

Policies & Client Agreement Form

Peer Support for Multiples



This document serves as the basis of a formal agreement between you and peer worker, (DBA) Jade Miller. Please read this document and ask any questions you have so that you understand everything in it before signing the document. This document also lays out the policies for Jade Miller Peer Consulting and your signature serves to confirm that you have read and received a copy of these policies.

Status as a Peer Worker

There are advantages and risks in utilizing a peer worker instead of a professional mental health practitioner as a source of support in times of emotional distress. Peer workers have the advantage of years of lived experience with many mental health issues, so they are able to uniquely understand and support someone else experiencing similar struggles. However, they are not formally qualified to give medical, psychiatric, or legal advice.

Peer workers – like formal mental health practitioners – hope that by offering their unique form of support and insight, they can help provide wisdom and perspective that improves the quality of life for their clients. However – also like formal mental health practitioners – there is no way to guarantee any particular outcome will result in working with a peer worker.

Part of the process of attempting to alleviate negative feelings/ symptoms may involve discussing aspects of someone's life that they find difficult. This could potentially include traumatic events in the client's history, or struggles they are currently wrestling with (which may or may not be rooted in the past). Because of this, clients may experience uncomfortable feelings during the healing process. As with any attempt to help, support, or intervene, there is no way to predict or guarantee what each individual will experience.

By signing this document, you acknowledge that you understand that (DBA) Jade Miller is not a professional mental health practitioner and you assume all risks in choosing to hire her as a peer worker. You agree that she will not be held legally responsible or in any way liable for any adverse outcome that may occur as a result of hiring her as a peer worker.

Confidentiality

Before working together all clients are asked to fill out an application form to determine if we would be a good fit for working together. If there are things beyond my level of experience or knowledge that make me feel we are not a good fit, I am happy to give referrals, if I have any. Completed application forms are stored on my personal computer

which is password protected and kept closed and locked when not in use. This information will not be shared with anyone else except as required by law in the event that any legal situation might mandate that I do so.

There are legal limits to the confidentiality I can maintain. I agree to keep all information you tell me confidential from everyone else (including my husband), **except** for the following situations:

1. You tell me that a minor child or dependent adult is being abused or that you have reason to believe that a minor child or dependent adult is, or is in danger of, being abused;
2. You tell me that you intend to kill yourself;
3. You tell me that you intend to kill someone else

Those 3 situations listed above are the exceptions for which I cannot legally keep information confidential. I am legally bound to contact the appropriate authorities in these cases. If such a situation were to arise, I would do my best to keep disclosure of any other unrelated information at a minimum. However, I will disclose whatever information is required of me by law.

Note Taking During Sessions

I also typically take notes during sessions on a Word document titled with your name. These files are also stored on my personal computer which is password protected and kept closed and locked when not in use. I keep all files for 6 months after services are terminated, upon which the files are permanently deleted. (If services are resumed before 6 months have passed, the file will be updated.)

I take notes so that I can review any information you tell me after our session, and so I have a record of what we talked about last in case I need to refresh my memory later. Sometimes insights might come to me about the information given that did not occur to me previously, or I may want to revisit a certain topic later. I also take notes so that I can remember the details of your story without having to ask you the same questions or take up session time being reminded of specifics.

Sessions and Refund Policy

(DBA) Jade Miller is available by phone (or Zoom call) at the time your session is scheduled for. If you need to reschedule, please let me know as soon as possible so I can update my calendar and open up that slot on my schedule again for someone else. I would like at least 24 hours' notice if you already know you won't be able to attend your session that week, but I also understand that things can come up unexpectedly (such as sickness or an emergency). I will do my best to reschedule your session for a different time.

Please try to show up on time (or even a little bit early) for your session so that we can get started on time. I may have other sessions scheduled after yours, so I will not be able to go over the allotted time.

Sessions cannot be refunded but they can be rescheduled. I ask that you take your commitment to our work together very seriously, and do not make the commitment if you are not prepared to follow through. I am setting aside the time on my calendar to show up for you...please do the same.

If a client is a no-show for their session without letting me know beforehand more than two (2) times, that client will be referred elsewhere.

Availability

Due to other obligations, I am not available outside session times. If you are experiencing a crisis, I ask that you utilize local crisis support services and notify me via email or text message. You may email me at talktoj8@gmail.com - but please understand that I may not be able to respond to all emails or text messages I receive. Not receiving a response from me does not mean I do not care, it simply means I was not able to respond to it at that time. I might have been with another client or handling other obligations. I will do my best to at least communicate that I have received it.

Please be aware that email is not guaranteed to be a secure way to communicate.

My phone # for phone sessions is 978-785-PEER (7337). I do not typically answer any unsolicited calls on this phone line. You may send me a text message or email in a crisis situation, if you need to reschedule a session, or to double check your session time. I will respond as soon as I am able.

For Zoom calls, I will send you the link via email sometime before your session.

Payment Policies

At the moment I can only accept PayPal payments. Please wait for me to send an invoice after you've requested a booking; this is to help me with bookkeeping on my end, and for accurate records during tax season.

All sessions must be pre-paid by the day of the session, before we begin. You can pay it earlier if you wish. If a session has not been paid for by the scheduled time, it will have to be rescheduled. If this happens more than twice I will refer the client to other services.

What are your personal religious beliefs?

I do believe in a God but definitely am not interested in putting myself in any particular religious box. I am an "exvangelical" which means I have recognized - and am committed to fighting - the misogyny, the racism, the patriarchal theology, and the deeply toxic and dehumanizing theology found in conservative, fundamentalist Christianity. I reject those toxic mentalities and support creating a world where all people are equal regardless of race, gender, orientation, etc.

I am very much pro LGBTQ+, I do my best to be an ally to people of color, and I am continually seeking to keep learning about how I have benefited through no merit of my own, solely from being born as a white cisgender heteronormative female-identifying person in this country. I am not perfect, but I want to keep learning ways to use my unearned privilege to stand up for people who are marginalized and discriminated against, and change the culture surrounding these topics.

So whatever loving God you might associate with these things - that's the one I believe in. But it's also important to note that I do not need to bring in any reference to my or your faith in sessions, if you prefer to leave that topic out of sessions. That's totally fine. You get to decide.

I will also respect your choice if you do still identify with the conservative right-wing branch of Christianity, but we will have to decide whether this is a topic we want to discuss in sessions or not since our beliefs differ so much.

Supervision & Grievance Policy

I feel strongly that having a supervisor for my role as a peer worker is a step toward maintaining some accountability in a profession where there is no particular governing body. At this time my supervisor's name is Sarah Reece and she is someone that I communicate with after sessions, in order to debrief. I also keep her advised as to the types of issues I am providing support for, and to check in on my own emotional stamina in a helping role. Having a supervisor protects both myself – in the event that I get triggered, or need support for myself as I provide support to many others – and the client (you).

While I would never intentionally handle something badly, in the event that there was a conflict between one of my clients and myself, Sarah is a person that could be a mediator if the need should arise.

If for some reason you have a grievance and we cannot work it out together, Sarah is available for you to contact. Her contact email is sarah@di.org.au and you can also find her on FB as the admin of The Dissociative Initiative. Your signature on this form agrees that I have your permission to share information with Sarah. Her legal limitations to confidentiality would be the same as mine listed previously in this document.

I have read and understood this document and agree to everything written herein.

Client name (printed)

Date

Client name (signature)

Date