

Informed Consent for TC Processes (“TC Processes”) - Last Updated 1/30/23

Transformation Center

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GENERAL INFORMATION

Transformation Center Ministries of Bethel Church offers help aimed to heal the whole person. The relationship with Sozo/inner-healing, counseling, and/or coaching is unique in that it is highly personal and at the same time, a contractual agreement. Given this, it is important for us to reach a clear understanding of how our relationship will work, and what each of us can expect. This consent will provide a clear framework for our work together. You are welcome to discuss any of this with us.

SERVICES OFFERED

The Transformation Center offers Sozos, counseling, and coaching.

- Sozos are designed to help you overcome spiritual barriers, get a revelation of God’s love and gain insight into whatever is holding you back. Sozos are best suited to first-time clients or those feeling disconnected from God’s voice and/or love, or wanting to work through past trauma.
 - Counseling helps you process your healing, work through past or present trauma, and/or build relational skills (such as healthy boundaries, conflict resolution, and communication skills).
 - Coaching is a journey to help you get "unstuck," design goals, and take steps toward your potential and purpose. These sessions are primarily forward-focused and are best suited for those who feel relatively healthy and motivated.
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THE PROCESS

You have taken a very positive step by deciding to seek help. The outcome of your sessions depends largely on your willingness to engage in this process, which may, at times, result in considerable discomfort. Remembering unpleasant events and becoming aware of feelings attached to those events can bring on strong feelings of anger, depression, anxiety, etc. We cannot promise that your behavior or circumstance will change. We can promise to support you and do our very best to understand you and repeating patterns, and to help you clarify what it is that you want for yourself.

Because our staff has a variety of training, licensure, etc. but all have a pastoral license, we refer to anyone on our staff who meets with clients as a “Minister.”

When you request and receive an appointment for counseling, sessions are typically 50 minutes long and provided by a licensed pastor and/or master’s degree-trained professional. Our team has both licensed and unlicensed counselors. Only our currently licensed counselors can provide mental health diagnoses at their discretion.

If a counselor's degree and/or licensure is important to a client, it is the client's responsibility to confirm a minister's license status by reading their biography on the Transformation Center website and/or by emailing our Administrative Team.

When you request and receive an appointment for Sozo inner healing, sessions are typically 90 minutes long and provided by a licensed pastor.

When you request and receive an appointment for coaching, sessions are typically 50 minutes long and provided by an experienced and/or certified Coach who is also a licensed pastor.

INTAKE PAPERWORK

Before we can 1) match you with a minister, 2) schedule a session, and 3) begin a session, ALL intake paperwork must be completed for EACH individual who is present and receiving a service offered by the Transformation Center. It is the responsibility of each individual to confirm with our team that their paperwork has been completed and received by the Transformation Center's Administrative Team. Our ministerial team will not be able to meet with any individual who hasn't completed paperwork, and if an appointment was booked without completed paperwork, the session will be considered a no-show appointment and charged the full appointment cost (usually *\$115/session). **See the Policies document for non-standard service pricing.*

If you are booking a couples' counseling appointment, each member of the couple will have access to an individual profile to book individual appointments. To book couples' appointments, we will create a joint profile on your behalf. In your joint profile, each member of the couple is required to release their account information to their partner/spouse using the Release of Information form included in their intake paperwork. If you do not release the other member of the joint profile, you must fill out another Release of Information before you can book/begin your joint session(s).

If you are working with a member of our team and have not had appointments in the last 6 months, you may be required to re-submit an intake form before you can schedule your next appointment.

THERAPEUTIC RELATIONSHIP

After submitting your intake forms, our administrative team will prayerfully add you to one of our team member's caseloads based on the information you provided and our ministers' experience. (If you indicate a preferred team member, we'll honor your preference if possible.) Please note: once you've established a relationship** with a member of our team, we will direct you to request a referral from your minister. Referrals are a normal part of our process and your minister will be best equipped to provide recommendations for future care. Ministers will not take your request for referral personally as their goal is to help further your healing. Once you contact your minister, they will work to provide you with a referral and someone will contact you after they give you access to book with another minister.

***We define an established relationship as one or more appointments with a minister in the last three months.*

Note: Clients are typically limited to seeing one minister at a time so that they can build a

relationship with their minister and so that both the client and our staff can have clarity on the client's next steps. We believe this will best help further our client's healing process.

We hold our staff to a high standard of excellence and professionalism. Please do not hesitate to contact our office if you:

- have never met with your assigned minister and feel they are not the best fit;
- are requesting a referral due to a grievance that you have with your current minister; or
- have not seen your minister in 3 months or more and would like to change to ministers.

TRANSFORMATION CENTER EXPERIENCE QUESTIONNAIRE

Following your sessions, we will periodically email you a link to a questionnaire that provides feedback to our team. The questionnaire asks for your name, appointment date, minister name, and responses to specific questions about your experience (including suggestions, concerns, and any breakthrough/healing you received). You are welcome to contact our Administrative Team to request the link to this survey at any time.

This questionnaire is voluntary and is not required to schedule additional appointments at the Transformation Center.

By completing this questionnaire, you agree to release the provided information to our team for use in 1) meetings with our ministers to improve our practice and address specific concerns with a particular session/minister, and 2) print, online, and social media marketing. Note: Your full name will not be included for marketing purposes.

ACCESSIBILITY

Our current receptionist hours are Monday-Wednesday and Friday-Saturday from 8:00 am-4:30 pm. Thursdays we are available 10:45 am-4:30 pm so we can attend our weekly morning staff meeting. We are closed on select holidays. Our team enjoys assisting you and we do our best to respond to all requests as soon as possible. However, at times, we may not be immediately available. If needed, please leave a voicemail at (530) 229-7909 or email transformationcenter@bethel.com.

Both in-person and remote video conferencing appointments are options for meeting with a Transformation Center minister. Our ministers offer a variety of hours Monday-Saturday. Most appointments are available Monday-Friday after 8:00 am and before 3:00 pm. Limited sessions are available on Saturdays, or on weekdays in the evenings and early mornings.

The Transformation Center does not provide emergency services. If an emergency arises, US clients, please call 911, 988 (for suicide crisis intervention), or a local emergency room. International clients, please call your local emergency center.

NOTE: This document is subject to change and will be superseded by the most current version. See tcbethel.com/portal at any time to confirm if there is an updated version of this document.

VOLUNTARILY SOUGHT SERVICES CONSENT

I understand that all team members of the Transformation Center (TC) are, to the best of their ability, doing what they can to help me achieve more freedom in my life. I further state that I have voluntarily sought assistance on my own initiative and that I am under no obligation to accept any of the advice or help that I might receive from the TC Ministry team members.

BY SIGNING BELOW I AM AGREEING THAT I HAVE READ, UNDERSTOOD, AND AGREE TO THE ITEMS CONTAINED IN THIS DOCUMENT.