

Client Name: _____

Date: _____

Thank you for choosing Finding Solace. Listed below are the clinicians that you may consent to working with therapeutically. The rest of this document is intended to inform you of our policies, State and Federal Laws, and your rights.

Jessica Andrews, LPC-S: Jessica earned an M.A. degree in Marriage & Family Therapy from the University of Louisiana at Monroe. She is a *Licensed Professional Counselor-Supervisor (#5015). Her areas of expertise include LGBT issues, trauma, codependency/poor boundaries, self-esteem, depression, and anxiety. She practices Solution Focused Brief Therapy and EMDR for most presenting issues.

Dr. Charles Gagnon, LPC, NCC, CCMHC: Dr. Gagnon earned a Doctorate in Counseling Psychology from Argosy University. He is a *Licensed Professional Counselor (#1973), a National Certified Counselor, and a Certified Clinical Mental Health Counselor. Areas of expertise include ACOA, alcohol/substance abuse, PTSD, depression, anxiety, and anger management. He uses Cognitive Behavioral Therapy for most presenting issues.

Crystal Boyd, LPC-S: Crystal earned an M.A. degree in Marriage & Family Therapy from the University of Louisiana at Monroe. She is a *Licensed Professional Counselor-Supervisor (#4043). Areas of expertise include parenting, couple's issues, anxiety, depression, and self-improvement. She primarily practices solution-focused and psychoeducational therapy methods.

Amanda Terry, LMFT: Amanda earned an M.A. degree in Marriage & Family Therapy from the University of Louisiana at Monroe. She is a *Licensed Marriage & Family Therapist (#1003). Areas of expertise include marriage counseling, adolescents, children, & spiritual counseling. She practices solution focused therapy for most situations.

Cierra Fussell, LPC, LMFT: Cierra earned an M.A. degree in Marriage & Family Therapy from the University of Louisiana at Monroe. She is a *Licensed Professional Counselor (#7814) and a *Licensed Marriage and Family Therapist (#1372). Areas of expertise include autism, couples counseling, LGBT issues, child counseling, parenting, and trauma. She practices solution focused therapy for most situations.

Shirley Coker, LPC, RPT: Shirley earned an M.A. degree in Guidance & Counseling from Louisiana Tech University. She is a *Licensed Professional Counselor (#6674) and a Registered Play Therapist. Areas of expertise include but are not limited to trauma, parenting, and child and adolescent counseling. She practices EMDR, TCBT, TBRI, or play therapy for most situations.

Lawrencia Jenkins, LPC, PLMFT: Lawrencia earned an M.A. degree in Marriage & Family Therapy and is currently working toward a Ph.D. in Marriage & Family Therapy from the University of Louisiana at Monroe. She is a *Licensed Professional Counselor (#7086) and a *Provisionally Licensed Marriage and Family Therapist (#1329). Her areas of expertise include trauma, adjustment and transition issues, relationship conflict, parent-child relationships, self-esteem, anxiety, and depression. She practices solution focused therapy, narrative therapy, and EMDR for most situations.

Taryn Sanders, LPC: Taryn earned an M.A. degree in Marriage & Family Therapy from the University of Louisiana at Monroe. She is a *Licensed Professional Counselor (#7885). She enjoys working with adults, adolescents, and teenagers. Her areas of expertise

include parent-child relationships, self-esteem, child behavioral issues, anxiety, and depression. In most cases, she practices solution focused therapy, strategic therapy, or EMDR.

Anne Newman, LPC, LMFT: Anne earned an M.A. degree in Marriage & Family Therapy from the University of Louisiana at Monroe. She is a *Licensed Professional Counselor (#6430) and a *Licensed Marriage and Family Therapist (#1276). She works with individuals, couples, and families of all ages. Her areas of expertise include relationship issues, stress, anxiety, depression, PTSD, and self-esteem. She utilizes solution focused therapy, narrative therapy, mindfulness, cognitive behavioral therapy, and functional family therapy for most situations.

