



Kind Heart Counseling
CLINICAL DISCLOSURE STATEMENT
Whitney Frank, MA LMHC CMHS
2027 196th St SW Suite A205, Lynnwood, WA 98036



Introduction

I am a licensed Mental Health Counselor and a certified Child Mental Health Specialist in the state of Washington (LH60623150). I graduated with a Master of Arts in Professional Mental Health Counseling from Lewis & Clark Graduate School in Portland, OR and hold Bachelors of Arts in Art History and Gender Studies from the University of Washington, Seattle. In 2014, I started working as a therapist in a community mental health setting and have exclusively worked in my private practice since 2020.

Clients are the guides of their own lives. My role is to be present with the intersectional ground of your life, facilitate exploration of your feelings and needs, challenge patterns and beliefs that no longer serve you, and provide kind support for you to grow more fully into yourself. Each person already has within them the means to progress and heal in the ways they need; I help draw out your strengths, offer connection and validation, and help you illuminate paths through—not around—life’s challenges. My treatment approach is informed by principles of Gestalt, Emotion-focused, and Existential therapies; I draw upon interventions from collaborative problem solving, cognitive behavioral therapy (CBT), attachment-based therapy, and play/art therapies as well.

Therapy Scope, Course, & Termination Process

I provide non-emergency outpatient mental health counseling services by scheduled appointment. If you experience an immediate crisis, a life-threatening emergency, or an emergent mental health concern that cannot wait for session, please call/text/chat with a crisis line, call 911, or go to your local emergency room.

During treatment, we may address emergent mental health needs such as (but not limited to) suicidal ideation, self-harming behaviors, and psychosis. My approach to emergent crises is safety planning with you and collaborating with natural and professional supports in your life (such as friends, family, and providers like doctors and social workers). Since I cannot guarantee my availability at all times and am not a crisis services provider, it is important that we establish supportive plans you can access outside of therapy sessions.

I am legally required to practice within the scope of my training and assess my ability to address your therapy goals. Should I believe that your needs are outside of my expertise and scope of practice and/or we are not a good fit for treatment, I will provide you referrals and terminate therapy following ethical guidelines of the counseling field.

Often counseling runs along a natural course that includes an organic or planned ending about which we collaborate. I respect your right to make treatment decisions that feel best for you. You have the right to engage in a style of therapy that fits for you and/or your family and have the right to alter your treatment goals or end the therapy relationship at any point in the process. Periodic check-ins about treatment help us assess your progress, our professional



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relationship, and plan for new goals. Should you want to end counseling abruptly, I invite you to share with me your concerns and feedback; it is not required but I welcome this conversation.

Due to the COVID-19 pandemic, certain precautions are necessary to follow for in-person sessions. All clients will receive specific information regarding these precautions. As the nature of the pandemic continues to unfold, it is likely that the precautions may change and you will be informed as soon as possible about any updates to them. I am happy to talk with you if you have any questions or concerns about the precautions. At this time and until further notice, all clients must agree to and then consistently follow all COVID-19 precautions in order to attend in-person appointments.

Legal & Ethical Considerations

I cannot provide advice or comment on clients' legal matters because legal concerns are outside the scope of my training and practice. Examples of legal matters that I cannot help you with include (but are not limited to): custody decisions, divorce, parenting plans, visitation, immigration, etc. **I do not provide** expert witness testimony, evaluations on parenting, mediation, family reunification, evaluations for housing, depositions, or reports to attorneys; these types of services are within the purview of forensic psychologists, professional mediators, and trained expert witnesses and I will recommend that you seek them out should these issues arise. In the unlikely case that I am involved in court testimony or other court proceedings, my base fee is \$500.00 per hour and additional fees for record preparation and travel will apply.

Professional Boundaries: It is my ethical and legal responsibility to maintain a professional therapeutic relationship with you; it is my intention to foster a safe and respectful treatment environment. The following practices help maintain professionalism and safety:

Communication Expectations & My Availability: I work to respond to messages within 24-48 hours of their receipt. I am not available on an on-demand basis, so I encourage clients to have crisis lines and warm lines available to them. Should you want to request additional appointments or consultation for an emergent mental health need, please be aware that I will respond as soon as I am able within that 24-48 hour time-frame. Most of the time I am able to accommodate requests for additional appointments or phone calls. I am never available for appointments or responses on Fridays and Saturdays.

Social Media Policy: I will not communicate with you through any social media channel or accept any friend/follow requests. Social media is not HIPAA-compliant, does not allow for confidentiality, and does not promote a therapeutic relationship.

