

CAROL A. GOODRICH, MA
HOLISTIC MENTAL HEALTH
MILTON, VT 05468
(802) 305-8299

PROFESSIONAL SERVICES POLICY

This document contains important information about professional services and business policies of Carol A. Goodrich, MA, Registered Psychotherapist.

PSYCHOTHERAPY AND COUNSELING

In general, psychotherapy means providing treatment, diagnosis, evaluation, or counseling services to individuals or groups for the purpose of helping with emotional issues or for addiction issues. Psychotherapy helps you to understand motivation, resolve emotional, relationship or attitudinal problems, or to change behavior which interferes with functioning. The words psychotherapy, therapy, counseling and psychotherapist, therapist, counselor or clinician may be used interchangeably in this policy.

Psychotherapy/counseling is a cooperative effort between the client and the clinician and may involve the discussion of material which is upsetting in nature, but which may help you resolve your problems. There is no guarantee that you will feel better.

MEETINGS

Psychotherapy sessions are approximately 1 hour in length. Sometimes sessions are 45 or 30 minutes in length. We will work out the length of the sessions and the days upon which we will be meeting.

CANCELLATIONS/MISSED APPOINTMENTS/LATE POLICY

- Please call 24 hours in advance if you need to cancel your appointment.
- Call as soon as possible before or after the appointment if there is a personal or family emergency that caused you to miss your appointment.
- If you do not call and do not show up for your appointment and I do not hear from you within 24 hours, I may not be able to keep a therapy slot open for you.
- If you are more than 15 minutes late, I may need to reschedule your appointment.
- You are allowed to cancel up to three appointments per year (either with 24 hours notice or within 24 hours after the appointment if there is an emergency). If you have to cancel due to an extenuating circumstance, please let me know. If you cannot meet this standard, referrals can be made for counseling with another therapist in the community. Your year is determined by your anniversary date of your first therapy session. The purpose of this policy is to ensure consistency and continuity of care for you.

PROFESSIONAL FEES AND INSURANCE REIMBURSEMENT

The published rates are as follows: an initial diagnostic evaluation is \$220.00, 1 hour psychotherapy session is \$185.00, and a 30-minute therapy session is \$125.00. Your insurance will be billed directly if I am a contracted provider with your insurance company. However, you are responsible for paying any co-payments that are necessary for services rendered at the time of your visit.

If you are uninsured, a sliding scale fee is available upon request. If it is determined that you will be on a sliding scale fee, then you will be responsible for the designated amount each session.

Payment is expected to be made at time of service. Payment arrangements can be negotiated and arranged as they are necessary.

CONTACT INFORMATION /EMERGENCIES

I can be contacted by phone during normal business hours from 8 am – 5pm, Monday through Thursday by calling **(802) 305-8299**.

If you leave a message, I will try to get back to you as soon as possible. Please note, however, that this practice is not full-time and I may not be able to respond immediately to your call. I do check my voicemail several times per day, and most calls are returned within 24 hours.

- If you are experiencing a mental health emergency and need immediate assistance, please call your county's local mental health emergency number, call 911, or go to your local hospital's emergency department.

CONFIDENTIALITY

Your confidentiality is important. Federal (42 CFR, Part 2 for substance abuse related issues) and State laws protect the release of confidential information. No information can be disclosed to anyone outside of this practice without your written consent except in certain cases, such as the following where I may be mandated to report to appropriate agencies or individuals:

- 1.) Vermont law requires me to report actual or suspected cases of abuse involving children and vulnerable persons including the disabled and elderly.
- 2.) I will take appropriate actions if you are in imminent danger to yourself or others.
- 3.) I reserve the right to disclose to appropriate personnel credible threats of violence or harm made against identifiable victims, including persons and property.
- 4.) On rare occasions, I may be required to comply with a court-ordered subpoena to testify or provide records.
- 5.) I may need to convey medical information about you in an emergency situation.

In addition, I need to relay diagnostic and treatment plan information to your insurance company in order to obtain authorization for services, payment and to comply with regulatory health care operations such as quality improvement activities.

