



## **WHAT YOU NEED TO KNOW**

### **DFCN Terms and Conditions**

Thank you for choosing the Debra Fileta Counselor's Network (DFCN) to partner with you on your journey of healing: heart, soul, mind, and strength. Please be sure to read this document in its entirety.

### **WEB-BASED & LIMITATIONS OF PRIVACY**

Unlike traditional therapy, web-based sessions offer you the convenience of consulting with a licensed professional counselor from the comfort of your own home! With that said, please consider the confidentiality limitations that come as a result of the nature of exchanging information online.

Debra or those associated with the Counselor's Network cannot be held liable for any privacy issues that arise due to the confidentiality limitations of online interactions. By agreeing to an online session, you acknowledge that you understand and agree to these limitations.

All online sessions will be conducted via ZOOM. If there are technological difficulties, the session will be performed via phone interaction. Additionally, before your session can begin, you will need to provide your intake paperwork and payment.

If you find yourself in an emergency situation, immediately dial 911 or head to your local Emergency Room. By checking the "What You Need to Know" Box on your initial consultation form you understand and agree to these limitations.

### **CONFIDENTIALITY & RELEASE OF INFORMATION**

With the exception of information that is endangering to others or to yourself, all the information obtained/derived by the course of interacting with Debra Fileta and the Debra Fileta Counselors Network is fully confidential; although concepts, principles, and scenarios gained from your session may be used for future material by Debra Fileta and TrueLoveDates.com. All identifying information including names, locations, and identifying facts will always be changed to maintain total confidentiality. Additionally, your case may be discussed as part of the Consultant training and supervision meetings with Debra Fileta. Your billing, scheduling, and records will be viewed by Debra Fileta and the Debra Fileta Counselors Network administrative team.

## **PAPERWORK AND NOTES**

The counselor will return, or at the client's request, destroy, all copies of confidential information in the counselor's possession upon termination of this agreement. The confidentiality restriction applies to testimonials, which the counselor may use for promotional reasons with the consent of the client. The client may request anonymity with testimonials.

## **SESSIONS**

Relational or personal sessions are different from counseling in that the focus is to facilitate personal and relational development and emotional health, not to treat psychopathology. These one-on-one sessions are designed to uncover current problem spots and help you thrive in your personal and relational life. If at any time a counselor determines that these one-on-one sessions are not the right fit (e.g. there is evidence of psychopathology and the need for therapeutic support), they will help connect you to a licensed therapist within your state to offer the services you need, either in place of our work or in addition to our work. These one-on-one sessions are not intended to diagnose or treat mental illness or replace professional counseling services by a licensed individual within your state.

Each counselor offers booking options for individuals and couples - an initial session and a follow-up session. All purchased sessions will last 50 minutes.

Sessions will be conducted via ZOOM. In the event of technological difficulties, your session will proceed at the scheduled time via phone.

All sessions are scheduled based on the current time zone where you book your appointment. Therefore, if you are in a different time zone on travel or holiday when you book your appointment please keep note of what time zone you were in at the time. The Debra Fileta Counselors Network is not responsible for a client overlooking this detail.

## **FEES AND PAYMENT**

All payments are due in full BEFORE each session. Your payment will reserve and confirm your allotted session time with your designated counselor. If you fail to complete payment your selected time will not be reserved or held.

If you are scheduling a recurring appointment with your counselor or several appointments at once your full payment for every appointment must be processed at the time of checkout.

## **INSURANCE**

Online sessions are a pay-for-service experience for which your insurance cannot be billed.

## **CANCELLATIONS AND MISSED APPOINTMENTS**

When an appointment is scheduled, that time is reserved for you. No refunds will be made for missed appointments or cancellations that are initiated by the client. In the event of technical difficulties either with a counselor's connection or your connection, the session will be continued via phone at the number you provide in the intake form. Your session will proceed as scheduled for the duration of your allotted time; no refunds will be given for technological difficulties.

If you do need to cancel your appointment, please send an email to [support@debrafileta.com](mailto:support@debrafileta.com) with the subject line "CANCEL". Please provide your full name, counselor's name, appointment date, and time.

## **RUNNING LATE AND NO SHOWS**

Please do not be late for your session. If you are running late, please email [support@debrafileta.com](mailto:support@debrafileta.com) with the subject line "LATE", your counselor's name, session time, and when you think you will be able to log in to zoom. Your session will be completed with the remaining time for your booked session time slot.

If you are not there within the first five minutes of your session, your counselor will possibly email you, send a text, or call to get in contact with you. Incoming calls will be from "no caller ID," and a voicemail will be left. Your counselor will be waiting for you in your zoom session for the next **15 to 20 minutes** from the start of your session time. Beyond that, you will be considered a no-show.

There are no refunds or rescheduling options for no-shows for any circumstances, including technical difficulties. Please test out your internet connection, zoom app capabilities and complete any zoom updates before your session time to avoid being late. Please also note the time zone of your session to avoid being late to a session due to a misunderstanding.

If you do need to cancel your appointment, please send an email to [support@debrafileta.com](mailto:support@debrafileta.com) with the subject line "CANCEL." Please provide your full name, counselor's name, appointment date, and time.

