

**Main office:**  
21 Willow Pond Way  
Suite 103  
Penfield NY 14526

# agAPE

counseling  
associates, inc.

585.385.6030  
[www.agaperoc.org](http://www.agaperoc.org)  
Email: [agape@agaperoc.org](mailto:agape@agaperoc.org)

**Westside Office:**  
Church Radiant  
525 Paul Rd  
Rochester, NY 14624

## **Client Agreement** – *Please read both sides and sign on the back*

**Welcome to Agape!** We want you to be pleased at the progress you achieve while at Agape. We are committed to you reaching your goals, and we need your help to make sure that happens. What you think matters, so we will be asking you to help determine whether you are benefiting from our services. We use two forms that take only a minute to complete, but they give us vital information about how things are going. You will see one form included in this initial packet, and the other form will be given to you at the end of the session.

## **Our Staff**

All Agape Senior Staff and Staff Counselors are professional therapists licensed by the state of New York. Our Resident Counselors have completed a Master's Level academic program and are working towards hours for licensure. Each staff member has a personal relationship with God through Jesus Christ; however, Agape welcomes all who seek counseling, regardless of religious background and beliefs.

At Agape, we believe that the counseling process requires your active involvement. Change can be easy and swift, but often it is slow and deliberate; mutual hard work between a therapist and a client is important for success.

We also recognize that there are both benefits and risks associated with counseling. Counseling can lead to an improved ability to identify important things about yourself, acquire helpful life management skills, and integrate past and present learning to live a happier and healthier life. Risks of the process might include experiencing uncomfortable levels of sorrow, guilt, anxiety, anger, frustration, or difficulties with other people. Some changes may lead to what seems to be worsening circumstances or even losses. (For example, counseling will not necessarily keep a marriage intact.) While we expect that therapy will be helpful, there is no guarantee of any specific outcome; therefore it is vital that you discuss any questions or concerns about the process with your counselor at any point during therapy.

## **Appointments and Fees**

Our session fee is \$100 and sessions are generally 50-55 minutes long. If you have questions about insurance, please contact our client services administrator at (585) 385-6030. Please note that insurance companies require reporting a diagnosis to process insurance claims. Our office accepts cash, personal checks, and most major credit cards including health savings account credit cards. **All fees and co-pays are payable to Agape at the time of each session.**

*Be aware that it is not our policy to serve as a witness or advocate for you in court proceedings; however if we need to prepare documents for any court proceedings, reasonable fees will be assessed.*

## Phone Session Policy

We realize that you may, from time to time, have the need to speak to your therapist in between sessions. While we don't charge for simple questions, we do charge for phone calls lasting more than 10 minutes. Phone calls are charged at the hourly rate you pay based on the following: 11 – 15 minutes – ¼ rate; 16 – 30 minutes – ½ rate; 31 – 45 minutes – ¾ rate; and for a phone call lasting more than 45 minutes, we will need to charge you the full session rate.

## Cancellation Policy

We request a 24-hour cancellation notice in order to avoid the **\$50 cancellation fee**. You may leave voicemail messages with cancellations on evenings and weekends, or email us anytime at [agape@agaperoc.org](mailto:agape@agaperoc.org).

## Confidentiality

We keep information in strict confidence according to the law. We require a signed consent before releasing information. Exceptions to this confidentiality include:

1. Our legal obligation to report suspected abuse or neglect of children, elderly, or disabled persons.
2. Our legal obligation to protect a client who is at imminent risk of harm to self or others.
3. Our legal obligation to comply with a judge's court order of subpoena of records.

## Communication outside Agape

Each counselor has voicemail if you choose to leave a message. Our staff may also need to contact you regarding scheduling or other matters. Please check all appropriate ways we may contact you to leave messages:

through US mail     on my cell phone     on my home phone  
 on my work phone     via email

## Satisfaction

It is our goal to ensure your complete satisfaction. If you are dissatisfied with any aspect of your experience with our office, please inform your therapist immediately. If you believe you have been treated unfairly or unethically in the therapy process and cannot resolve the problem with your therapist, you may contact Agape's executive director at (585) 385-6030.

## Contractual agreement

If you have questions about this document, please feel free to ask your therapist. Please sign and date this form below. A copy can be given to you upon request, and our office will keep one in your confidential records.

**I have read and understand the above policies and procedures and agree to abide by them.**

\_\_\_\_\_  
Client signature

\_\_\_\_\_  
Date