



WELCOME!

Congratulations on taking a brave step toward healing! The following information is meant to help answer any administrative questions you may have about Fuller Life Family Therapy Institute or the services offered to individuals, couples and families.

About Fuller Life Family Institute

Fuller Life Family Therapy Institute provides quality affordable counseling, including marriage and family therapy for persons of all incomes. We assist anyone who desires to take part in counseling as a way to move forward toward a "fuller life." Our hope for all of our clients is growth in all areas: relational, emotional, mental, spiritual wellness, and healing.

Dr. Amy Fuller founded Fuller Life with a dream to provide affordable therapy to the community, and an opportunity to develop therapists pursuing full licensure. Dr. Fuller serves as the Clinical Director of Fuller Life Family Therapy where she brings many years of experience and expertise in the field of Marriage and Family Therapy to help facilitate the professional development of post-graduate fellows through supervision, and ensure the highest quality of care for clients at Fuller Life.

The Fuller Life Family Therapy Institute is a not-for-profit charitable organization with 501 (c)(3) status with the IRS. We are grateful to the various individuals, churches, and organizations that partner with us in our dream of serving the people, children, and families in the Houston Area regardless of their ability to pay.

Counseling Goals

Fuller Life Family Therapy Institute is goal-oriented, utilizing mutually constructed and clearly defined objectives usually determined in the first or second session. Goals are positive in nature. We focus on finding solutions, healing, and peace in life's difficulties.

Fees for Services

Fuller Life Family Therapy Institute provides counseling for persons of all incomes. The session rate will be determined prior to the first appointment and will be paid in full at the time of service. Fees for Resident therapists are structured on a sliding scale based on income.

Rights of a Client

In order to assist our clients in overcoming personal and family difficulties it is imperative that things discussed in counseling be kept private. Therefore, Fuller Life Family Therapy Institute upholds strict policies regarding confidentiality.

Issues discussed in therapy with children or adolescents are confidential and will not be disclosed to parents. Fuller Life Family Therapy Institute does discuss assessment issues and treatment goals with parents and will involve parents in treatment if necessary.

The following are some limits to the confidentiality of a professional counselor:

- ◆ Under subpoena from a judge, in criminal or federal matters, a therapist may be required to disclose confidential client-therapist information.
- ◆ Professional counselors are required to report the following to appropriate agencies: if a client appears to have intent to harm themselves or others or if there is indication of physical, sexual, or emotional abuse or neglect to children, elderly, or handicapped persons.
- ◆ During supervision, the therapists discuss cases and may view video portions in a confidential situation when appropriate. These discussions are respectful and the focus is solely on how best to provide services to the client.

Free Resources from Fuller Life

Fuller Life Family Therapy provides up-to-date articles about issues related to relationships, mental health and wellness on our website. Follow us on [Facebook](#) or [Twitter](#), or subscribe to our [newsletter or blog](#) to get the most

current updates. Please see our Social Media Policies for more information.

Bellaire, TX 77401
(885) 245-LIFE (5433)

<http://fullerlifefamilytherapy.org/>
Info@fullerlifefamilytherapy.org

Scheduling

Fuller Life Family Therapy Institute offers individual, marital & family therapy to adults, children, adolescents and families. Sessions begin meeting weekly and generally last 45-50 minutes. Follow-up sessions are scheduled at the conclusion of the session. To schedule an appointment please call Fuller Life Family Therapy Institute at (855) 245-5433 or email at Info@fullerlifefamilytherapy.org.

When you arrive, please be seated in the lobby and a therapist will be with you shortly. If your session is after 6 pm the building may be locked on the ground floor. In this case please use the call box to notify your therapist you have arrived and wait for approval for entry.

Payment for Services

The client is responsible for payment of counseling and other services utilized. Payment for sessions is due in full at the time of service. Fuller Life Family Therapy accepts checks, credit card or cash. There is a \$35 fee for returned checks. **A Credit Card is required to be on file and this can be automatically deducted to save time at the end of session.**

Cancellation Policy

If you cannot keep your appointment, please notify Fuller Life Family Therapy Institute as soon as possible at (855) 245-5433. **The full fee will be charged for sessions not cancelled 24 hours in advance.**

Referrals

Your referral to others is the highest complement you can give. If you do suggest our services to friends or family members, we greatly appreciate it.

Location

Fuller Life Family Therapy Institute is located in the southwest corner of Houston just inside Loop 610 on Bissonnet. Covered guest parking is available in the ground floor parking area. Additional parking is available to the right and left of the building. If your appointment is after 6 pm, use the call box or telephone to let your therapist know you are here.

