

Notice of and Consent to Transformation Center Policies and Release of Liability (“TC Policies”) - Last Updated 2/5/24

Transformation Center

20 Lake Blvd, Redding, CA 96003

Phone: 1 (530) 229-7909

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Administrative Team Email: transformationcenter@bethel.com

Website: tcbethel.com

—————TRANSFORMATION CENTER POLICIES AND PRICING—————

APPOINTMENTS, NO-SHOWS, CANCELLATIONS, AND FEES

Standard appointments cost \$115, and the charge will be automatically processed upon completion of your session. Please note the specialty services below are exceptions to the \$115 appointment price:

- EMDR sessions: \$175/50-min. session
- Financial Sozos for individuals: \$175/50-min. session
- Financial Sozos for couples: \$200/1.5 hr. session
- Limbic Release Sozos: \$150/1.5 hr. session
- Art Sozos: \$150/2 hr. in-person session (supplies provided) OR \$125/2 hr. video session (clients are required to purchase supplies)

Our online booking portal will allow you to cancel/make changes to appointments up to 48 hours in advance. After that, please contact our office to discuss available options. **Any client requests to change the session time must be submitted to the administrative office or your minister *and mutually agreed upon prior to your appointment time.***

Please note that you will be charged the full session fee if the appointment is missed (“no-show”) or if cancellation/rescheduling occurs less than 24 hours in advance of the appointment time. This is necessary in order to honor our ministers’ time and because an appointment time is held exclusively for you.

If you are late for a session, you may lose some of that session time. Your minister will be able to wait 10 minutes after your session’s start time for you to arrive at your appointment. **If you are more than 10 minutes late, your appointment will be considered a “no show,” the minister will leave the office or Telehealth video call, and you will be charged the full appointment amount.**

If your session is being conducted remotely (via Telehealth video) you are responsible to ensure that you are fully prepared for the session. **If you are not reasonably prepared your session may be canceled before the session time is concluded and you will be responsible for paying the entirety of the session cost.** See the “Telehealth Consent” document for more information on video session policies.

All appointments are made and reminders are sent in the Pacific Time Zone since that is where Bethel’s Transformation Center is physically located. You are responsible to ensure that you are on time for your appointments (by correctly translating the appointment reminders etc. into your time zone if applicable). **Any missed or late appointments due to this issue will be held to our standard cancellation policy.**

BILLING

The Transformation Center is not equipped to bill insurance or any third-party payers. You are responsible to pay fees charged for services rendered by the Transformation Center. Providing your credit/debit card information and keeping that card on file for automatic billing are requirements for scheduling an appointment with the Transformation Center. Your payment information will be kept safe, secure, and confidential. Your card will be automatically charged at midnight, following your appointment.

You may update your card on file at any time over the phone or by contacting us to request a new credit card form be sent to your Client Portal. The newest card you add through your Client Portal will become the default payment method. If you add additional cards to your account and have a preference as to which is the default payment method, please inform our office.

OUTSTANDING BALANCES

If your credit/debit card information is incomplete, incorrect, expired, or has insufficient funds, any upcoming appointments will not be able to occur and we will wait to schedule another appointment until the outstanding balance is paid in full.

If the administrative team contacts you about an outstanding balance for three consecutive appointments, you will be required to add a credit to your account to cover the next session's cost before scheduling any future appointments. This policy is in place to honor our staff's time.

REFUNDS

If you are overcharged for an appointment, we will be able to process a refund for you up to one week after the overcharge occurs. After that point, any verified overcharges will be credited to your Simple Practice account for future appointments at the Transformation Center. Please note: refunds may take up to 14 days to reflect on your credit/debit card statement.

PETS AND BABIES

Being prepared and undistracted is a requirement for your sessions as we want you (and any sessions around you to get the most focus and breakthrough possible). Therefore, pets and babies are not allowed in sessions.

Trained and certified emotional support or service animals are allowed in sessions if needed. However, clients will be responsible for any damage caused by their support or service animal.

NOTES AND SESSION RECORDING

Recording your session is not permitted. We offer copies of your notes upon request. Sozo notes are written with a focus on what God said and the breakthrough you received in your session to help solidify the healing you received.

SOZO INTERNS

As part of a mission to raise up Sozo and pastoral counselors across the globe, the Transformation Center serves as a training center. This means that any Sozo/inner-healing or pastoral counseling appointment may be assigned up to two Sozo interns to observe, pray for you, and participate during the session. All Sozo interns are held to the same standards of care and confidentiality as our commissioned Sozo ministers and pastoral counselors. Please feel free to email our office to determine if your counselor's sessions may be eligible for observation.