Rachel Dew, LPC: Rachel earned an M.A. degree in Marriage & Family Therapy from the University of Louisiana at Monroe. She is a *Licensed Professional Counselor (#8574). She has experience working with children, teens, adults, couples, and families. She works with clients who have a variety of challenges such as: depression, anxiety, trauma, communication, relational, and behavioral issues, and self-esteem. She utilizes Solution-Focused Brief Therapy, Narrative Therapy, and Cognitive Behavioral Therapy.

Ashley Gilbert, LPC: Ashley earned an M.A. degree in Marriage & Family Therapy from the University of Louisiana at Monroe. She is a *Licensed Professional Counselor (#8574). She has experience working with children, teens, adults, couples, and families. Her areas of expertise include trauma, parenting, relationship conflict, parent-child relationships, self-esteem, anxiety, and depression. She practices Solution Focused Brief Therapy for most but not all presenting problems.

D'Shawn Etienne, LPC, LMFT: D'Shawn earned an M.A. degree in Marriage & Family Therapy from the University of Louisiana at Monroe. He is a *Licensed Professional Counselor (#7908) and a *Licensed Marriage and Family Therapist (#1387). He has experience working with individuals, couples, and families. He specializes in working with ADHD, trauma, depression, anger, self-esteem, and general life stressors. He practices Solution Focused Brief Therapy for most presenting problems.

Megan Diaz, PLPC, PLMFT: Megan earned an M.A. degree in Marriage and Family Therapy from the University of Louisiana at Monroe. She is a *Provisionally Licensed Professional Counselor (#8652) and a *Provisionally Licensed Marriage and Family Therapist (#1434). She has experience working with individuals, couples, and families. She specializes in working with grief, relationship conflict, depression, anxiety, and veteran issues. She practices client centered, experiential, Structural, and Bowenian therapy models for most presenting issues.

Benjamin Evans, Ph.D., PLPC, PLMFT: Dr. Evans earned a Ph.D. in Marriage & Family Therapy from the University of Louisiana at Monroe. He is a *Provisionally Licensed Professional Counselor (#8258) and a *Provisionally Licensed Marriage and Family Therapist (#1405). He has experience working with individuals, couples, and families. He specializes in working with depression, anxiety, relationship conflict, family conflict, and family of origin

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issues. Dr. Evans practices Structural Family Therapy and Solution Focused Brief Therapy for most presenting issues.

Skyelar Scott, PLPC: Skyelar earned an M.A. degree in Marriage & Family Therapy from the University of Louisiana at Monroe. She is a *Provisionally Licensed Professional Counselor (#9607).

Skyelar works with adults and children to address a variety of presenting issues such as: women's issues, relationship conflicts, LGBTQ issues, behavioral issues in children, and self-confidence. She practices Person-Centered Therapy, Narrative Therapy, and Satir Systemic Therapy for most presenting issues.

Myles Simien, PLPC: Myles earned an M.A. degree in Marriage & Family Therapy from the University of Louisiana at Monroe. He is a *Provisionally Licensed Professional Counselor (#9583). Myles works with children and adults of all ages whether that be individuals, couples, or families. He enjoys working with a variety of presenting issues such as: relationship conflict, family conflict, depression, anxiety, and stress. He typically addresses presenting issues using Solution Focused Brief Therapy, Structural Therapy, or Bowenian Family Therapy.

Katie Beth Thompson, PLPC, PLMFT: Katie Beth earned an M.A. degree in Marriage & Family Therapy from the University of Louisiana at Monroe. She is a *Provisionally Licensed Professional Counselor (#9569) and a Provisionally Licensed Marriage and Family Therapist (#1502). She enjoys working with individuals, couples, and families of all ages. She enjoys working with a variety of presenting issues such as: trauma, relationship issues, and identity issues. She approaches most presenting issues by utilizing Structural Family Therapy or Solution Focused Brief Therapy techniques.

Michael Steele, LPC: Michael earned an M.S. degree in Clinical Mental Health Counseling from the University of Louisiana at Monroe. He is a *Licensed Professional Counselor (#7642). He enjoys working with individuals, couples, and families of all ages. He works with a variety of presenting issues such as: trauma, relationship issues, anxiety, depression, self-esteem, and parenting. He practices EMDR, CPRT, CBT, or Solution-Focused Brief Therapy for most presenting issues.

