

## **A-Z Guide to Appointments with Kate**

*In response to lots of questions about various aspects of appointments I have made this guide to make everything easier and smoother for all involved. Hope it helps.*

### **Time & Scheduling:**

Sessions are booked for 60 minutes from start time, including the time for the session, for booking the next appointment, for payment, for homework, and for saying goodbye. If we go over by more than 5 minutes, I reserve the right to charge prorated to the minute, whether the session was prepaid or not. This is not to make you panic about time but rather to model healthy boundaries as I need time to make notes of your session to better serve you, and to not keep anybody waiting.

Two-hour appointments can be made by special request. The session fee will reflect the additional time. If you wish to go over in your session and Kate has the time, your session fee will be prorated to the minute of the regular fee. Ongoing appointments are made in person or via email, never over the phone, to cut down on miscommunications and for a speedier reply.

If I start the session a few minutes later than the start time, the session will go over a few minutes to reflect that and ensure you get a full session (either 60 or 75 minutes depending on which kind of session). If you are late by a few minutes, if time permits, you will still have a full session. However, if you are late (5 minutes or more) and someone is after you, the session will end 60 to 75 minutes (depending on the type of appt.) from the planned start time to be fair to the next person.

### **Fee structure:**

Fees are to be paid in advance each session in the full amount before via Square (credit card) or etransfer. Receipts are provided once a year by request for ongoing sessions like psychotherapy or career counselling for taxes. Square provides individual receipts per booking for any other single sessions. For a yearly receipt, please email me the dates and amounts of our sessions, at least two weeks before you need it and I will email back a receipt. Clients are welcome to audio record their sessions to get the most out of their sessions as long as they let Kate know they are recording.

Fees will continue to go up as my scheduling demands and experience increases. However, existing clients will always be given advance notice of any fee increases.

### **Cancellation and rescheduling:**

At least 48 hours notice is required for cancellation or rescheduling a psychotherapy or shamanic healing appt. At least one week's notice is required for cancelling or rescheduling a reading appt.. If you are sick or a serious emergency has arisen, I understand, but please remember that it is likely that someone is waiting for your spot, so please give sufficient notice so another can have a chance to take the spot. No-shows or

insufficient-notice cancellations must pay for their appointment as if they had come. When in doubt, cancel 48 hours before. If you recover from sickness or busyness and want to come after all, you can always re-book if your spot has not been filled, but not giving sufficient notice is like charging yourself a fee for holding your spot open for you, which can get pricey. Repeated failure to show or non-payment of no-show is grounds for appointment termination or non-rebooking of a reading or healing. If you know that showing up is a problem for you, bring it up in the first email or session, and we can co-create a strategy to help and support you, instead of setting you up to fall outside of the parameters of the policy. I'm on your side! The policy is in place to ensure fair treatment for all, not to penalize anyone.

### **Phone and email communication:**

All sessions are now done over the phone or video conference. This brings more convenience but also a need for more clearly stated boundaries.

When in crisis, clients are welcome to contact me in between sessions. Email the best times to reach you, your phone number, and that it is an emergency. If it is not a crisis and you simply want to tell me something, it is better to leave it to the next session, journal it, email it to yourself even, as I do not read/listen or respond to long emails or voicemails. Emergency phone calls are free up to 5 minutes and billable as a pro-rated phone session after that. This is so that I can be available for clients when they are truly in crisis, and to encourage self-sufficiency and empowerment when possible. It is surprising how much a mere five minutes can help when in true crisis.

### **Bring:**

Clients are welcome to bring things to their sessions to show-and-tell, but I do not need to review journals, or have samples of your work to do effective therapy or business counseling, nor will I review materials outside of session time. The work will always focus on the emotional, psychological, and energetic underpinnings of a dynamic and are a more effective use of session time. If you want to help the process along, come prepared with a list of things you would like to address as a jumping off point for an exploration of relevant material. It helps give the session focus and delivers more results.

### **Bringing Someone With You:**

Occasionally a loved one may want to join you in session. Your loved ones are entirely welcome, however, it is preferable that I am given advance notice instead of them simply showing up. Loved ones cannot take your place though. So if you feel like cancelling and think "I'll send my partner/daughter/friend/etc. instead", that is not an option. They can come as your guest, but not alone. When giving me email notice of their attendance in your upcoming session, please let me know why they are coming and what material you and your loved one want to address so that I may be better prepared for the session.

### **Referring:**

Clients often refer friends, family, and partners who I am happy to see. After a referral is made, the referred person is 100% responsible for contacting me independently to book

their appointment. Give them my website and let them choose for themselves. I will not take appointments made on behalf of someone else. This is to ensure that those who are booking are coming for their own sake and of their own free will and not compelled by a loved one. I will, however, let parents book appointments for their children, if they are 15 years old or younger, after having first met with both parent and child. I would love to thank you for referrals but that would be acknowledging who has contacted me to become a client and would violate their trust and client confidentiality. So I am thanking you here in advance for any referrals you may make in the future to me! Thanks! I'm honored by your trust in me and it is a pleasure to meet people in your life! Likewise, they will hear nothing from me about you and our work if they come to me. If they say they were referred by you, I will simply say how lovely you are and leave it at that!

### **Homework:**

I always check that the homework I give you, when we are ending the session, makes sense to you. However if doesn't make sense when you get home, listen to your recording to better contextualize the homework. If it still doesn't, just trust your instincts and we'll see together in our next session how you interpreted it. There is no need to call or email to verify the meaning of your homework. You will not be tested on it! It will be of equal value if you have an alternate interpretation.

### **How Sessions End**

I will ask at the end of every therapy session "Have I answered your questions, addressed your concerns? Have you learned, healed, or grown today?" to see if each session has been of value to you and to give you a chance to give feedback or make sure something that you wanted covered was covered. Sometimes a client will bring more to a session than can fit in an hour and I will also be transparent and explain that and let the client choose what they want covered. Every reading ends with "Have I answered all your questions today?" to make sure the client's agenda for the reading was fulfilled. And every healing ends with "Do you feel that (the issue you booked for) has shifted? Do you feel differently and how? This is what to expect in the next few days, the next few weeks, the few months post-healing..." so a client can observe their healing continue to unfold and feel confident in the management of their ongoing unfolding that healing set in motion.

### **To help your process along:**

Doing the homework, listening to the recordings of your sessions, and applying what you learn in session to your life will quicken and deepen your process more than merely showing up to appointments. Consider scheduling homework time with yourself each week for the above activities. The clients who make this time for themselves see results faster.

If there is something missing here that you would like addressed, let me know.  
Hope it helps!