MINORS

We will discuss with you what kind of information you would like us to share with your parents. In certain cases, you may not need to have parental consent for mental health or addiction services. We will need to determine this on an individual basis, and we urge you to discuss this issue with your counselor or therapist. In certain instances, we may need to relay information to your parents in cases of emergencies (medical emergencies, suicidal issues or attempts, drug/alcohol overdoses, for example).

My signature on the Signature Page of the Professional Services Policy acknowledges that I have been given this policy. It also acknowledges that I have read the policy and have had it adequately explained to me. I consent to treatment for mental health and/or drug and alcohol issues.

CLIENT RIGHTS

- You have the right to be treated with dignity and respect at all times when receiving services provided by this practice. You have the right to adequate and humane treatment.
- You have the right to treatment without regard to race, religion, gender, ethnic background, age, sexual orientation, ability, or HIV status.
- You have the right to be informed about all practice policies that affect the course of your treatment experience or services.
- You have the right to an individualized treatment or support plan.
- You have the right to treatment in the least restrictive environment available and appropriate to your needs.
- You have the right to privacy. Your confidentiality is protected by State and Federal law except in specific cases allowed by law.
- You have the right, to the extent permitted by law, to specific treatment procedures.

These rights do not:

Require any health, mental health, or service professional to administer treatment contrary to such professional's judgment if the treatment or service is deemed to be harmful to the individual's well-being or is beyond the financial resources of the organization.

None of the above rights shall prevent a program from reducing or eliminating services to a person for whom the provision of appropriate treatment or services is impossible as a result of a person's refusal to consent to or cooperate with reasonably offered and provided care and support services.

Office of Professional Regulation

The Office of Professional Regulation provides Vermont licenses, certifications, and registrations for over 37,000 practitioners and businesses. Thirty-nine professions and occupations are supported and managed by this office. A list of professions regulated can be found at <http://vtprofessionals.org>.

Each profession or occupation is governed by laws defining professional conduct. Consumers who have inquiries or wish to obtain a form to register a complaint may do so by calling (802) 828-2363 or by writing the Secretary of State's Office of Professional Regulation at 26 Terrace St., Montpelier, VT 05602-2972.

Upon receipt of a complaint, an administrative review determines if the issues raised are covered by the applicable professional conduct statute. If so, a committee is assigned to investigate, collect information, and recommend action or closure to the appropriate governing body.

All complaint investigations are confidential. Should the investigation conclude with a decision for disciplinary action against a professional's license and ability to practice, the name of the license holder will then be made public.

Disciplinary action through the Office of Professional Regulation ranges from reprimand to revocation of license but does not involve financial compensation or restoration, with some exceptions. Financial restoration can be pursued through private attorneys, small claims courts, or other available remedies.

§ 129a. Unprofessional conduct

(a) In addition to any other provision of law, the following conduct by a licensee constitutes unprofessional conduct. When that conduct is by an applicant or person who later becomes an applicant, it may constitute grounds for denial of a license or other disciplinary action. Any one of the following items, or any combination of items, whether or not the conduct at issue was committed within or outside the state, shall constitute unprofessional conduct:

