Client Policies and Procedures

PASTORAL / BIBLICAL COUNSELING | Accessible, editable Word form

Please keep a copy of these policies. You can request this form in an accessible format or have it read or explained to you. These policies accompany the separate Informed Consent for Pastoral Counseling.

1. Appointments and service formats

Pastoral counseling is by appointment and subject to the pastor's availability. The ministry sees teens, adults, individuals, couples and families. Meetings are in person at 1327 Mooresville Pike, Columbia, TN 38401, or online using an agreed platform. The session length and frequency are arranged with the pastor. Appointments are not confirmed until the pastor responds.

2. Optional donations

There is no required charge for counseling. Donations are completely voluntary. A person will not be denied care or given priority because of the amount donated, including no donation. Donations do not purchase clinical or medical services. Insurance is not billed.

3. 48-hour cancellation policy

Please notify the pastor at least 48 hours before an appointment if you need to cancel or reschedule, when possible. Contact 931-922-2770 or pastor.bluesprings@gmail.com. We recognize that emergencies and disability-related circumstances may make advance notice impossible. No cancellation or no-show fees are charged. Repeated missed appointments may prompt a discussion about scheduling.

4. Routine contact and messages

Use the ministry phone or email for scheduling, administrative questions or complaints. Messages are not monitored continuously. Avoid including detailed private concerns in ordinary email, text or voicemail. Neutral reminders will be sent only with permission. Ask the pastor for an accessible communication method if telephone, email, text or online forms are difficult to use.

5. Emergencies and immediate safety

This ministry is not an emergency or 24-hour crisis service. If danger is immediate, call 911 or go to an emergency department. In the United States, call or text 988 for suicide or emotional-crisis support. Do not wait for a return call from the ministry during a crisis.

6. Confidentiality and release of information

The pastor alone has routine access to counseling records. Pastoral counseling details are not shared simply because someone is part of the church or family. Disclosures may take place when authorized or legally required or permitted for safety. Requests for records and releases will be evaluated in light of applicable law and the rights of other participants, especially in couples, family and teen situations.

7. Records, privacy and technology

Counseling records are kept separate from church administrative files. The ministry uses restricted-access records and appropriate security protections, with retention and disposal guided by applicable law and ministry policy. We intend privacy safeguards comparable to HIPAA practices but do not claim that HIPAA necessarily governs this pastoral ministry. No session will be recorded, livestreamed, transcribed or captured through automated note-taking without separate written permission. Electronic communications and online platforms have privacy limits.

8. Teens, couples and families

For a teen, a parent or legally authorized guardian generally must give written permission, subject to law. The pastor may request documentation of custody or authority. Teen privacy is respected within legal and safety boundaries. Each adult in a joint session signs consent. The pastor explains privacy limits of joint and separate discussions and may change or stop joint sessions if necessary.

9. Online sessions and boundaries

Please attend online sessions from a private, safe location with a suitable connection. Provide your location and callback number at the beginning of the meeting and do not join while driving. If confidentiality or technology is inadequate, the pastor may change the session format, reschedule or refer. The pastor will not initiate discussions of counseling experiences during public church events or conversations.

10. Accessibility and disability-related accommodations

We want individuals with disabilities to be able to participate fully in pastoral counseling. Please contact the pastor at 931-922-2770 or pastor.bluesprings@gmail.com if you need an accessible document, large print, assistance completing forms, an alternative method of communication, captioning or interpretation, an accessible meeting arrangement, or a reasonable change to session procedures. We will discuss a workable approach with you confidentially. You do not need to disclose a medical diagnosis to ask for assistance, and we do not impose separate fees for approved accommodations. Online sessions can be considered when appropriate, but they may not be equally suitable in every situation.

11. Questions, concerns and ending services

The pastor is the sole person handling administration, privacy questions, records requests and complaints. You may raise concerns without retaliation. You may stop counseling or request an outside referral. The pastor may decline, pause or end pastoral counseling when the ministry cannot appropriately meet someone's needs and, when feasible, will explain the decision and offer referral information.

12. Acknowledgment of policies

I have read these policies or had them explained, including the 48-hour cancellation request, optional donations, accessibility options, privacy limitations and emergency guidance. I know how to ask questions or raise concerns.

Client / participating adult name (printed):

Client / participating adult signature:

Date:

Parent / guardian name (for minor, if applicable):

Parent / guardian signature:

Guardian signature date:

For couples or families, each participating adult should sign an acknowledgment or an additional signature page.