



ORIENTATION SHEET

Dana Cole, LMFT

What is Therapy?

Psychotherapy is a process by which change occurs. A client or couple comes to therapy usually because there is something that is disturbing or painful, which is often an expression of lifelong patterns. Therapy takes the time to uncover these patterns, understand the feelings connected with them, and apply this understanding in life. There is a relief associated with the unknown becoming known, a new introspection and distance from the immediate reactions that can and do take over, either in our own lives, in our mate selection, or the frustrations we have with our partner.

Office Policies

Payment is to be made at each session, unless you make other arrangements with me in advance. Most clients pay by Venmo or PayPal, but I also accept credit cards or checks. I ask that you pay right before or right after your session so it is easy for me to keep track of who has paid and who has not. Your receipt is your proof of payment, unless you talk to me about other options. My Venmo handle is dana-Cole-2. (*not case sensitive*). My PayPal account name is my email address danacole@sbcglobal.net or my phone number 510 701 0846.

I have a 24 hour cancellation policy. If you do not let me know you cannot come to a scheduled appointment 24 hours ahead of time, you will be billed for the missed appointment. This means I do bill even if you are sick, if you don't say you are feeling sick 24 hours earlier than your session.

I am available by phone, unless I notify you otherwise. If you leave me a message, I will return your call as soon as I can. Any phone conversation that lasts longer than ten minutes will be billed at the prorated hourly rate. The content of what you say to me as well as the fact that we have a therapeutic relationship is confidential. I will not reveal any information about you unless I have your written permission to do so.

Therapists take 10 minutes between clients to transition from one client to another. That's why a therapist "hour" is actually 50 minutes. This time is not always necessary in that I don't have another client waiting, but when taken is taken at the beginning of the hour.

Legally, just like a teacher, I am mandated by law to report to the appropriate authorities believe you to be dangerous to yourself or to others. I am also mandated to report child abuse, if the abuser could abuse other children.

If you are ever unhappy with the therapy, please bring it up, and I WILL NOT CHARGE for the time it takes to work this out. It is actually very useful to tell the therapist exactly what you think at all times. Additionally, if you know a session will be your last session, please tell me at the beginning of the session.