ASSOCIATE CLINICAL STAFF

If you choose to work with one of the following members of our clinical counseling team, you acknowledge and understand that this individual is an associate clinical staff member. This means they are under supervision as they work towards certification as a Licensed Counselor or Social Worker in the state of California:

- Brenae Zanders (Board Certified Associate Clinical Social Worker)
- Melissa Helbach (Associate Marriage Family Therapist)

If you are working with one of the named staff above, their clinical supervisor also has access to your clinical information. Supervision can involve both individual and group sessions between the supervising LMFT and associates. By meeting with them, you understand your clinical information may be discussed in individual or group supervision, and any discussed information will be held to the same legal and ethical confidentiality standards as therapy.

NO SURPRISES ACT AND GOOD FAITH ESTIMATES

The No Surprises Act, which is part of the Consolidated Appropriations Act of 2021, is designed to protect clients from receiving unexpected medical bills. The Good Faith Estimate provision of the No Surprises Act is designed to give clients an estimate of how much they'll be charged for the healthcare services they'll be receiving, prior to their future appointment(s).

If you are uninsured, self-pay, or do not plan to submit a Statement for Insurance Reimbursement to your health insurance provider, you have the right to receive a Good Faith Estimate.

In accordance with the Good Faith Estimate provision and upon request, the healthcare providers on our staff with a state-issued license/certification (names listed in the section below),

will issue a Good Faith Estimate to their clients for the services they provide. If you have not received one and would like to, please contact your licensed minister to request one.

The Good Faith Estimate is not a contract between provider and client and does not obligate or require the client to obtain any of the listed services from the provider. The Good Faith Estimate is only an estimate and the actual services or charges may differ from what is included in the estimate. For more information see the "No Surprises Act" link on the bottom of our website: tcbethel.com

COMPLAINTS AND REPORTING AGENCIES

Any complaints about our team members can be filed directly with Bethel's Transformation Center:

transformationcenter@bethel.com
20 Lake Blvd, Redding, CA 96003
(530) 229-7909

If you are working with the following members of our team, you may also register any complaints with the licensing agencies in their state(s) of licensure. Each of these agencies receives and responds to complaints regarding services provided within the scope of marriage and family therapists & professional clinical counselors.

Amaryah Reedy, LMFT: California
Brenae Zanders, ACSW: California
Dara Fields, LPCC: California
Jennifer Brehme, LMFT: California
John Mathews, LMFT: California
Melissa Helbach, AMFT: California

California Board of Behavioral Sciences
www.bbs.ca.gov
(916) 574-7830

Jennifer Brehme, Brenae Zanders, and Melissa Helbach operate as therapists for clients in the state of California. They operate as pastoral counselors for clients located outside the state of California.

TERMINATION

Ending relationships can be difficult. Sozo/inner-healing appointments may be a single session or a series of sessions. Counseling and coaching most often consist of a series of sessions with goals in mind. Therefore, it is important to have a termination process in order to achieve closure. The appropriate length of the termination depends on the length and intensity of the care provided. We may terminate treatment if your goals have been met, if we determine that the treatment is not being effectively used, if you are in default on payment, if we feel the

Transformation Center is not the best fit for you, if we have a concern related to the health and safety of our staff/office*, or if we are consistently unable to connect with you for video appointments.

Three late cancellations or no-show appointments in a row (regardless of whether your appointments are scheduled on a reoccurring basis or not) will be considered a termination of the professional/ministerial relationship for legal and ethical reasons.

You may opt out of service with us at any point though we will keep your information on file in adherence with the California practices for therapists.

*If there is a safety concern or otherwise deemed appropriate, we may offer video sessions only.

CONSENT AND RELEASE OF LIABILITY

I understand that the Transformation Center team members are helping me to the best of their ability. I hereby release the Transformation Center, its staff, and interns from any liability, for any harm or perceived harm resulting from my voluntarily receiving services from the Transformation Center.

I undertake that if I am currently taking medication or operating under the advice of professional service, I will allow my medical doctor, therapist, counselor, etc. to confirm any results of prayer/counseling received before altering any prescribed course of medication or action. I further state that I have voluntarily sought assistance at my own initiative and that I am under no obligation to accept any of the advice or help that I might receive from the team members of this ministry. I also agree to hold Bethel's Transformation Center and Bethel Church free from any and all liability, loss, or damage of any kind that may arise as a result of assistance that I have received or from my involvement with the Transformation Center. Furthermore, I do not hold the Transformation Center or its team members responsible for the outcomes of any decisions I make as a result of my time spent with a TC team member.

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.

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