

Office Policies & Procedures

SCHEDULING

- Online scheduling is available for Spiritual Life Coaching, EFT and Reiki on the Book an appointment page on this website. 10x and Holobody will require a free consultation before any paid sessions can be scheduled. If you have any difficulty with that process, please contact me to schedule. I can be reached via the Contact form at the bottom of any page on this website.

FEES & REFUNDS

- Some fees are published on this website under each session type on the scheduling page. Fees that are not listed require a free consultation to determine which program or timeframe is best for each client and the appropriate fee.
- The fee covers only the person registering their personal information. Others are not permitted to join the session, either openly or covertly, unless they have separately registered, provided their Informed Consent, and paid.
- Fees must be pre-paid via apple pay, google pay, credit and debit cards on the online feature after completing the online scheduling of the desired session.
- My services are not covered by healthcare insurance.
- A \$50 fee will be subtracted from your refund, if you miss a pre-paid Individual Session appointment or cancel with less than a 24 hour notice.
- If you leave in the middle of an Individual Session, no refund will be issued.
- No refunds will be issued if you cancel or miss a pre-paid Group session.
- If payment has not been pre-paid when scheduling, no further scheduling will be allowed until the fee for the unpaid session is paid.
- Exceptions to these refund policies for emergency situations will be considered on an individual basis.

CANCELLATIONS & LATE ARRIVALS

- If you need to cancel or reschedule an Individual Session, please notify me as soon as possible, and no less than 24 hours before your scheduled appointment time, via my online scheduling system, email, text, and/or phone.
- If you are running late for an Individual Session or have trouble connecting to our online meeting, please text or phone me; if we start late, we will still end by the scheduled end time.
- If you arrive for a session impaired by the influence of a mood-altering substance, your session will be canceled; no refund will be issued; if you have not prepaid, you will be charged the full fee for the session, and no future sessions may be scheduled until this has been paid.

SESSION DETAILS

- Arrange to be in a quiet location, alone and undisturbed for up to 90 minutes for Sessions and Group Sessions. Although both types of sessions are scheduled up to 75 minutes, I might extend the time up to 90 minutes at my discretion. Others are not permitted to join the session if they have not individually registered for that session. In addition, their presence may distract you from fully engaging and benefiting from the session.

- Please make sure you can access the link to our online Zoom meeting several minutes before your scheduled appointment time, from a desktop or laptop computer, if possible, rather than a cell phone or tablet. If you must use a cell phone or tablet, do your best to stabilize it before the session so that you can be hands-free for tapping.
- Check your video to be sure that your head, chest, and abdomen are visible on the screen, (not too close or too far away), with the screen height adjusted to be between your chest and face (not at too high or too low of an angle).
 - Have water, tissues, paper and pen within reach.
- Do not arrive impaired by the influence of any legal or illegal drug.
 - Each session Individual Session lasts up to 75 minutes, beginning at its scheduled time, allowing time for introductions if mutually agreed upon, feedback and discussion about the session. Group Sessions are up to 75 minutes. At my discretion, I may extend the session to 90 minutes for individual and group sessions.
- Your issue often may not be resolved or even completely addressed by the end of our time together, but I will do my best to ensure that you are calm at the end of the session.

CONTACTING ME

- Please use the Contact form on my website if this is our first contact.
- If we have communicated before, you have my personal contact information, and I welcome conversations by text, telephone, or email to schedule, change, or confirm appointments. Unless it is urgent to make contact with me via telephone, I ask that you call no later than 6 p.m. cst.
- I will return text and voicemail messages as promptly as my schedule allows, usually the same day.

CONTACTING YOU

- By contacting me or completing any of my online forms, you have agreed to be contacted by text, phone, and email by regular non-encrypted methods. None of the services that I offer are considered healthcare related, therefore are not subject to licensure and HIPAA Privacy rules do not apply.
- However, if I ever need to communicate with any of your healthcare providers for any reason, I will do so in a secure manner that satisfies those rules and regulations.
- I will do my best to only contact you in a responsible and reasonable way. I will assume that you have your own system in place to assure that email and text notification sounds and ringing telephone calls do not disturb you at times of day that you prefer to not be disturbed, and that you will receive those messages at convenient times for you.

TERMINATION OF SERVICES

- You and I both have the right to terminate services at any time before, during, or after any of my offered services for any reason.
- I will terminate services, if, in my judgment, my services do not adequately meet your needs, if either of us feels that we do not make a good match as client and service provider, or if you become violent or verbally aggressive/ abusive. I will help you to locate another service provider appropriately trained and/or licensed to meet your needs, unless you have interacted with me in

a violent or verbally aggressive/abusive manner; in those circumstances, I may contact the police.

YOUR RESPONSIBILITY TO PROVIDE YOUR CLINICAL HISTORY

- You are responsible for informing me of any relevant current or past physical and mental health consultations, diagnoses, counseling, psychiatric medications, etc., either before scheduling a session or on the Intake form. If your information should change for any reason, please inform me at the next session.

YOUR EMERGENCY CONTACT INFORMATION DURING EACH SESSION

- You agree that I may contact your emergency contact listed on your intake form for me to use only in the very unlikely event that our session severely overwhelms you beyond my ability to help you to recover to a calm state during the session. Please make sure the phone number of your local emergency contact preferably is someone within the same city as you at the time of the session

MY RIGHT TO DECLINE TO ACCEPT YOU AS A CLIENT

- If I feel that our coaching relationship, even as fellow students in a practice situation, may be beyond my level of training to work with, I reserve the right to decline working with you.
- This would be for your safety and also to safeguard my own professional status, in the unlikely event that you become overwhelmed beyond my ability as a coach to calm you.

NO GUARANTEE OF RESULTS

- I cannot and do not provide any guarantee of benefit or positive results from any of my offered services during any of our sessions.
- I will do my best to ensure that you leave our session(s) in a calm state, regardless of whether I have helped you to make any noticeable progress with the issue we worked on during the session.

EMERGENCIES OUTSIDE OF OUR SESSIONS

- If you have an emergency that you feel is related to any issue(s) from our sessions at any time before or afterwards, please go to your nearest emergency room or urgent care center. I am not responsible for costs incurred from these visits.
- Be aware that when one is doing energy work (spiritual life coaching, Reiki, EFT) that there can be emotional and physical reactions during and after the sessions. Depending on how dramatic a shift was felt during the session will determine if and how significant your reaction can be afterwards. For example, in my personal experience when I had a very powerful spiritual life coaching session, I felt flu-like symptoms for a couple of days. Although the symptoms mimicked the flu, I knew I was just processing the session that I had earlier that week. After a couple of days, I was back to normal. The symptoms come and go in a matter of hours or a couple of days if at all.
- I do not provide 24-hour contact, and I am not your healthcare provider.

COMPLAINTS

- If you are unhappy with the way our work together is proceeding, please discuss it with me so that I can respond directly to your concerns with care and respect. You are also free to discuss any complaints about me with anyone you wish. You do not have any responsibility to maintain confidentiality about what I say or do.