

This document contains statements of policy and procedures guiding the practice of counseling/therapy services of Group Counseling, Office Counseling, and Internet Counseling.

Group Counseling (GC) Policy & Procedures

Policies and Procedures

1. All potential clients prior to receiving counseling services complete entirely and sign the following documents as part of establishing a client file: Disclosure Statement, Client Information Form, Court Appearance/Testimony Policy Sheet, Email Request Form, and forms related to any offered & accepted packages.
2. In addition to completing entirely the referred forms above, potential group counseling clients will sign a Group Expectations and Disclosure Statement form.
3. In addition, the OC policy & procedures apply.

Office Counseling (OC) Policy & Procedures

Policies and Procedures

Informed Consent

1. All potential clients prior to receiving counseling services complete entirely and sign the following documents as part of establishing a client file: Disclosure Statement, Client Information Form, Court Appearance/Testimony Policy Sheet, Email Request Form, and forms related to any offered & accepted packages.
2. Counseling is a fee-based service. All arrangements regarding counseling fees, including assessment instruments, are to be purchased by clients.
3. All counseling fees must stay in “current” status. If counseling fees are not in current status for three consecutively completed sessions, CdAC, Inc. may suspend scheduling subsequent counseling sessions indefinitely.
4. All counseling and counseling-related fees/charges are to be paid prior to commencing scheduled counseling sessions.
5. Counseling sessions (except those communicated as consultation) will not begin until Coeur d'Alene Counseling, Inc. receives a signed copy of the CdAC Disclosure Statement. Arrangements may be made for electronically transmitted signed copies over the Internet. Arrangements must include client's consent for electronically transmitted information.
6. Clients must sign a release of information instructing the type, to whom, and how their client information is to be released.
7. The client must formally approve e-mail communication between client and counselor.
8. Counselor will not with current (and past clients) conduct business transactions involving an exchange of services or goods.
9. Gifts are a wonderful expression of one's gratitude and feelings, however, to help facilitate an objective therapeutic relationship to the client's benefit, counselor will not accept gifts from current clients.
10. All client-approved information is to be released by phone conversations and/or USPS mail only.
11. Coeur d'Alene Counseling does not text, does not send texts, does not receive texts.

Business Services & Fees

12. Bartering as a form of payment will not be accepted.
13. Counseling is a fee-based service. All arrangements regarding counseling fees, including assessment instruments, are to be purchased by clients.
14. All counseling fees must stay in “current” status. If counseling fees are not in current status for three consecutively completed sessions, CdAC, Inc. may suspend scheduling subsequent counseling sessions indefinitely.
15. All counseling and counseling-related fees/charges are to be paid prior to commencing scheduled counseling sessions.
16. Clients that do not show and make no attempt to contact the office of CdAC, Inc. will be charged the full normal session fee.
17. If and when a *sliding scale program* is offered, the fees are determined between client and counselor and will be on a 4-session basis. The program automatically renews the 4-sessions one time [total of 8 sessions]. Further renewals are at the counselor’s discretion.
18. Counseling sessions (except those communicated as consultation) will not begin until Coeur d’Alene Counseling, Inc. receives a signed copy of the CdAC Disclosure Statement. Arrangements may be made for electronically transmitted signed copies over the Internet. Arrangements must include client’s consent for electronically transmitted information.

Appointments/Sessions

19. All counseling fees must stay in “current” status. If counseling fees are not in current status for three consecutively completed sessions, CdAC, Inc. may suspend scheduling subsequent counseling sessions indefinitely.
20. Clients that attend their scheduled sessions 16 minutes late will have their session canceled and the full regular fee will be charged to the client. Clients have up to 15 minutes after their scheduled appointment time to arrive and their session be conducted. Late-arriving clients will not have the number of late minutes added to that particular session or to any other subsequent particular session.
21. Clients may make changes to their scheduled appointments. If changes are made outside of 24 hours to their scheduled appointment, there will be no charge to the client. If changes are made inside of 24 hours to their scheduled appointment, there will be the full normal session fee charged to the client.
22. Clients that do not show and make no attempt to contact the office of CdAC, Inc. will be charged the full normal session fee.
23. Recording sessions by clients is not allowed.

Office/Practice Procedures

24. All client information is regarded as confidential and is secured nightly in a locked cabinet and/or secured in portable equipment by a password accessed only by client-approved and/or authorized personnel of Coeur d’Alene Counseling, Inc.
25. All client-approved information is to be released by phone conversations and/or USPS mail only.
26. Client records are to be securely stored in a file cabinet during non-office hours and kept out of identification view during office hours.
27. Office computers will have screen savers initiated and they will be password protected to be accessed only by authorized personnel.
28. Conversations outside of a counseling session/office will be monitored so client information will not be disclosed.