4545 Bissonnet, Suite 289

Common Issues Addressed:

For Children and Adolescents:

Abuse and Neglect, Play Therapy, Depression, Anxiety, Bipolar, Adolescent and Family Issues, Self-Esteem Issues, Attachment Disorders ADD/ADHD, School Problems Divorce & Post-Divorce Issues

For Individuals:

Depression, Anxiety, Anger & Stress Management, Christian and Spiritual Counseling, Sexual Abuse Survivors Personality Disorders, Crisis Intervention Guilt-Forgiveness Issues, Grief-Loss-Bereavement Issues, Personal Growth and Development, Bipolar Disorder

For Families and Couples:

Marital or relationship issues, Pre-marital Therapy, Blended/Step-Family Issues, Adoptive Issues, Parenting Issues and Education, Conflict Resolution, Communication Skills and Education Intimacy Issues / Sex Therapy, Divorce Recovery

TELEPHONE & EMERGENCY PROCEDURES:

If you need to contact your therapist between sessions, please call (855) 245-5433 and select your therapist's extension OR call your therapists direct line found on their business card. If an emergency situation arises, indicate it clearly in your message and if you need to talk to someone right away call Psychiatric Emergency Services. Feel free to follow up with an email, and be aware any email sent to your therapist becomes a part of your clinical record.

In the event of a psychiatric emergency: Dial 911, go to your local emergency room or request a Crisis Intervention Team at the MHMRA Neuropsychiatric Center by calling 713.970.7070. Please do not use email or faxes for emergencies.

CONFIDENTIALITY

In order to assist our clients in overcoming personal and family difficulties it is imperative that things discussed in counseling be kept private. Therefore, Fuller Life Family Therapy upholds strict policies regarding confidentiality.

All information disclosed within sessions and the written records pertaining to those sessions are confidential and may not be revealed to anyone without your written permission except where disclosure is required by law. Your therapist will not release records to any outside party unless she/he is authorized to do so by all adult parties who were part of the family therapy, couple therapy or other treatment that involved more than one adult client.

WHEN DISCLOSURE IS REQUIRED OR MAY BE REQUIRED BY LAW:

Some of the circumstances where disclosure is required or may be required by law are:

- where there is a reasonable suspicion of child, dependent, or elder abuse or neglect;
- where a client presents a danger to self, to others, to property, or is gravely disabled;
- or when a client's family members communicate to your therapist that the client presents a danger to others.

LIMITS OF CONFIDENTIALITY:

The following are some of the limits to the confidentiality of a professional counselor:

- Under subpoena from a judge, in criminal or federal matters, a therapist may be required to disclose confidential client-therapist information.
- Our offices maintain confidential records. Please know administrative staff has access to invoices and other information needed for billing, scheduling, or documentation purposes. This includes, but is not limited to diagnosis, address, and date.
- Disclosure may also be required pursuant to a legal proceeding by or against you. If you place your mental status at issue in litigation initiated by you, the defendant may have the right to obtain the psychotherapy records and/or testimony by your therapist through a judge-ordered subpoena.

CONFIDENTIALITY IN COUPLES and FAMILY THERAPY:

In order to ensure complete confidentiality, Fuller Life Therapists work with couples conjointly in therapy. Individuals participating in couple's therapy are not seen individually by the same therapist unless otherwise agreed.

In family therapy, or when different family members are seen individually, even over a period of time, confidentiality and privilege do not apply between the couple or among family members, unless otherwise agreed upon. Your therapist will use clinical judgment when discussing such information.

If a couple is participating in couple's therapy, please CC your spouse on any email to the therapist regarding your treatment or scheduling.

Material discussed in therapy with children or adolescents is confidential and will not be disclosed to parents. Dr. Fuller will share her clinical opinion, discuss assessment and treatment goals with parents and will involve parents in treatment whenever possible. Our code of ethics grants confidentiality even to minors.

CONFIDENTIALITY IN EMERGENCIES:

If there is an emergency during therapy, or in the future after termination, where your therapist becomes concerned about your personal safety, the possibility of you injuring someone else, or about you receiving proper psychiatric care, she will do whatever she can within the limits of the law, to prevent you from injuring yourself or others and to ensure that you receive the proper medical care. For this purpose, she/he may also contact a person whose name you have provided on the biographical sheet.

LITIGATION LIMITATION:

Due to the nature of the therapeutic process and the fact that it often involves making a full disclosure with regard to many matters which may be of a confidential nature, it is agreed that, should there be legal proceedings (such as, but not limited to divorce and custody disputes, injuries, lawsuits, etc.), **neither you nor**

your attorney(s), nor anyone else acting on your behalf will call on your therapist to testify in court or at any other proceeding, nor will a disclosure of the psychotherapy records be requested unless otherwise agreed upon.

