



General Information

Thank you for choosing Daymark Pastoral Counseling to provide counseling resources. It is my desire to provide the best care possible. To orient you to my procedures and policies the following information is provided.

- 1. Training and Degrees:** I (Betty Carter) am an Associate Licensed Counselor working under the supervision of Matt Bunt, M.Ed., LPC-S. I use an integrated approach to counseling, grounded in the healing love of God and wisdom of Scripture while drawing on the most current research to treat trauma, anxiety, depression, relationship distress, OCD, faith struggles and other common problems. I have a Master of Arts in Counseling from UAB (2020), with a concentration in Marriage and Family Therapy. I also have certificates in basic EDMR, Gottman Therapy for couples and Emotion Focused Therapy. Before becoming a counselor, I served for 10 years as children's ministry director at a local church. I am happy to work with children (4 years and up) and adolescents as well as adults.
- 2. Confidentiality:** All information disclosed within a counseling session is confidential and may not be revealed without your written permission, except for the purpose of supervision. If you choose to have Daymark Pastoral Counseling keep any other individual apprised of your progress in counseling, it will be necessary to complete a "Release of Information" form that will be kept on file. If you consent to the release of information to an attorney or law firm, Daymark will only produce your written records to that person or entity. Daymark's counselors will resist any subpoena compelling them to testify under oath in any legal proceedings about you or your counseling. If subpoenaed to testify in any legal proceedings, Daymark and its counselors reserve the right to object to the subpoena and to assert any applicable legal privileges. Without a properly executed release, everything about your visit will be held in strictest confidence with the exception of the following circumstances:
 - When a client intends to take harmful, dangerous, or criminal action against themselves or another individual
 - When a client or their family is likely to suffer threats, or the results, or harmful behavior
 - Where there is a reasonable suspicion of the abuse of elderly persons or the children under the age of eighteen
- 3. Note-Taking and Record Keeping:** Counselees will have a file created in his, her, or their name(s) containing intake forms, signed consents and notes taken from and after sessions. The purpose of a file is to help the counselor remember relevant information and to carry out his/her responsibilities effectively and efficiently. Records will be created, maintained, stored, and disposed of in accordance with the law. All physical records will be kept in locked cabinets with counselor-only access and will be completely shredded 7 years after the last dated appointment.
- 4. Forms of Communication:** Although I will do whatever is possible to maintain confidentiality please be advised that email, phone, voicemail, fax communication, as well as conversations via Skype, FaceTime, or other internetbased forms of communication are not necessarily secure.
- 5. Counseling Philosophy:** As the name suggests, Daymark Pastoral Counseling utilizes a pastoral/Biblical approach to counseling. This approach to counseling utilizes prayer, the Bible, Scripture and Christian values and perspectives as a means to help the client (and family if applicable) deal with identified problems. We believe that a relationship with the living God through the salvation Jesus Christ brought to man is the foundation of all movement towards good mental health. The Bible and its teachings on spiritual formation help a person grow in their reconciliation to God. As this happens the counselee experiences more rest and an increase in mental health. As such the Bible's teachings and how they impact spiritual formation functions as the counselor's primary tool and can speak to emotional as well as spiritual problems. We believe many problems stem from a breakdown in relationship with God and others. As such, talking about these relationships may open up levels of awareness that can cause pain and anxiety and may lead to changes that can produce disruptions or turmoil in your present circumstances. If at any time you have questions or concerns about this process please address your counselor now or in the future. You are entitled to receive information about the methods of counseling, the techniques used, and the duration of counseling (whenever possible). You may seek a **second opinion** from another counselor or **terminate** counseling at any time.

6. Appointments: We will do our best to work with you to find an appointment time that suits your schedule. Please note that the office building doors are locked after 5:30 p.m. Counselors will be out to meet counselees for

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any appointments scheduled after that time. If you are late for any reason, you will receive the remainder of your scheduled time. This is necessary so we can see following patients at their scheduled time. Our cancellation policy is described separately. Two consecutive missed sessions without prior notice constitutes a termination of the counseling relationship.

7. Emergencies: Our office number (205-871-3332) is not an emergency number and Daymark Pastoral Counseling does not offer 24 hour crisis coverage. Therefore, the following procedure is to be followed if you experience a crisis:

- A. Call 911 if you are in immediate danger
- B. Call the local crisis center (205) 323-7777 if you need to speak with someone immediately
- C. Call your psychiatrist if you are under psychiatric care.
- D. Leave a message with your Daymark counselor letting him or her know of the emergency and that you have already called placed a call to 911 or the crisis center and to your psychiatrist (if applicable).

8. Calls to the office after hours: Phone calls to your counselor in between sessions are generally discouraged. If a need arises outside of your scheduled appointment please email or call the office to check for appointment availability. Phone calls, which last longer than 10 minutes, will be charged at half of your hourly rate.

9. Counseling Renumeration: Below you will note our Sliding Scale that shows a suggested contribution for counseling services. If, because of extenuating circumstances you are unable to contribute the amount indicated below, please discuss this with your counselor during your first appointment. Daymark Pastoral Counseling is a non-profit organization (501C3) that receives charitable contributions to scholarship counselees and offer a sliding scale. When you make a counseling contribution you can do so by cash, credit card or check. If you use a check, please make your check out to Daymark. If you pay by credit/debit in the office, you will be charged a 3.95% processing fee. A receipt will be provided upon request whenever you make a payment.

Sliding Scale for Suggested Contribution:

Family Income:	0-\$70,000	\$70,001-\$85,000	\$85,001-\$110,00	\$110,001 or above
Counseling Fee:	\$85	\$100	\$120	\$135

Please note: To keep costs at a minimum we do not have a full-time secretary to make appointments and answer questions. As such, if you call the office, you may get voicemail frequently, but we will return calls as promptly as possible. Each counseling session will be 50 minutes so that each counselor has ample time to prepare between sessions.

My signature below acknowledges that I have read and been able to ask questions regarding the above information.

Signature of Counselee

Date

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