

Client Agreement

My Training and Approach to Counseling & Coaching

I am a Licensed Mental Health Counselor with a B.Sc. in Psychology from the University of Washington; M.A. in Psychology, Mental Health Counseling from Antioch University, Seattle; and training in communication, divorce coaching, neuroscience, hypnotherapy, and nutritional & integrative medicine for mental health.

My practice involves working with individuals, couples, families and groups. My approach to counseling and coaching combines many therapeutic philosophies and methods including those that: consider the connection between mind and body, build skills, delve into personal history, focus on current behavior, and draw attention to the importance of social systems and the impact they have on lives and personalities. Which skills are used at any given time is determined by client needs.

My goal is to help people develop healthy relationships with themselves and others. I support and trust that the keys to change lie within you, the client. My job is to challenge, coach, support, and guide you to discover those keys and unlock your potential. In supporting your perception of reality, present and past, I will not attempt to determine in a legal sense whether the events you describe happened exactly as you remember them.

You are responsible to set goals, communicate your experience and goals, follow through with homework to the extent you desire, and change whatever you are ready to change. I see you as the one who sets the course for your own life and as the one responsible for the decisions and life changes you make. While I may make suggestions, give opinions, and offer advice, you are in charge of what choices you make and how you implement them. I encourage you to consult with your medical team if considering any nutritional suggestions I offer. I cannot guarantee that specific changes will occur as a result of our sessions.

Silverstream Unlimited, PLLC ascribes and adheres to the Code of Ethics of the American Counseling Association and the International Association of Coaches; and must also answer to the ethical and professional standards of the Washington State Omnibus Credentialing Act of Counselors and the Uniform Disciplinary Act for the Regulation of Health Professions.

Confidentiality

You have privileged confidential communication with me with the exception of the situations listed below. I will always act to maximize your privacy even when you waive your right to confidentiality. The following situations are exceptions to your right of confidentiality:

1. If I believe that you are likely to do harm to yourself or another person.
2. If you reveal that you have committed or are contemplating committing a crime.
3. If I believe that you may be physically or sexually abusing or neglecting a minor child or vulnerable adult, or if you report information to me about the unreported abuse or neglect of a child or vulnerable adult.
4. If you are currently in litigation, or become involved in litigation.
5. If you are seeing me in couples or family counseling/coaching, and you, your partner, or another family member sees me in a related individual session, information shared with me in that meeting may be shared by me in joint sessions.

Parts of your story may be shared with other clients to inspire and educate, or with other professionals to garner advice. In such instances, identifying names and information will remain confidential and undisclosed.

Electronic Communications: If you wish to communicate with me via e-mail, text, or cell phone, please be aware that these can be relatively easily accessed by unauthorized people and hence can compromise the privacy and confidentiality of such communication. E-mails, in particular are vulnerable to such unauthorized access due to the fact that servers have unlimited and direct access to all e-mails that go through them.

Additionally, my e-mails are not encrypted. As part of this contract, if you choose to communicate with me through text, e-mail or cell phone, you are agreeing not to hold me responsible for any breach of confidentiality that may occur by someone else accessing the information sent to or from me. Please do not use email for emergencies.

For more on confidentiality see the Silverstream Unlimited, PLLC HIPAA Notice of Privacy Practices.

Appointments and Fees

Appointments are held by phone or in person. My fee is \$140 per hour (60 minutes). Partial hours are charged in 5-minute increments. Payment is due at the end of each appointment. I accept cash, checks, and credit cards. A \$35 processing fee is charged for returned checks.

All work performed as part of your counseling/coaching, including reading & responding to emails, requested research & copying, travel time, and between-appointment phone check-ins, are charged in 5-minute increments.

Published materials used during appointments will be offered for purchase.

The scheduled time for your appointment is set aside for you. **If you miss an appointment without canceling, or if you cancel with less than 24-hours notice, you are responsible for paying the full payment of the missed appointment.** If you are late for an appointment, you will receive the remainder of your scheduled time and charged for the full appointment. If I am late, you will receive your full appointment.

Quality of Service

If you feel I have behaved in an unprofessional or unethical manner, please advise me so that we can talk about it and clarify or resolve the situation. If you see that this does not resolve the issue, you may contact the Washington State Department of Health, Health Professions Quality Assurance, 310 Israel Rd, P.O. Box 47860, Tumwater WA 98501-7860; Email: hpga.csc@doh.wa.gov; Phone: (360) 236 – 4700.

Termination of Service

It is every client's right to choose a practitioner and methods which best suits their needs. You are free to terminate counseling/coaching at any time, however, it is my request that you discuss your decision and reasons for termination at the beginning of a regularly scheduled appointment.

Client Consent to Counseling/Coaching & Financial Agreement

I have read, and have had satisfactorily explained to me:

- this Silverstream Unlimited, PLLC *Client Agreement*, and
- the Silverstream Unlimited, PLLC *HIPAA Notice of Privacy Practices*

I have asked any questions that I had about the contents of both and about payment policies. I understand and agree to the description of confidentiality and its exceptions as stated in both. I consent to counseling/coaching under the terms described in this agreement and the *HIPAA Notice of Privacy Practices*.

_____/_____
Client Signature Date

_____/_____
Client Signature Date

_____/_____
Parent/Guardian Signature Date

(For clients under the age of 18, a parent or legal guardian must give consent.)

_____/_____
Signature, Ann Silvers, LMHC Date
Counselor/Personal & Relationship Coach
Manager, Silverstream Unlimited, PLLC

Ann Silvers: Licensed Mental Health Counselor, State of Washington #LH60133260
Counselors must be licensed with the Department of Health. This requirement and description of client rights and counselor responsibilities are described in chapter 18.19 of the RCW (see <http://apps.leg.wa.gov/RCW/default.aspx?cite=18.19.010>).
Licensing with the Department does not include recognition of any practice standards, nor imply the effectiveness of any treatment.
I encourage you to read more online or in the related brochure prepared by the Department of Health.