

## INFORMATION FOR NEW CLIENTS

### ***Office location –***

Kingman Covenant Counseling is located inside *Kingman Christian Church*, which is near the corner of Gordon Drive and Bank Street. (Near Kingman High School) Parking is in the rear, and you will come in through the doors marked “**Main Entrance**”. Please wait in the foyer, and I will come out to get you when your appointment begins. Since we do meet in the confines of the church, please be respectful and quiet as you enter and leave the building so you do not disrupt any other activities they may have going on.

### ***How to schedule an appointment –***

You can call or text (928)530-6778, or email [kingmancovenantcounseling@yahoo.com](mailto:kingmancovenantcounseling@yahoo.com) and leave a message that you would like to schedule an appointment. You can also schedule future appointments while you are with me in the office. My appointments fill up quickly, so it is advisable that you schedule as far in advance as possible so that you get an appointment day and time that works best for you.

### ***Canceling appointments –***

Appointments must be canceled **24 hours in advance** via phone call or text to (928)530-6778. ***I will charge you for appointments that are canceled at the last minute, except in the case of emergencies,*** and habitual last-minute cancelations may be a cause for termination of your counseling services. I always try to send a “reminder text” the day prior to your session, but you are responsible for attending the session, whether I contact and remind you or not. Please be considerate of this as many others desire and are in need of my time.

### ***How to leave messages for me -***

You may call or text (928)530-6778 or email me at [kingmancovenantcounseling@yahoo.com](mailto:kingmancovenantcounseling@yahoo.com) at any time and leave a message. I check my messages daily. Because I am with clients a large portion of the day I am often times unable to return phone calls right away, but will try to reply to you as soon as possible.

### ***In case of emergency after office hours -***

An emergency would involve suicidal thoughts or behaviors, feeling like you are in immediate danger from another individual, or the desire to hurt yourself or others. If this occurs, **call 911**, or go to the emergency room at *Kingman Regional Medical Center*, 3269 Stockton Hill Road in Kingman. You can also call the **suicide hotline** at *Kingman Aide to Abused People – (928) 753-6222*. If you are threatened with violence by someone else, please call your local police or sheriff’s department *immediately by dialing 911*. For safe shelter for **domestic violence** victims, call *Kingman Aide to Abused People* at **(928)753-6222**.

### ***Paying for your appointment -***

Payment is expected at the time of each appointment. I accept cash, checks, debit and all credit **cards except** American Express. If you need to make other arrangements for payment, please speak with me before your first appointment. If you are sending your child/teen to a session without you, please send payment in with them, or make arrangements with me in advance in regards to how to go about making payments.

### ***Weekends and vacations -***

I do not see clients and often don’t return texts, emails or phone calls during the weekend or while on vacation... I need to “have a life” too! When I am planning to be out of reach for extended periods of time I will notify my current clients of my expected return date. If you have an emergency arise while I am unavailable, please refer to the “In case of emergency after office hours” above and take appropriate steps to ensure your safety.