



Cancellations: We understand that there are circumstances in which it is not possible to keep your scheduled appointment. We ask that you notify us of your cancellation by 1 day before your appointment. This way we will have ample time to offer your cancelled appointment to another student who is in need of an appointment. We can reschedule your appointment to a more convenient time.

Late Arrivals: If you arrive more than 15 minutes after the start of your appointment, your appointment may need to be rescheduled.

#### No-Shows:

No-Show for intake appointment: If you do not show up (defined as not cancelling your appointment prior to the start of the appointment) for your scheduled intake appointment, rather than being offered a second intake appointment, you will be asked to use a drop-in at your earliest convenience. The drop-in is offered on a first-come, first-serve basis. If there is some reason that you are unable to come to a drop-in hour, you will be offered a 30-minute consultation appointment. A second intake may be scheduled after either the drop-in consultation has occurred.

No-Show for returning appointment (defined as any appointment scheduled after an intake appointment is completed): If you do not show up for two appointments you will be asked to use a drop-in as opposed to making another appointment.

We understand that there are true emergencies and circumstances that make it impossible to cancel an appointment in advance. Counseling Services will work with students to assess each situation.

#### Fees

Individual and couples counseling sessions are free of charge. Most groups are free as well, although some groups may ask for a small fee for materials or books.

#### State Law

Counselors practicing counseling in GA must be certified or licensed

Electronic Communications Policy

Every time you come in, an electronic record is created. This can include, but is not limited to: contact information, demographics, dates of service and details of your visit. I urge you to take your own privacy as seriously as I take my commitment of confidentiality to you. Personal counseling is one of the most private services which anyone can engage. The success of this work depends in part on the privacy of what we discuss and awareness that our relations Tf 380.15 7 (t)9 (n)11 (de)4 (a)-6 (v)JTJ ET Q q 0 0 612 792 re W\*TT0 11.11 (:):23 11. (-)-1.11 (:):23

## Dissatisfaction

If you have a complaint or concern regarding your counseling experience, we encourage you to discuss it with your counselor. Our experience suggests that these discussions can be valuable. If this discussion is not to your satisfaction, or you feel you cannot discuss this with your counselor, please contact the Humanities Division C (253)833-9111 ext. 6822.

If you believe, your counselor has violated professional conduct you may contact Washington State Department of Health Phone (360) 236-4700 or Department of Health Health Systems Quality Assurance Complaint Intake PO Box 47857 Olympia WA 98504-7857. Additional information [www.doh.wa.gov](http://www.doh.wa.gov)

## Authorization for Counseling

I hereby grant my permission to receive counseling services employing such established methods as may