Emily Ruth: Emily attended the University of Louisiana at Monroe where she earned a Bachelor of Arts degree in Psychology. She

is currently pursuing a master's degree in counseling at the same university. She works with adults who are experiencing disordered eating, low self-esteem, body image issues, anxiety, and depression. She utilizes a combination of Cognitive Behavioral Therapy and Adlerian Therapy for most presenting issues.

Sheryl Ford: Sheryl attended the University of Louisiana at Monroe where she earned a B.B.A. in Marketing. She is currently completing an M.A. degree in Marriage & Family Therapy at the same university. She enjoys working with children and adults who are experiencing depression, anxiety, relational conflict, and family related issues. She practices Narrative Therapy, Solution Focused Brief Therapy, and Gottman Method Couples Therapy for most presenting issues.

Crystal Pefferkorn: Crystal attended the University of Louisiana at Lafayette where she earned a Bachelor of Science degree in Psychology and an M.S. degree in Psychometrics. She is currently attending the University of Louisiana at Monroe where she is working towards an M.A. degree in Marriage & Family Therapy. Crystal works with children and adults who are experiencing low self-esteem, anxiety, depression, life transitions, and family issues. She typically utilizes Solution Focused Brief Therapy, Narrative Therapy, or Collaborative Therapy for more presenting issues.

Laura Jones: Laura attended the University of Texas at Tyler where she earned a B.S. degree in Psychology. She is currently attending Walden University where she is completing an M.S. degree in Clinical Mental Health Counseling. She enjoys working with children and adults who are experiencing life transitions, anxiety, and low self-esteem. Laura typically utilizes Expressive Art Therapy, Narrative Therapy, and Mindful-Based Cognitive Therapy for most presenting issues.

*** Clinicians are licensed with the Louisiana LPC Board of Examiners, 11410 Lake Sherwood Ave North, Ste A, Baton Rouge, LA 70818, 225-295-8444.**



Informed Consent Form

Adult Client Information (Age 18 & up)

Legal Name (First, Middle, Last): _____

Preferred Name: _____

Date of Birth: _____

Mailing Address: _____

Preferred Phone: _____ Text Messages: Yes No Voicemails: Yes No

Email: _____

Gender Identity: Male Female Non-binary Trans Male Trans Female Other/Choose Not to Disclose

Preferred Pronouns: _____

Marital Status: Single Married Separated Divorced Widowed

Minor Client/Parent Information (Age 17 & under-skip if not applicable)

Child's Legal Name (First, Middle, Last): _____

Child's Preferred Name: _____

Child's Date of Birth: _____

Child's Mailing Address: _____

Preferred Phone: _____ Parent/Guardian Phone Child's Phone

Alternate Phone: _____ Parent/Guardian Phone Child's Phone

Gender Identity: Male Female Non-binary Trans Male Trans Female Other/Choose Not to Disclose

Child's Preferred Pronouns: _____

Parent /Guardian Legal Name: _____

Parent/Guardian Relationship to Child: _____

Parent/Guardian Mailing Address: _____

Parent/Guardian Marital Status: Single Married Separated Divorced Widowed

Is there a custody agreement currently in place? Yes No **(If yes, we must have a copy on file)**

Emergency Contact Information

Emergency Contact Name: _____

Emergency Contact Number: _____

Emergency Contact Relationship to Client: _____

***We cannot guarantee that giving consent to contact by phone or email will not pose a confidentiality risk due to lack of security. We will take every precaution to protect your Protected Health Information when contacting you.**

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Confidentiality: As Licensed Professional Counselors and Licensed Marriage and Family Therapists, we are required by the state to adhere to a Code of Conduct and Ethical Practices which are determined by the Louisiana Professional Counseling Board. A copy of this code is available on your request. Your verbal communication and clinical records are strictly confidential except for: a) information shared for the purpose of clinical consulting/supervision, b) information (diagnosis, dates of services, etc.) shared with your insurance company for processing claims, c) information you and/or your child(ren) report about physical or sexual abuse; by Louisiana State Law, clinicians are obligated to report this to the appropriate offices, d) when you sign a release of information to have specific information shared with another party, e) if you provide information that informs your clinician that you are in danger of harming yourself or others, and f) when required by law.

