

# Trinity Counseling Services

## W e l c o m e

We warmly welcome you to **Trinity Counseling Services** and thank you for choosing us to be part of the journey. We know sometimes the decision to begin counseling may be a difficult one and we want to commend you for taking steps to achieve the growth for you and/or your loved one (s).

Following this introduction letter, you will find new client paperwork to fill out and Florida regulations for your review.

### **Our Cancellation Policy**

We know your time is valuable and ask your participation in helping us provide exceptional service. Each morning we receive calls from clients wishing to access open slots for emergencies and immediate needs. We can assure we tend to the needs of everyone by receiving calls and messages for reschedules or cancels at least 24 hours prior to your appointment. A \$45 missed appointment fee will be billed if notices is received less than 24 hours.

### **Emergencies**

If you find yourself or loved one in immediate crisis, please call 911. If you or a loved one is looking to talk to someone directly, please call the suicide hotline at 988.

### **Invoicing**

We have found it important to discuss ensuring invoices received from our office are paid in full and on time. We have found it necessary to impose a 5% late fee and may pursue unpaid invoices by legal means.

### **Contacting the Office**

We make every effort to respond immediately. We ask for your patience since there may be times, we may not be easily available by email, phone, or text. Every effort is made to respond within 48 hours during business hours.

Warm Regards,

The Trinity Counseling Team