CONSULTATION and TRAINING

Fuller Life Family Therapy Institute is a training institute. Your therapist will consult regularly with the clinical supervisor and/or colleagues regarding your treatment. Each member of the Fuller Life team has committed to uphold the highest standard of care, ethics and confidentiality.

In order to provide the highest quality of care and intensive therapy training, we utilize video for supervision purposes. Videos are stored for only one month and are kept on secure and HIPAA-compliant mediums.

RECORDS AND YOUR RIGHT TO REVIEW THEM:

Unless otherwise agreed to be necessary, your therapist retains clinical records only as long as is mandated by Texas law. If you have concerns regarding the treatment records, please discuss them with your therapist. As a client, you have the right to review or receive a summary of your records at any time, except in limited legal or emergency circumstances or when Your therapist assesses that releasing such information might be harmful in any way. In such a case, your therapist will provide the records to an appropriate and legitimate mental health professional of your choice. Considering all of the above exclusions, if it is still appropriate, and upon your request, your therapist will release information to any agency/person you specify unless your therapist assesses that releasing such information might be harmful in any way.

When more than one client is involved in treatment, such as in cases of couple and family therapy, your therapist will release records only with signed authorizations from all the adults (or all those who legally can authorize such a release) involved in the treatment.

PAYMENTS & INSURANCE REIMBURSEMENT:

Clients are expected to pay the agreed fee at the conclusion of each session. Please notify your therapist if any problems arise during the course of therapy regarding your ability to make timely payments.

MEDIATION & ARBITRATION:

All disputes arising out of, or in relation to, this agreement to provide psychotherapy services shall first be referred to mediation, before, and as a pre-condition of, the initiation of arbitration. The mediator shall be a neutral third party chosen by agreement of your therapist and the client(s). The cost of such mediation, if any, shall be split equally, unless otherwise agreed upon. In the event that mediation is unsuccessful, any unresolved controversy related to this agreement should be submitted to and settled by binding arbitration in (your county, state) in accordance with the rules of the American Arbitration Association which are in effect at the time the demand for arbitration is filed. Notwithstanding the foregoing, in the event that your account is overdue (unpaid) and there is no agreement on a payment plan, your therapist can use legal means (court, collection agency, etc.) to obtain payment. The prevailing party in arbitration or collection proceedings shall be entitled to recover a reasonable sum as and for attorney's fees. In the case of arbitration, the arbitrator will determine that sum.

THE PROCESS OF THERAPY/ EVALUATION AND SCOPE OF PRACTICE:

Participation in therapy can result in a number of benefits to you, including improving interpersonal relationships and resolution of the specific concerns that led you to seek therapy. Working toward these benefits, however, requires effort on your part. Psychotherapy requires your very active involvement, honesty, and openness in order to change your thoughts, feelings, and/or behavior. Your therapist will ask for your feedback and views on your therapy, its progress, and other aspects of the therapy and will expect you to respond openly and honestly. Sometimes more than one approach can be helpful in dealing with a certain situation. During evaluation or therapy, remembering or talking about unpleasant events, feelings, or thoughts can result in you experiencing considerable discomfort or strong

feelings of anger, sadness, worry, fear, etc., or experiencing anxiety, depression, insomnia, etc. Your therapist may challenge some of your assumptions or perceptions or propose different ways of looking at, thinking about, or handling situations, which can cause you to feel very upset, angry, depressed, challenged, or disappointed.

Attempting to resolve issues that brought you to therapy in the first place, such as personal or interpersonal relationships, may result in changes that were not originally intended. Psychotherapy may result in decisions about changing behaviors, employment, substance use, schooling, housing, or relationships. Sometimes a decision that is positive for one family member is viewed quite negatively by another family member. Change will sometimes be easy and swift, but more often it will be slow and even frustrating. There is no guarantee that psychotherapy will yield positive or intended results. During the course of therapy, your therapist is likely to draw on various psychological approaches according to the problem that is being treated and their assessment of what will best benefit you. These approaches include, but are not limited to, behavioral, cognitive-behavioral, cognitive, system/family, developmental (adult, child, family), solution-oriented or psycho-educational. Your therapist provides neither custody evaluation recommendation nor medication or prescription recommendation nor legal advice, as these activities do not fall within her/his scope of practice.

TREATMENT PLANS:

Within a reasonable period of time after the initiation of treatment, your therapist may discuss with you her working understanding of the problem, treatment plan, therapeutic objectives, and her view of the possible outcomes of treatment. If you have any unanswered questions about any of the procedures used in the course of your therapy, their possible risks, your therapist's expertise in employing them, or about the treatment plan, please ask and you will be answered fully. You also have the right to ask about other treatments for your condition and their risks and benefits.