## **RESCHEDULING APPOINTMENTS**

Respect your session time. Kindly give 48 hours notice of any adjustments to appointment times by emailing [support@debrafileta.com](mailto:support@debrafileta.com)

In the email subject line write "RESCHEDULE" and include your full name, counselor's name, session time, time zone, and date. Refunds will not be offered, and less than 48-hour notice will forfeit your session time or ability to schedule an alternate date and time.

In the very rare case, your counselor needs to reschedule an appointment you will receive an email from [support@debrafileta.com](mailto:support@debrafileta.com) notifying you of a session change.

**EXPECTATIONS:** The following information will help you understand the consultation experience and expectations for our work together.

You can expect counselors to:

- Listen intentionally and ask questions to guide you in self-reflection
- Be a co-discoverer in the process of exploring your story
- Help to resource you as you run after your goals
- Respect the confidentiality agreement
- Provide support, safety, and encouragement
- Seek to draw out your fullest and freest self
- Expand your view of what is happening underneath the surface, increase your awareness, and invite you to discover new insights.
- Give you input, and straight feedback, and operate as a sounding board.

As a client, we will expect that you will:

- Cultivate honesty with yourself and within the consulting relationship
- Be open to learning new ideas and inform your counselor as to what is working and not working for you.
- Take ownership of your growth process and responsibility for “doing the work” of healing.
- Be responsible for all your appointment details (zoom link, payment, date and time) etc.

## **LIMITS OF SESSIONS**

Sessions are limited to clients who are age 18 or above, and not in need of 24-hour care. Please call 9-1-1 or the local crisis hotline in case of an emergency. Consultations are not to replace legal counsel, medical advice, or psychotherapy. Please be advised that counselors are not operating in the role of a licensed mental health professional and will not be diagnosing or treating psychopathology. The approaches they offer are not intended to be a substitute for a medical diagnosis or psychotherapy.

## **WHAT TO DO BEFORE YOUR FIRST SESSION**

### **CONFIRMATION EMAILS:**

Check your email inbox (including spam folder) for two separate emails. One email will be from the Debra Fileta Counselors Network with your **zoom meeting link**. The email subject line will be “\_\_\_\_\_ **Appointment Confirmation.**” Please save this email with these details for your session and check that the date and time with your selected counselor are correct.

If you have NOT received the email with your session zoom link within 3 hours of purchase please send an email to [support@debrafileta.com](mailto:support@debrafileta.com). If you do not notify the Debra Fileta Counselors Network support of not receiving your zoom meeting link within 24 hours of your appointment you forfeit your session time.

If you do not notify the Debra Fileta Counselors Network (email to [support@debrafileta.com](mailto:support@debrafileta.com))

within 48 hours of your appointment that any of your appointment details are incorrect you will forfeit your session time.

A second email will be sent out from Debra Fileta as a receipt with the subject line “**Debra Fileta (Do Not Reply)**” for your successful payment and a copy of the information you submitted in the form. This email does not have your zoom link. You must look out for the other email. Your appointment time should be in the time zone you booked your session in. Please double check the time zone.

The Debra Fileta Counselors Network strongly advises each client to add their booked session appointment to their personal calendar.

## **ZOOM**

Be sure you have a ZOOM account that is active and working, as all appointments will take place via ZOOM. For more information regarding ZOOM please [CLICK HERE](#). Please also check that your microphone, camera, and WIFI have a strong stable connection.

## **COMMUNICATION**

All communication including cancellations, rescheduling requests made within 48-hour notice of your appointment, concerns, and customer service issues should be sent to [support@debrafileta.com](mailto:support@debrafileta.com). The Debra Fileta Counselors Network counselors are unable to respond to any direct forms of communication (personal emails, Instagram DM’S, etc.) outside of your confirmed session time on zoom. If you have a specific question or concern for your counselor, please send your full name and counselor's name to [support@debrafileta.com](mailto:support@debrafileta.com). Your message will be forwarded to your counselor on a needed basis determined by the Debra Fileta Counselors Network administration team.

Please DO NOT hit the reply button on any of your confirmation or calendar emails. Your email will not be received or acknowledged. All emails should be sent or forwarded to [support@debrafileta.com](mailto:support@debrafileta.com)

## **ACKNOWLEDGMENT/CONSENT TO RECEIVE SERVICES**

By checking off the “What You Need to Know” confirmation box on your initial online form, you agree that the Debra Fileta Counselors Network has disclosed sufficient information to enable you to decide to undergo or forgo the services offered. You understand that your consent to the nature of our sessions is given voluntarily, without coercion, and may be withdrawn at any time. You represent that you are competent and able to understand the nature of our proposed sessions and agree to be personally responsible for the related fees. You have read and understand the above disclosure about the services provided. You agree to release, indemnify, hold harmless, and defend the Debra Fileta’s Counselors Network and all associated parties from and against any and all claims or liability, of whatsoever kind or nature, which you or your

representatives may have, for any loss, damage or injury, including without limitation, physical, emotional, mental, financial, or spiritual, arising out of or in connection with your sessions.

I have read, understand, and agree with the above terms by checking off the box “What You Need to Know” box on the scheduling form.

Debra Fileta Counselors Network  
Schedule an Appointment: [Click Here](#)