# **Service Agreement and Policies**

We, the undersigned, agree to accept services for our family from Borst Counseling Services. Borst Counseling Services provides mental health services to families, couples and to individuals in the context of their families. We understand that in the course of mental health services, many subjects will be discussed. Some of these subjects may be, but are not limited to: age, educational achievement, family background, prior mental health services, parenting, family relationships, marital issues, sexuality, violence, leisure activities, drug/alcohol usage, medical involvement, and hygenics.

We understand that Borst Counseling Services is a private service that endeavors to provide a safe place for people to address their concerns. You may be invited to construct new ways of understanding your present situation and you will be asked to think about how you might change that situation should you wish to do so.

# **Abuse Reporting and Duty to Warn**

We understand that the staff of Borst Counseling Services are mandatory child abuse reporters and are required to report any and all incidents of abuse to the appropriate authorities. Borst Counseling Services shall report suspected abuse orally to the CPS, followed by a written report to the Department of Human Services within 48 hours after such oral report. The person shall also make an oral report to an appropriate law enforcement agency if the person believes that immediate protection of the child is advisable. If during normal business hours, the worker will call CPS at 255-2699, however, after normal business hours the worker will call the Child Abuse Hotline at 1-800-362-2178.

In addition, individuals with Borst Counseling Services will attend an approved mandatory training every five years as required and adhere to the laws as outlined in the Iowa rules and codes.

Further Borst Counseling Services maintains a duty to warn without consent if a patient has communicated to a mental health professional at Borst Counseling Services an explicit threat of imminent serious physical harm or death to a clearly identified or identifiable person, and the patient has the apparent intent and ability to carry out such a threat. Steps might include but not limited to warning the identified person(s) and/or notifying law enforcement.

**Release of Information**

No information identifying you or your family will be released or disclosed without written consent by yourself, a parent, or your legally designated representative. You may be asked to sign specific releases of information to other individuals or agencies which Borst Counseling Services staff deem important to communicate with, in the best interests of your family.

Minor children are entitled to their privacy and information talked about in therapy sessions will not be disclosed to parents or guardians of minor child unless given permission to by the child, the minor child presents with harm to self or others or through a valid court ordered issued by a judge.

# **Equal Opportunity/Affirmative Action/Civil Rights Policies and Procedures**

Borst Counseling Services agrees not to exclude any person from the participation in or receipt of services on the grounds of race, color, creed, national origin, sex, age, religion, political belief, sexual orientation, or physical or mental disability. The client will be notified of this both verbally and in writing at the initiation of services. Nor shall Borst Counseling Services discriminate against any person in employment or applying for employment on the grounds of race, color, creed, national origin, sex, age, religion, political belief, sexual orientation, or physical or mental disability.

Borst Counseling Services shall apply affirmative action measures appropriate to correct deficiencies or to overcome the affects of past or present practices, policies, or other barriers to equal employment opportunity. Furthermore, Borst Counseling Services will carry out all activities under the terms of any mental health services contract in a manner that does not discriminate against any person because of a person’s race, color, creed, national origin, sex, age, religion, political belief, sexual orientation, or physical or mental disability.

A copy of this policy will be made available to all clients and employees both verbally and in writing. Additionally, this policy will be posted on the wall in the office of Borst Counseling Services.

# **Drug Free Workplace—Policies and Procedures**

Borst Counseling Services agrees to maintain a drug free environment while providing services to clients and will inform all clients of this policy at the initiation of services. Moreover, in the event that Borst Counseling Services hires employees or subcontracts out services, the drug free workplace policy will be enforced both in writing and verbally.

This policy will be consistent with the current laws and rules of the Iowa Code.

**Client Grievance and Appeals—Policies and Procedures**

The purpose of the client grievance procedure is to allow you, as the client, the opportunity for recourse should you be dissatisfied with the services provided or decisions made by Borst Counseling Services. This will be provided at the initial session between the client and the provider.

**Client Rights:**

1. Client has the right for input into the treatment plan/services provided.
2. Client has the right to be heard and to agree/disagree with services provided.
3. Client has the right to terminate services when all attempts to resolve issues/problems have been exhausted.

The therapists of Borst Counseling Services views your complaint as an opportunity to resolve differences you may have throughout the course of services provided. The following procedures are available to assist you in resolving your complaint.

**Grievance Procedures:**

1. The client must submit in writing to the provider the initial complaint. Document will be kept in client’s file.
2. The client must talk with the provider within the first 7 days of providing the written complaint to discuss and attempt to reach a solution.
3. The client may ask for meeting within the first 14 days with the provider and his/her supervisor if complaint has not been resolved.
4. The client may terminate services with the provider if the above steps have been achieved but no resolve has been made.

**Additional documentation/copying or request for court or disability reports**

From time to time your therapist might be asked to meet with your attorney, attend court, write a court report or copy information regarding your case. Borst Counseling Services informs you that there will be an additional charge of up to $200.00/hr for this service billed to you or your attorney. This includes travel time to any destination associated with legal matters. A retainer fee of $1500.00 may be requested prior to any service being started depending on the nature of your case and the therapist’s involvement.

**Payment/insurance policy:**

The cost for individual counseling without insurance is $110.00 per hour. This rate is adjustable pending the client’s financial status. C**o-pays are due at each visit unless other arrangements are made.**

Further, it is the responsibility of the patient or patient’s parent/guardian to know the policy benefits (including mental health) and to notify the therapist immediately of changes in mental health benefits including cancelation or interruption of the insurance. If it is determined that your policy was absent of mental health benefits; interrupted or canceled without notifying the provider and services had been provided, the patient or guardian/parent(s) of the patient will be responsible for payment to the service provider at the current service rate set by the provider/insurance company.

**Cancellation/no-show policy**

Borst Counseling Services requests that cancelations occur 24 hours in advance of the session. A $30 fee can be charged to the client for failing to cancel their appointment within the timeframe provided or not showing up for their appointment. The fee will be paid prior to the next appointment scheduled.

2 missed appointments without notifying your therapist will result in terminating services.

**Coverage/Urgent care:**

Michael S. Borst, LMHC is a professional therapist, qualified and trained currently as a licensed mental health counselor in the State of Iowa. Michael receives ongoing training in the mental health field along with regular consultation with other licensed therapist.

In the event that your therapist is gone either for continuing education classes, conferences or vacation, another Licensed Mental Health Counselor will be available to provide treatment. Your therapist will inform you of their absence in advance and provide the name and phone number of the covering therapist. A signed release of information will be completed by the client to ensure that confidentiality is not broken. **If you need immediate care due to a mental health crisis please call 911 or utilize your local hospital emergency room.**

**This service agreement and policies were explained to me.**

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