Email & Text: Email and text communications are not guaranteed to be confidential and are primarily limited to scheduling purposes. Should you engage in any email or text communication with me, you are confirming your awareness of the risks of



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communication of this nature and will not hold Kind Heart Counseling, PLLC liable for technological breaches of information. This is why I recommend that we do not discuss therapeutic matters via email or text.

Secure Client Messaging: Simple Practice has a secure messaging feature that is HIPAA-compliant. I recommend that we communicate using this feature. To access it, log into the secure client portal using your email address (same place you completed intake paperwork). When I send you a message, you will receive an email stating that there is a new message for you that you can then log in and access (check your Spam Folder!). Though this messenger is secure, it is best to engage in clinical work during session.
<https://kindheart-counseling.clientsecure.me/>

Phone: Brief phone calls in the nature of a “check-in” between sessions can be helpful for some clients; I cannot guarantee my availability via phone and try to respond to calls within 24-48 hours of their receipt. I also can speak with collaterals (with your written consent) such as doctors, teachers, etc. Non-emergency communication with collaterals is not a necessity; rather it is a potentially helpful way I can support you and something we can discuss at any time during treatment.

Physical Contact: It is my practice that physical contact is extremely limited and I will seek your verbal permission for physical contact with the intention that it is beneficial to your therapy in some way (for example: a tap on your arm or a hand on your shoulder). Physical contact is never required and I will respect it if you decline. I ask caregivers to help me reinforce safe physical boundaries for their youth and prefer to give high-fives or the like to celebrate your youth’s successes. I will never engage in sexual contact with any current or former client.

Outside of Therapy: I will not engage in a social relationship with you even after counseling has ended. Should we encounter one another outside of my office, I will not initiate contact with you out of respect for your privacy. If you initiate contact, I will kindly respond and keep any conversation brief. Though gift-giving has cultural significance and can be something children in particular enjoy doing, it is my policy and to not accept gifts from clients except in rare circumstances that we can discuss if it is of interest to you.

Client rights for therapy and rights regarding your clinical records can be found in the brochure “Counseling or Hypnotherapy Clients” published by the Washington State Department of Health; there is a link to this brochure on my website as well.

Should you have a concern about therapy with me, I invite direct feedback and welcome an opportunity to address your concerns in session. If you feel I have been unprofessional or



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unethical, you can contact the Dept. of Health HSQA Complaint Intake at 360.236.4700 or access forms online at www.doh.wa.gov/hsqa.

I welcome referrals, which signify your satisfaction and trust in my services. It is a privilege to serve my clients and an honor to receive referrals.

Online Client Portal & Telehealth Information

I use Simple Practice, a HIPAA compliant electronic health record platform from which I conduct my note-keeping, billing, scheduling, and telehealth sessions. All clients of Kind Heart Counseling, PLLC will receive access to Simple Practice's secure client portal from which you can complete forms, pay bills, receive and send messages, and upload documents (such as insurance card images). I can provide paper forms upon request.

Telehealth continues to be an option for therapy sessions when appropriate; appropriateness for telehealth sessions will be assessed and agreed upon at each session; depending on the specifics of our work and/or the ages and developmental level of your child, telehealth may not be suitable. In order to engage in telehealth, you will need an internet connection, personal device with camera and microphone (laptop, tablet, smart phone, etc.), and a private space in which you can safely engage in session. Attendance and payment expectations for telehealth appointments are the same as for in-person appointments, including charging a cancellation fee for a late cancel or no-show telehealth appointment.

Technology sometimes fails us! Should we encounter technical issues during a telehealth session, I will make efforts to reconnect through our video devices, give you a phone call, and offer to conduct our session in an alternative format or reschedule the session.

Please be aware that it is possible for insurance companies to change or cease coverage of mental health services via telehealth. You are responsible for confirming that you have access to telehealth coverage if you are billing insurance and will be responsible for any fees not covered.

Information regarding CONFIDENTIALITY, MANDATED REPORTING, and FEE STRUCTURE are provided separately from this document.

Client Consent & Signature



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I have received and reviewed Whitney Frank's Clinical Disclosure Statement. I have had the chance to ask any questions regarding this material and understand the information provided. I am of sound mind and body, participate in assessment and therapy voluntarily, and understand my responsibility to engage and collaborate in my therapeutic process. _____ (Initials)

I understand that if I have any questions or want additional information about any item in this document, I am free to ask at any time during the psychotherapy process. _____ (Initials)

I understand that to engage in therapy services, I must review and sign this form. I also must review and sign forms related to confidentiality and fee structure that are provided separately.
_____ (Initials)

Client Name (Printed): _____

Client Signature: _____ *Date:* _____

Caregiver Name (Printed): _____

Caregiver Signature: _____ *Date:* _____

Therapist Signature: _____ *Date:* _____