

# Canterbury Counseling Center

## Policy and Procedures

**Welcome to the Canterbury Counseling Center. We are pleased that you have chosen the Canterbury Counseling Center to support you at this time.**

This statement is the current policies and procedures of Canterbury Counseling Center, 7 Pettigru Street, Greenville, SC 20601. Please read it carefully and if you have any questions ask your counselor or our office manager for additional information or clarification.

**Professional Ethics and Accountability:** Canterbury Counseling Center is a community of professional clinicians who provide compassionate, client-centered quality pastoral counseling services to all seeking help in the greater Greenville, SC area regardless of faith affiliation, ethnicity, or socioeconomic status.

All Canterbury counselors are affiliated with national counseling associations and practice in accordance with the code of ethics espoused by each of the affiliated organizations.

**Confidentiality:** State and federal confidentiality laws protect all clinical, clerical, and administrative work in this office. You will be asked to sign a Health Insurance Portability and Accountability Act of 1996 (HIPPA) document to protect your privacy. Limits to your confidentiality apply to the following:

- **Reporting suspected abuse of children, dependent adults, and elders**
  - **Reporting imminent danger to yourself, others or both**
  - **Reporting information required in court proceedings**
  - **Reporting information required by your insurance company or other relevant agencies**
  - **Providing information concerning clinical case consultation or clinical supervision**
  - **Defending ethical and legal claims clients may bring against their counselor**
- Under no other circumstances will information be released without the client's written permission.***

**Initial Sessions:** Your first appointment will be a longer session for the purpose of reviewing the information you provided and establishing a plan of care and action based on your stated concerns, needs and goals.

**Fees:** For clients not using insurance our initial fee is **\$130.00**, standard session is **\$105.00**. Session lengths vary between 38 – 53+ minutes based on client need at the time.

Canterbury Counseling Center has a sliding scale fee based on the number of persons in the family unit and family income. If it is a financial hardship for you to meet our fees, please speak directly with your counselor or Front Office staff about an adjusted fee.

Please note that several area houses of worship offer support to congregants receiving counseling at Canterbury Counseling Center. Be sure to check with your pastor.

**Payment Policy:** Our policy is to receive payment in full at each session. Please make checks payable to your therapist. Please ask if your therapist accepts credit/debit cards.

**Insurance:** The center's therapists accept many forms of insurance. Please inquire about the acceptance of your insurance when scheduling an appointment.

**Employee Assistance Programs:** The center's therapists accept many Employee Assistance Benefit Programs provided by your employer. Please check with your employer to see if you are eligible to use your benefits for counseling.

**Cancellation Policy:** Canterbury Counseling Center requires a **24 hour notice for cancellations or reschedules**. A fee will be charged for non-notice as determined by the therapist.