

AWIP (A Work in Progress) Counseling PLLC

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Practice Policies

Client Population and Services

AWIP (A Work in Progress) Counseling PLLC generally serves clients age 5 and older. Children younger than 5 may be considered on a case-by-case basis based on clinical appropriateness, developmental needs, caregiver involvement, and the counselor's scope of competence. Both in-person and telehealth services may be offered.

Scheduling

Appointments are reserved specifically for each client. Appointment frequency is determined collaboratively based on clinical need, availability, progress, and client preference. Appointment times are not guaranteed on an ongoing basis unless specifically arranged.

Fees and Payment

The standard session fee is \$100. The practice is self-pay. Payment is due at the time of the appointment and is generally processed through SimplePractice or the practice's current electronic practice-management/payment system.

Cancellations, No-Shows, and Late Arrival

- 24 hours or more notice: no cancellation fee.
- Less than 24 hours notice: \$50 late-cancellation fee.
- No-call/no-show: \$100, equal to the standard session fee.
- Late arrival may reduce the available session time. The session ordinarily ends at the originally scheduled time.

Communication

Routine practice communication may occur through the client portal and, when appropriate, email at jilliansiglercounseling@gmail.com. Electronic communication should generally be used for scheduling and administrative matters rather than emergencies or extensive clinical counseling. Response times may vary, and messages are not monitored continuously.

Telehealth

Clients participating in telehealth should use a private location and reliable internet connection. At each telehealth visit, the counselor may verify the client's current physical location and emergency contact information. If technology fails, the parties may attempt to reconnect or reschedule as appropriate.

Social Media and Online Boundaries

To protect confidentiality and professional boundaries, the counselor does not use personal social-media connections as part of the therapeutic relationship. Public educational content is not individualized counseling and does not create a therapist-client relationship.

Forms, Letters, and Records Requests

Requests for records, letters, forms, treatment summaries, or other documentation should be made with reasonable advance notice. The counselor will determine whether a requested document is clinically appropriate, within scope, and permitted by law. Completion of legal, disability, custody, forensic, or other specialized documentation is not guaranteed.

Court and Legal Matters

Counseling is treatment-focused and is not intended to serve as a custody evaluation, forensic evaluation, or expert-witness service. If records or testimony are sought in a legal matter, the practice will respond according to applicable law and professional obligations.

Minors and Custody Documents

If a minor is named in a custody agreement or court order, current legal documents must be provided before counseling begins. The practice may pause services when legal authority to consent, obtain information, or access records is unclear until appropriate documentation is received.

Ending Services

Clients may discontinue counseling at any time unless otherwise required by law. When clinically indicated, the counselor may discuss referrals, a higher or different level of care, or planned termination.

Electronic or Physical Signature

By signing electronically or by hand, I acknowledge that my signature has the same intent as a handwritten signature and confirms my acknowledgment/consent to this form, as applicable.