Joint Sessions: Should you choose to participate in couples or family therapy, you acknowledge that all information and material obtained individually from any adult participant becomes a permanent component of the joint record. Any information in the joint record is the legal property of all parties involved and subsequently may be shared with the respective parties. This includes any and all administrative and/or clinical information relevant to joint sessions. If an adult chooses to share information during an individual session, but still within the context of couples/family therapy, the clinician may determine that the information needs to be shared during a joint session. In such cases, the clinician will offer the individual every opportunity to disclose the relevant information and will assist in this therapeutic process. Finding Solace will require written consent from all adult parties involved to disclose any information from your joint record to a third party.

Communications: I agree that Finding Solace may contact me at the telephone number(s) and/or email address(es) provided regarding appointment reminders, scheduling, marketing related correspondence, obtaining financial assistance for my account(s), or to collect any amounts I may owe. I expressly consent that those methods of contact may include SMS text messages, e-mails, and/or phone calls, including automated technology such as an auto-dialing device, pre-recorded messages, and artificial voice messages as applicable. This consent applies to all services and billing associated with my account(s).

Visitors: We ask that you not bring extra visitors with you as it distracts from the comfort and confidentiality of other clients. Children are welcome if they are participating in counseling. Otherwise, guardians will need to arrange for childcare so that you can meet with your clinician without distraction. You may be asked to reschedule your appointment should you bring a child who will not be participating in counseling. **Minors will NOT be left unattended at our office under any circumstances. You must stay on the premises for the entire duration of your child's counseling session. Our staff are not capable of supervising your children adequately. This policy is for the safety of your children. Your signature acknowledges that Finding Solace, LLC will not be held liable for any injuries or illnesses that may arise from minor children being left unattended in the office.**

Notice of Privacy Practices and Client Rights: I have had the opportunity to receive, read, and understand the Notice of Privacy Practices and Client Rights. A copy of this document will be provided to you upon request.

Consent for Treatment of Minors: I consent that the child identified above who is under my care may be treated as a client of Finding Solace. In order to authorize mental health treatment for your child(ren), you must have either sole or joint legal custody and be authorized to make legal decisions for medical treatment. Your signature attests to the fact that you have the legal authority to consent to medical treatment for your child(ren). If you have any safety concerns regarding your child(ren) such as persons that should not be in contact with your child(ren), it is your responsibility to inform office staff of your concerns. **Minors will NOT be left unattended at our office under any circumstances. You must stay on the premises for the entire duration of your child's counseling session. Our staff are not capable of supervising your children adequately. This policy is for the safety of your children. Your signature acknowledges that Finding Solace, LLC will not be held liable for any injuries or illnesses that may arise from minor children being left unattended in the office.**

Consent for Working with Student Interns: If receiving counseling services from a student intern, you are agreeing to the following information: student interns are supervised at Finding Solace, LLC, by Crystal Boyd, LPC-S and the acting supervisor for their educational institution; student interns are bound by the ethical guidelines of their profession and adhere to the guidelines specified by the Finding Solace, LLC services agreement, Telehealth Services Consent, Internship Supervision Agreement of their educational institution and Notice of Privacy Practices /HIPAA; student interns have completed most masters level education from their educational institution in their field of study, have demonstrated core competencies and have been determined by their educational institution



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Fax: 318-737-7693
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as ready to apply his or her clinical skills to working with clients; by working with a student intern, each client receives the benefit of a clinically experienced supervision team assisting in assessment and treatment planning to address concerns in therapy; student interns may provide counseling sessions in conjunction with a fully licensed clinician, and when deemed ready by Finding Solace, LLC, will provide counseling sessions without a supervising clinician present; sessions conducted by student interns may include recording of sessions, for use in supervision; recordings may not be used for any other purposes than for use in supervision, are stored on a password protected device and are destroyed at the termination of therapy; clients may terminate this agreement at any time, but termination of this agreement will require transfer to another provider as interns cannot be adequately supervised in cases that do not consent to recording.