TERMINATION:

As set forth above, after the first couple of meetings, your therapist will assess if she/he can be of benefit to you. Your therapist does not work with clients who, in his/her opinion, he/she cannot help. In such a case, if appropriate, you will be given referrals that you can contact. If at any point during psychotherapy your therapist either assesses that they are not effective in helping you reach the therapeutic goals or perceived you as non-compliant or non-responsive, and if you are available and/or it is possible and appropriate to do, they will discuss with you the termination of treatment and conduct pre-termination counseling. In such a case, if appropriate and/or necessary, they will give you a couple of referrals that may be of help to you. If you request it and authorize it in writing, your therapist will talk to the psychotherapist of your choice in order to help with the transition. If at any time you want another professional's opinion or wish to consult with another therapist, your therapist will give you a couple of referrals that you may want to contact, and if they have your written consent, they will provide her or him with the essential information needed.

You have the right to terminate therapy and communication at any time. If you choose to do so, upon your request and if appropriate and possible, your therapist will provide you with names of other qualified professionals whose services you might prefer.

DUAL RELATIONSHIPS:

Despite a popular perception, not all dual or multiple relationships are unethical or avoidable. Therapy never involves sexual or any other dual relationship that impairs your therapist's objectivity, clinical judgment or can be exploitative in nature. Your therapist will assess carefully before entering into non-sexual and non-exploitative dual relationships with clients. It is important to realize that in some communities, particularly small towns, military bases, university campus, etc., multiple relationships are either unavoidable or expected. Your therapist will never acknowledge working with anyone without his or her written permission. Many clients have chosen your therapist as their therapist because they knew her before they entered therapy with her, and/or are personally aware of her professional work and achievements. Nevertheless, your therapist will discuss with you

the often-existing complexities, potential benefits and difficulties that may be involved in dual or multiple relationships. Dual or multiple relationships can enhance trust and therapeutic effectiveness but can also detract from it and often it is impossible to know which ahead of time. It is your responsibility to advise your therapist if the dual or multiple relationships becomes uncomfortable for you in any way. Your therapist will always listen carefully and respond to your feedback and will discontinue the dual relationship if she finds it interfering with the effectiveness of the therapy or your welfare and, of course, you can do the same at any time.

SOCIAL NETWORKING

We do not accept friend requests from current or former clients on PERSONAL social networking sites, such as Facebook. We believe that adding clients as friends on these sites and/or communicating via such sites is likely to compromise their privacy and confidentiality. For this same reason, we request that clients not communicate with us via any interactive or social networking web sites. *Please see the Social Media Policy for more information.*

COMMUNICATION WITH YOUR THERAPIST

Please see the communication policies to fully understand your right to ensure confidentiality. Your therapist provides encrypted email service to ensure confidentiality since normal email is not secure. You have a right to consent to unencrypted email from your therapist so long as you understand the risks. **INDICATE YOUR CHOICES FOR SECURE COMMUNICATION ON**

THE COMMUNICATION PREFERENCES FORM IN THE INTAKE PAPERWORK.

CANCELLATION:

Since the scheduling of an appointment involves the reservation of time specifically for you, a minimum of 24 hours notice is required for re-scheduling or canceling an appointment. Unless we reach a different agreement, the full fee will be charged for sessions missed without such notification.

FULLER LIFE ETHICAL STANCE:

We commit to dedicate ourselves to serving the best interest of each client while respecting institutional and ethical policies and improving policies to ensure the best interest of the client is served.

- ❖ We commit to not discriminate between clients or professionals based on age, race, creed, disabilities, handicaps, preferences, etc.
- ❖ We will maintain an objective and professional relationship with each client.
- ❖ We will respect the rights and views of other mental health professionals, and appropriately end services or refer clients to other programs when appropriate.
- ❖ We will evaluate our personal limitations, strengths, biases, and effectiveness on an ongoing basis for the purpose of self-improvement and continually attain further education and training.

I have read the above General Information for New Client and Office Policies. I consent to treatment with Fuller Life Family Therapy. I am aware of the availability of the Fuller Life policy on communication, social media and privacy practices. I understand these policies & agree to comply with them:

_____ CLIENT SIGNATURE	_____ CLIENT NAME (print)	_____ DATE
_____ SPOUSE/GUARDIAN SIGNATURE	_____ SPOUSE/GUARDIAN NAME (print)	_____ DATE

_____ THERAPIST SIGNATURE	_____ DATE
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