



*heather asaadi, lpc*

both-and-counseling.com

heather@both-and-counseling.com

503.957.2544

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## **Counseling Information & Office Policies**

Location: My office is located in the Kerns Neighborhood at 224 NE 28th Ave, Portland, OR. The office is on the second floor of a house (not ADA accessible). Upon scheduling a first appointment, you will receive an email with more information about how to access the building.

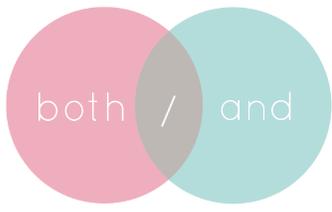
Parking and Transportation: It is street parking only. Street parking is free in the area surrounding the office. Bicycle parking is available on NE 28th. The office is a couple of blocks away from NE Sandy and E Burnside Street and close to I-84. Bus routes 19 & 20 service the area.

Therapy Process: Put simply, most of therapy we will spend talking. Through our discussions we will work to build and attend to a therapeutic relationship that will help support you in making changes in your life. Together, we will identify issues and goals you want to work on and how we can best collaborate together to help you in these areas. In addition to talking, I might use the white board, provide handouts, or teach you new skills. Your job in therapy is to be open and honest about your thoughts and feelings, to develop goals for our work, be willing to explore ways to handle your problems, and evaluate and report on the effectiveness of therapy.

Counseling Relationship: The counseling relationship is a unique relationship - it is one in which both of us are committed to your best interests. To maintain this kind of relationship there is a distinct set of boundaries and responsibilities:

- 1) I am a licensed and trained to practice mental health counseling - this means I am not able to advise you in matters related to other professions (i.e. legal, financial, or medical).
- 2) Because your privacy and confidentiality is important to me, if we meet on the street or socially, I may not say hello or talk very much. My behavior will not be a personal reaction to you, but is a way of maintaining the confidentiality of our relationship.
- 3) The counseling relationship is a cooperative and collaborative one, based on honesty and trust. I believe this to be an essential foundation to the therapy I offer. Being honest can be hard, but in this case I believe it to be in our best interest.

Fees and Payments: My current fees with a self-pay discount applied are \$100 per individual session. Please plan to pay this fee at the time of session with a check or cash. If I am in-network or out-of-network with your insurance company you may need to pay a percentage each session or a co-pay. I can assist in figuring out what your benefits are. While I am willing to assist you in billing your insurance, you are ultimately responsible for the session fee if your insurance does not fully cover the session. Any other fee arrangements must be agreed upon before our first meeting (i.e. sliding scale, etc).



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Therapy Appointments & Cancellations/Missed Appointment: I consider our scheduled appointment time to be our mutual commitment to the therapy process. I ask any change in appointments be made with as much advanced notice as possible. Please email me or text me to alert me of changes in your plans. I understand it is not always possible to cancel in advance due to various circumstances (and at times I might need to cancel with limited notice). I waive the fee for the first time a late cancellation or no-show happens; after this, the late fee is \$70 or equivalent to the cost of your session.

Phone Calls and Emails: Email is the best way to reach me: **heather@both-and-counseling.com**. Email is not a secure form of communication, so please limit your communications to logistic matters (i.e. appointment times, verifying address, etc.) and I will do the same. You are welcome to leave me messages by phone at **503.957.2544**, I am typically not available to pick up my phone unless we have made a plan to talk at a certain time. I will do my best to respond to voicemails and emails in a timely manner.

Crisis Intervention and Emergencies: I am not available for crisis interventions or emergencies. If a mental health emergency arises please call:

**Multnomah County Mental Health Crisis Line: 503-988-4888**

or **Dial 911**

or **Go to your nearest emergency room**

Because your well-being is of the utmost importance to me, I request that you follow the above instructions. Once your personal safety has been attended to, please leave me a message. I will return your call as promptly as possible.

Privacy Policy and Confidentiality: I will maintain your confidentiality with the following exceptions: concern for your safety or the safety of others (e.g. actual or reported harm to yourself or others, disclosure of abuse to a child, elder, or vulnerable adult); when legally directed by a court of law to release information; or for case consultations with professional peers who are also mandated to maintain your privacy and confidentiality.

*Thank you for taking the time to read through this information! I believe it is important for you to understand my policies and expectations. Please ask me any questions you might have about this information. I look forward to meeting with you!*