

Rocky Shores Counseling and Consulting, PLLC

Sarah Brown, MA, LPC, LPCC, LMHC, LCDC
Corinth, TX
sarah@rockyshorescounseling.com
469-403-0375

Licensed in Alaska (LPC), Ohio (LPCC), Texas (LPC, LCDC), Virginia (LPC) and Washington (LMHC)

PRACTICE POLICIES AND EXPECTATIONS

Rocky Shores Counseling and Consulting, PLLC

Effective Date: 7/12/2026

This document outlines the expectations and policies that help ensure a safe, respectful, and effective therapeutic environment. These policies support clear communication and help us work together successfully throughout the counseling process.

Appointments

Appointments are reserved specifically for you.

Please make every effort to attend your scheduled sessions and arrive on time. If you anticipate being late, please notify me as soon as possible.

If you arrive significantly late, your session may need to be shortened to avoid delaying other clients. The full session fee may still apply.

Regular attendance is one of the strongest predictors of successful treatment. If you find yourself struggling to attend consistently, I encourage you to discuss any barriers with me so we can problem-solve together.

Cancellation and Missed Appointments

If you need to cancel or reschedule an appointment, please provide at least 24 hours' notice whenever possible.

Appointments canceled with less than 24 hours' notice, or missed without notice, may be subject to the cancellation fee outlined in the Financial Responsibilities Agreement.

I understand that emergencies and unexpected situations occur. These situations will be considered on an individual basis.

Repeated late cancellations or missed appointments may interfere with treatment and could result in referral to another provider if consistent attendance cannot be maintained.



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Communication Between Sessions

Communication outside of scheduled appointments should generally be limited to administrative matters, including:

- Scheduling appointments
- Billing questions
- Updating contact information
- Technical difficulties

Clinical concerns are best addressed during scheduled therapy sessions.

While brief check-ins may occasionally be appropriate, ongoing therapeutic conversations cannot be conducted through email, text message, or voicemail.

Please allow up to one business day for routine responses. Messages received after business hours, weekends, or holidays will generally be returned during the next business day.

Electronic Communication

Email and text messaging are convenient but are not completely secure forms of communication.

By choosing to communicate electronically, you acknowledge the potential privacy risks associated with these methods.

Whenever possible, secure communication through the client portal is encouraged.

Electronic communication should never be used to report emergencies or urgent mental health concerns.

Emergencies

Rocky Shores Counseling and Consulting does not provide crisis intervention or emergency services.

If you are experiencing a medical or mental health emergency:

- Call 911
- Go to your nearest emergency department
- Call or text 988, the Suicide & Crisis Lifeline

Please do not wait for a response from this practice during a crisis.



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Professional Boundaries

Maintaining professional boundaries protects the therapeutic relationship.

To preserve these boundaries:

- I do not accept friend or follow requests on personal social media accounts.
- I do not engage in social relationships with current clients.
- I generally do not accept gifts of significant value.
- Communication outside of sessions is limited to clinically appropriate or administrative purposes.
- I avoid dual relationships that could interfere with objective clinical care.

If we encounter one another in public, I will not initiate contact in order to protect your confidentiality. You are welcome to acknowledge me if you choose.

Forms, Letters, and Documentation

Requests for paperwork, letters, treatment summaries, disability documentation, FMLA paperwork, or other written materials require professional time outside of scheduled appointments.

Fees associated with these services are outlined in the Financial Responsibilities Agreement.

Please allow adequate time for completion whenever possible.

Completion of requested documentation is based upon clinical judgment and professional ethics.

Requesting documentation does not guarantee that it can be completed in the manner requested.

Court Proceedings and Legal Matters

I do not provide forensic evaluations or custody recommendations.

If you request my participation in legal proceedings, court preparation, depositions, or testimony, associated fees will apply as outlined in the Financial Responsibilities Agreement.

Court involvement often changes the nature of the therapeutic relationship and may not always be clinically appropriate.

Additional information is available in the Court Testimony Agreement when applicable.



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Social Media and Online Reviews

To protect your confidentiality, I do not respond to online reviews or comments posted by current or former clients.

If you have concerns about your care, I encourage you to discuss them with me directly so we can work together to address them.

Artificial Intelligence and Technology

Rocky Shores Counseling and Consulting may utilize HIPAA-compliant technology to assist with administrative or documentation tasks.

Artificial intelligence tools are never used to make clinical decisions or replace professional judgment.

Additional information is available in the AI-Assisted Documentation and Technology Consent.

Ending Services

Counseling is a collaborative process.

If you are considering ending therapy, I encourage you to discuss your decision during a scheduled session whenever possible. Planned termination allows us to review progress, address any remaining concerns, and discuss recommendations for continued growth.

Likewise, there may be situations in which I recommend transitioning your care to another provider if your needs change or another level of care is more appropriate.

Questions

Open communication is an important part of therapy.

If you have questions about these expectations or any aspect of treatment, I encourage you to ask. Clear communication helps us build a strong therapeutic relationship and ensures we are working toward the same goals.



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Acknowledgment

By signing below, I acknowledge that:

- I have read and understand the Rocky Shores Counseling and Consulting Practice Expectations.
- I have had the opportunity to ask questions.
- I understand these policies are intended to support effective treatment and may be updated as needed.
- I agree to follow these expectations while participating in services.

Client Name: _____

Client Signature: _____ Date: _____

Parent/Guardian (if applicable): _____ Date: _____

Therapist: Sarah Brown, MA, LPC, LCDC

