as part of our therapy, you create and provide to Daemion records, notes, artworks, or any other documents or materials, we will return the originals to you at your written request but will retain copies.

Statement of Principles and Complaint Procedures

All of Daemion's counselors fully abide by all the rules of the American Counseling Association (The ACA's rules include its Code of Ethics.)

Problems can arise in your relationship with your counselor, just as in any other relationship. If you are not satisfied with any area of your work together, please raise your concerns with your counselor at once. Your work together will be slower and harder if your concerns with him/her are not worked out. Your counselor will make every effort to hear any complaints you have and to seek solutions to them. If you feel that your counselor, or any other counselor, has treated you unfairly or has even broken a professional rule, please inform the Clinical Director of such things. You can also contact the state or local psychological association and speak to the chairperson of the ethics committee. He or she can help clarify your concerns or tell you how to file a complaint.

Daemion Counseling and its counselors do not discriminate against clients because of any of these factors: age, sex, marital/family status, race, color, religious beliefs, ethnic origin, place of residence, veteran status, health status, or criminal record unrelated to present dangerousness.

This is a personal commitment, as well as being required by federal, state, and local laws and regulations. Daemion Counseling Center will always take steps to advance and support the values of equal opportunity, human dignity, and racial/ethnic/cultural diversity. If you believe you have been discriminated against, please bring this matter to the Clinical Director's attention immediately.

Our Agreement

I, the client (or his or her parent or guardian), understand I have the right not to sign this form. I understand I can choose to discuss my concerns with you, the counselor, before I start (or the client starts) formal therapy. I also understand that any of the points mentioned above can be discussed and may be open to change. If at any time during the course of therapy I have questions about any of the subjects discussed in this brochure, I can talk with my counselor or the Clinical Director about them, and he/she will do his/her best to answer them.

I understand that after therapy begins, I have the right to withdraw my consent to therapy at any time, for any reason. However, I will make every effort to discuss my concerns about my progress with my counselor before ending therapy with him/her.

I have read, or have had read to me, the issues and points in this brochure. I have discussed those points I did not understand, and have had my questions, if any, fully answered. I agree to act according to the points covered in this brochure. I hereby agree to enter into therapy with a counselor (or to have the client enter therapy), and to cooperate fully and to the best of my ability, as shown by my signature here.

Signature of client (or person acting for client)

Date

Printed Name

Relationship to client: Self Parent Health care custodial parent of a minor (less than 14 years of age)
 Guardian Other person authorized to act on behalf of the client.

I, the counselor, have met with this client (and/or his or her parent or guardian) for a suitable period of time, and have informed him or her of the issues and points raised in this brochure. I have responded to all his or her questions. I believe this person fully understands the issues, and I find no reason to believe this person is not fully competent to give informed consent to treatment.

Signature of Counselor

Date

I agree to enter into therapy with the client, as shown by my signature here.

Signature of Counselor

Date

I truly appreciate the chance you have given me to be of professional service to you, and look forward to a successful relationship with you. If you are satisfied with my services as we proceed I (like any professional) I would appreciate your referring other people to Daemion Counseling Center who might also be able to make use of our services.

Copy accepted by client Copy kept by counselor