



Basic Policies

Scheduling Appointments

Some of Wellspring Counseling Center's counselors work part time and some work full time, and their schedules can fill up quickly. At times counselors will be closed from accepting new clients. Schedules are often reopened within a few weeks. Following your first appointment, you may wish to schedule future appointments at once in order to reserve the day and time which fits your schedule best. The ability to schedule multiple future appointments at once is at each counselor's discretion. Scheduling appointments can be completed at the end of each session with your counselor, or by contacting your counselor via email or phone call.

Canceling Appointments

Your appointment is reserved especially for you. When you need to cancel or change appointment times, we require 24 hours notice so we can fill that spot with another client. If you do not provide 24 hour's notice (excluding weekends) to cancel an appointment, you will be required to pay the full amount for the missed appointment. Please contact your counselor via email or phone call, in order to cancel your scheduled appointment.

Contacting Wellspring Counselors

In order to reach your counselor as soon as possible, contact your counselor at 765-237-3326 and utilize the counselor's personal extension. Unless otherwise determined by your counselor, utilize the Wellspring Counseling Center's phone number in addition to the extension. You can also use the counselor's Wellspring email to communicate. Please note that counselors may not check their email frequently because they are in sessions so if the matter is time sensitive, leaving a voicemail on their Wellspring mailbox is best. Other forms of communication, such as text messages, between a client and counselor is at the discretion of the counselor. Contacting counselors is restricted to scheduling purposes only. Any other subject matter diverting from scheduling purpose is not prohibited. If a client is attempting to discuss other subject matter other than scheduling purposes with the counselor, the counselor may terminate the client.

Emergency Contact:

Emergency situations, including thoughts of suicide should be addressed by calling 911 or going to the nearest hospital emergency room.

Termination of Treatment:

We recommend that you discuss ending therapy with your clinician rather than discontinue therapy without advice or explanation. If you cancel or miss a scheduled appointment and do not contact your clinician within 30 days, it will be assumed that you have ended your period of treatment. The therapist maintains no legal or professional obligations to the client after treatment has ended. You may contact your therapist at a later date if you wish to resume treatment.

By signing, you are acknowledging and agreeing to Wellspring Counseling Center's Basic Policies

Client Name (please print): _____

Signature of client or parent/ guardian of client: _____

Date: _____