29. Counselor will work to protect client's status as a client in public places where client and counselor find themselves in the same place at the same time.
30. Persons having an adjunct role/position with CdAC, Inc. will sign a confidentiality agreement.
31. Continuing clients will sign the most current disclosure statement at the beginning of each calendar year.
32. Previous clients will sign the most current disclosure statement.
33. Clients participating in group therapy will acknowledge the group standards and expectations by signing the Group Expectations disclosure statement, and they will sign an updated statement each new calendar year.
34. Client Record/File request: All such requests must be made in writing and signed by the client. The office practice is to inform the client that the notes are written for the counselor (*ideas, thoughts, reminders, etc. to help move along therapy*); thus the client will be asked if a written summary of their case be submitted. If so, the summary should be mailed within 45 days of receiving the signed written request. If no, the client will be asked to make an appointment to read the Routine Progress Notes in the presence of the counselor so as to address any questions/concerns in the moment. They will be given a copy to take with them.
35. Regarding all social media platforms and/or products, CdAC staff will not create and/or keep links with clients.
36. Current clients may refer new clients.
37. Referring-new current clients will have their Access payment reduced to \$190.00 until the new client's 10th Access payment/40th individual session, which then their Access payment will be further reduced to the permanent amount of \$99.00.



Internet/Distance Counseling (DC) Policy & Procedures

Policies and Procedures

Informed Consent

1. All potential clients prior to receiving counseling services complete entirely and sign the following documents as part of establishing a client file: Disclosure Statement, Client Information Form, Court Appearance/Testimony Policy Sheet, Email Request Form, and forms related to any offered & accepted packages.
2. Internet counseling is limited to persons age twenty-one and older. Exception: couples receiving pre-marital counseling.
3. Internet counseling is limited to Americans currently living outside of the United States and/or residents currently residing in the State of Idaho.
4. Clients must sign a release of information instructing the type, to whom, and how their client information is to be released.
5. Counselor will not with current (and past clients) conduct business transactions involving an exchange of services or goods.
6. Gifts are a wonderful expression of one's gratitude and feelings, however, to help facilitate an objective therapeutic relationship to the client's benefit, counselor will not accept gifts from current clients.
7. Client Record/File request: All such requests must be made in writing and signed by the client. The office practice is to inform the client that the notes are written for the counselor (*ideas, thoughts, reminders, etc. to help move along therapy*); thus the client will be asked if a written summary of their case be submitted. If so, the summary should be mailed within 45 days of receiving the signed written request. If no, the client will be asked to make an appointment to read the Routine Progress Notes in the presence of the counselor so as to address any questions/concerns in the moment. They will be given a copy to take with them.
8. All counseling and counseling-related fees/charges are to be paid prior to scheduled counseling sessions.
9. Internet counseling is a fee-based service. All arrangements regarding counseling fees, including assessment instruments, are to be purchased by clients. Bartering as a form of payment will not be accepted.

Appointments/Sessions

10. Internet counseling will only be conducted in English and with English-speakers (language translation will not be part of the counseling process).
11. The technology requirement of Coeur d'Alene Counseling, Inc. must allow for synchronous distance counseling between counselor and client using videoconferencing and chat features of the Internet. Synchronous interactions occur with no gap (or little) time between response of the counselor and the client.
12. Counseling sessions (except those communicated as consultation) will not begin until Coeur d'Alene Counseling, Inc. receives a signed copy of the CdAC Disclosure Statement. Arrangements may be made for electronically transmitted signed copies over the Internet. Arrangements must include client's consent for electronically transmitted information.
13. Internet counseling will be provided during the time zone of where the client resides.

Office/Practice Procedures

14. Coeur d'Alene Counseling, Inc. is committed to the practice of Internet counseling that is guided by the ethical standards of the National Board for Certified Counselors, Inc.
15. All client information is regarded as confidential and is secured nightly in a locked cabinet and/or secured in portable equipment by a password accessed only by client-approved and/or authorized personnel of Coeur d'Alene Counseling, Inc.
16. Clients must sign a release of information instructing the type, to whom, and how their client information is to be released.
17. The client must formally approve e-mail communication between client and counselor.
18. All client-approved information is to be released by phone conversations and/or USPS mail only.
19. Client records are to be securely stored in a file cabinet during non-office hours and kept out of identification view during office hours.
20. Office computers will have screen savers initiated and they will be password protected to be accessed only by authorized personnel.
21. Conversations outside of a counseling session will be monitored so client information will not be disclosed.
22. Counselor will not with current (and past clients) conduct business transactions involving an exchange of services or goods.
23. Gifts are a wonderful expression of one's gratitude and feelings, however, to help facilitate an objective therapeutic relationship to the client's benefit, counselor will not accept gifts from current clients.
24. Counselor will work to protect client's status as a client in public places where client and counselor find themselves in the same place at the same time.
25. Persons having an adjunct role/position with CdAC, Inc. will sign a confidentiality agreement.
26. Continuing clients will sign the most current disclosure statement at the beginning of each calendar year.
27. Client Record/File request: All such requests must be made in writing and signed by the client. The office practice is to inform the client that the notes are written for the counselor (*ideas, thoughts, reminders, etc. to help move along therapy*); thus the client will be asked if a written summary of their case be submitted. If so, the summary should be mailed within 45 days of receiving the signed written request. If no, the client will be asked to make an appointment to read the Routine Progress Notes in the presence of the counselor so as to address any questions/concerns in the moment. They will be given a copy to take with them.

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