Social Networking: The staff does not accept friend requests or other contact on social media platforms (e.g., Facebook, Twitter, LinkedIn, Instagram, etc.) from past or present clients; however, Finding Solace has social media accounts that you can connect to. These are for marketing, networking, and educational purposes and not for personal communication.

Emergency Situations: Business hours are Monday through Friday from 8:30 am to 5:00 pm. The office is closed during major holidays. If an emergency occurs during business hours for which immediate attention is necessary, please call the office to attempt to have a counselor reached. If no one is available or the office is closed, you should either contact 911 or go to your local emergency room for assistance.

Financial / Insurance Issues: As a courtesy, we will bill your insurance company, HMO, EAP, responsible party, or third-party payer. We ask that treatment fees are paid in full at the time of service. **If you must cancel or reschedule an appointment, please give 24 hours' notice, otherwise you will be billed a "missed appointment fee" which cannot be filed to your insurance company/EAP.**

Late Arrivals: We ask that you are on time for your scheduled appointments. Should you arrive more than 30 minutes late, the appointment will be considered "missed" and you will be charged a fee and the appointment will be rescheduled. Should your counselor agree to proceed with your appointment, you will not be charged a missed appointment fee; however, you will only be seen for the remainder of your appointment time.

Fee Schedule: Fees for counseling services typically range from \$100-\$165 per session. The maximum fee for copies of medical records is \$100.00 per request. There is a \$25 minimum charge for the completion documentation requests. The total fee for documentation requests is at the discretion of Finding Solace. Fees for copies of medical records or documentation requests must be paid in full prior to your request being fulfilled.

Copies of Medical Records: Pages 1-25: \$1.00 per page

Pages 26-350: \$0.50 per page

Pages 351+: \$0.25 per page

Legal Issues: We do not specialize in or accept requests for custody evaluations, disability determinations, or other legal issues. Due to the conflict of interest involved in working with couples and families, your signature is your agreement not to subpoena any staff member for testimony if divorce, custody, or other court proceedings develop during or after your treatment. If we receive a request for written testimony or documentation of any clinical information, the standard fee for preparation will be \$150 per hour. All adult parties present in joint counseling sessions must complete a release of information form for pertinent information to be released. The standard retainer for court appearances will be \$1,000 to be paid before the court date. Time will be billed at a rate of \$300 per hour. \$300 for the first hour is non-refundable. Should your clinician be a PLPC/PLMFT, these fees will be doubled as they are required to have their clinical supervisor present in court with them.

Appointment Reminders: We offer a courtesy to our clients to send appointment reminders the day before scheduled appointments. This is done by a third-party provider, and we cannot guarantee delivery. Scheduling and keeping appointments are ultimately the client's responsibility. Do not respond directly to the reminder messages as our office will not receive the information. If you must reschedule or cancel an appointment, you must call the office directly.

Potential Risks of Counseling: You may realize that as a result of counseling, you have additional issues which may not have surfaced prior to the onset of the counseling relationship. Another potential risk is that once you begin to make personal changes, it can cause strain on other relationships if they refuse to make changes within themselves. Your signature indicates your understanding of these risks and willingness to proceed.



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Telehealth Treatment: I consent to telehealth care provided by my clinician and all other associated health care providers at Finding Solace. Telehealth involves transmission of video, audio, photographs, and/or details of my medical record (collectively, "Data"). All Data is sent by secure electronic means to the providers to facilitate the therapeutic service being performed. I understand that all confidentiality protections required by law or regulation will apply to my care via telehealth. I have the right to refuse or stop participation in telehealth services at any time and request alternate services such as an in-person appointment. However, I understand that equivalent in-person services might not be available at the same location or time as telehealth services. If an emergency occurs during a telehealth encounter when I am at a non-health-care site, I should call 911 and stay on the video connection (if applicable) until help arrives. If needed, your provider will contact emergency services on your behalf. Transmitted Data may become part of my medical record. Data will not be transmitted to people outside my health care team except as described below, and/or if I provide additional written consent. All releases of information are subject to the same laws and regulations as in-person care. I authorize Finding Solace to file any claims for payment of any portion of the patient bills and assign all rights and benefits payable for health care services to the provider or organization furnishing the services.

