

THE BRIDGE

Limits of Confidentiality and Client Rights

Limits of Confidentiality

I understand the contents of a coaching, intake, or assessment session along with both verbal information and written records cannot be shared with another party without the written consent of the client or the client's legal guardian. It is our policy not to release any information about a client without a signed release of information. Exceptions are outlined as follows:

- signed release of information to a specific individual or organization
- a determination that you may harm yourself or someone else
- disclosure of abuse, neglect, or exploitation of a child, the elderly or disabled
- minors/guardianship: parents or legal guardians of non-emancipated minor clients have the right to the client's records.

Clients Bill of Rights

The Bridge does not discriminate on the basis of religion, race, gender, marital status, age, national origin, disability or public assistance status.

Every client shall:

- be informed prior to, or at the time of the intake appointment of services available.
- expect current information concerning his/her recommendations from the team in terms that he/she can understand

****By submitting an online intake form, you agree that you understand your right to confidentiality and the above noted exceptions.****

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Electronic Communications and Contact Policy

SOCIAL NETWORKING

The Bridge and/or the team members do not accept friend requests from current or former clients on social networking sites (e.g. Facebook) due to the fact these sites can compromise both the client's and our confidentiality and privacy.

IN PERSON OUTSIDE OF SESSIONS

In an effort to protect your confidentiality if any of our team members sees you in public or at church, they will only acknowledge you if you approach them first. We will never discuss or question you regarding your situation or our sessions in public or at church.

TEXTING POLICY

If you checked "yes" on your Intake Form indicating that you give your permission for us to contact you via text, you may be contacted to schedule, confirm or cancel a session meeting with our team. Unless otherwise stated, texting the team members should be limited to scheduling or confirming an appointment or notifying us you may be running late for an appointment.

PHONE CONTACT

Outside of the regularly scheduled sessions, in the event of a crisis or thoughts of suicide and/or harm to self or others, please call 911 or the suicide hotline at 988 or text HOME to 741741 to reach a trained Crisis Counselor, a global not for profit organization, free and confidential 24/7.

EMAIL CONTACT

Outside of our regular sessions, a short email is acceptable on occasion. Your emails and ours will be geared toward confirming or changing appointments or clarifying resources discussed in a prior session.

RESPONSE TIME

Please allow 24 hours for a reply regarding routine matters.

****By submitting an online intake form, you are indicating that you have read and agree to The Bridge Communication and Contact Policy.****