Financial Policies (Please Initial Each Line Item)

_____ 1. Finding Solace requires that you provide current debit/credit card information to store in our encrypted software throughout the duration of your treatment. This is required even if you expect to incur no out of pocket costs for treatment. This notice serves as consent to having your financial information stored in our encrypted software.

_____ 2. Finding Solace reserves the right to charge all treatment related fees in full at the time of service. This includes but is not limited to co-pays, co-insurance amounts, amounts towards deductibles, missed appointment fees, and private pay amounts. You will be informed of these amounts before you are billed. Your card will typically be charged for your session fee the morning of your appointment date. This notice serves as your consent to being charged for all payments due at the time of service.

_____ 3. If you miss a scheduled appointment without providing 24-hour notice, Finding Solace reserves the right to charge the card on file for a "missed appointment" fee. After being charged twice for a late cancellation/no show at the standard rate, you will be charged a \$100 fee for every subsequent late cancellation/no show. This notice serves as your consent to being charged for all no-shows/late cancellations. Missed appointment fees must be paid in full prior to your next scheduled appointment or that appointment will be postponed until payment is received. As a courtesy, our reminder service will attempt to send a reminder to you the day before your scheduled appointment. If this does not get delivered for any reason, the appointment and all related fees are still your responsibility.

_____ 4. Accepted forms of payment are cash or debit/credit card. We can also accept Health Savings Account cards. Regardless of how you intend to pay for services, a current debit/credit card must always be on file. If we receive notice of insufficient funds for a card payment, Finding Solace reserves the right to charge the card on file a \$10 processing fee. This notice serves as your consent to being charged for any credit/debit card fees incurred by Finding Solace due to insufficient funds.

_____ 5. If you, as the client, request documentation or copies of medical records, fees will be based on amount of time, labor, and materials that are required to complete your request. All fees must be paid in full prior to your documentation being completed. This notice serves as your consent to being charged for payments due for documentation requests.

_____ 6. If you intend to use health insurance to help cover the costs of treatment, you are responsible for the entire allowed session fee regardless of the amount of reimbursement from your insurance company. If your insurance company determines that you are responsible for more than what was originally billed to you, Finding Solace reserves the right to charge the card on file to rectify that balance owed. If no payment is received from your insurance company after 90 days from your date of service, you will assume responsibility for any balance on your account. We will mail out a statement notifying you of any past due amounts. If we receive no response



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from you within 30 days of your first statement being sent, Finding Solace will charge your card for the remaining balance. If the card is declined for any reason and you cannot issue payment that month, your account will accrue 5% interest. If there are 90 days without payment being made, Finding Solace reserves the right to turn your information over to a collection agency to secure the payment of past due balances with an additional 35% fee. This notice serves as consent for Finding Solace to charge the card given to rectify past due balances.

____ 7. If there is a balance due on your account that you are found to be responsible for and no payment attempts are made, Finding Solace reserves the right to postpone all future appointments until payment is received. This includes recurring appointments that were previously scheduled.

____ 8. We ask that you are on time for your scheduled appointments. Should you arrive more than 30 minutes late, the appointment will be considered "missed" and you will be charged a fee and the appointment will be rescheduled. Should your counselor agree to proceed with your appointment, you will not be charged a missed appointment fee; however, you will only be seen for the remainder of your appointment time.

____ 9. Quality and integrity are core values at Finding Solace, LLC. Should you ever have concerns or complaints about the quality of your care, the integrity of our billing procedures, the protection of your privacy, or our commitment to uphold the dignity and protect against the discrimination of the individuals we serve, you can contact our compliance hotline at (318) 202-8915 or email Compliance@FindingSolace.Life. All submissions are confidential and may be made anonymously. You will receive a response notifying you that the appropriate parties will begin reviewing the submission and an initial response will be made within 2 weeks of receipt, while full resolution may take longer.

My signature below represents my acknowledgment of and agreement to all the above information.

Client Printed Name **(for adult clients)**

Client Signature **(for adult clients)**

Parent/Guardian Printed Name **(if client is a minor)**

Parent/Guardian Signature **(if client is a minor)**

Date