- (1) Fraudulent or deceptive procurement or use of a license.
 - (2) Advertising that is intended or has a tendency to deceive.
 - (3) Failing to comply with provisions of federal or state statutes or rules governing the practice of the profession.
 - (4) Failing to comply with an order of the board or violating any term or condition of a license restricted by the board.
 - (5) Practicing the profession when medically or psychologically unfit to do so.
 - (6) Delegating professional responsibilities to a person whom the licensed professional knows, or has reason to know, is not qualified by training, experience, education or licensing credentials to perform them.
 - (7) Willfully making or filing false reports or records in the practice of the profession; willfully impeding or obstructing the proper making or filing of reports or records or willfully failing to file the proper reports or records.
 - (8) Failing to make available promptly to a person using professional health care services, that person's representative, succeeding health care professionals or institutions, upon written request and direction of the person using professional health care services, copies of that person's records in the possession or under the control of the licensed practitioner.
 - (9) Failing to retain client records for a period of seven years, unless laws specific to the profession allow for a shorter retention period. When other laws or agency rules require retention for a longer period of time, the longer retention period shall apply.
 - (10) Conviction of a crime related to the practice of the profession or conviction of a felony, whether or not related to the practice of the profession.
 - (11) Failing to report to the office a conviction of any felony or any offense related to the practice of the profession in a Vermont district court, a Vermont superior court, a federal court, or a court outside Vermont within 30 days.
 - (12) Exercising undue influence on or taking improper advantage of a person using professional services, or promoting the sale of services or goods in a manner which exploits a person for the financial gain of the practitioner or a third party.
 - (13) Performing treatments or providing services which the licensee is not qualified to perform or which are beyond the scope of the licensee's education, training, capabilities, experience, or scope of practice.
 - (14) Failing to report to the office within 30 days a change of name or address.
 - (15) Failing to exercise independent professional judgment in the performance of licensed activities when that judgment is necessary to avoid action repugnant to the obligations of the profession.
- (b) Failure to practice competently by reason of any cause on a single occasion or on multiple occasions may constitute unprofessional conduct, whether actual injury to a client, patient, or customer has occurred. Failure to practice competently includes:
- (1) performance of unsafe or unacceptable patient or client care; or
 - (2) failure to conform to the essential standards of acceptable and prevailing practice.
- (c) The burden of proof in a disciplinary action shall be on the state to show by a preponderance of the evidence that the person has engaged in unprofessional conduct.
- (d) After hearing, and upon a finding of unprofessional conduct, a board or an administrative law officer may take disciplinary action against a licensee or applicant, including imposing an administrative penalty not to exceed \$1,000.00 for each unprofessional conduct violation. Any money received under this subsection shall be deposited in the professional regulatory fee fund established in section 124 of this title for the purpose of providing education and training for board members and advisor appointees. The director shall detail in the annual report receipts and expenses from money received under this subsection.
- (e) In the case where a standard of unprofessional conduct as set forth in this section conflicts with a standard set forth in a specific board's statute or rule, the standard that is most protective of the public shall govern. (Added 1997, No. 40, § 5; amended 2001, No. 151 (Adj. Sess.), § 2, eff. June 27, 2002; 2003, No. 60, § 2; 2005, No. 27, § 5; 2005, No. 148 (Adj. Sess.), § 4; 2009, No. 35, § 2.)

§ 3210. Unprofessional conduct

(a) The following conduct and the conduct set forth in section 129a of Title 3 by a licensed social worker constitutes unprofessional conduct. When that conduct is by an applicant or a person who later becomes an applicant, it may constitute grounds for denial of a license:

- (1) failing to use a correct title in professional activity;
 - (2) conduct which evidences unfitness to practice clinical social work;
 - (3) engaging in any sexual conduct with a client, or with the immediate family member of a client, with whom the licensee has had a professional relationship within the previous two years;
 - (4) harassing, intimidating, or abusing a client or patient;
 - (5) practicing outside or beyond a clinical social worker's area of training, experience or competence without appropriate supervision;
 - (6) engaging in conflicts of interest that interfere with the exercise of the clinical social worker's professional discretion and impartial judgment;
 - (7) failing to inform a client when a real or potential conflict of interest arises and to take reasonable steps to resolve the issue in a manner that makes the client's interest primary and protects the client's interest to the greatest extent possible;
 - (8) taking unfair advantage of any professional relationship or exploiting others to further the clinical social worker's personal, religious, political or business interests;
 - (9) engaging in dual or multiple relationships with a client or former client in which there is a risk of exploitation or potential harm to the client;
 - (10) failing to take steps to protect a client and to set clear, appropriate and culturally sensitive boundaries, in instances where dual or multiple relationships are unavoidable;
 - (11) failing to clarify with all parties which individuals will be considered clients and the nature of the clinical social worker's professional obligations to the various individuals who are receiving services, when a clinical social worker provides services to two or more people who have a spousal, familial or other relationship with each other;
 - (12) failing to clarify the clinical social worker's role with the parties involved and to take appropriate action to minimize any conflicts of interest, when the clinical social worker anticipates a conflict of interest among the individuals receiving services or anticipates having to perform in conflicting roles such as testifying in a child custody dispute or divorce proceedings involving clients.
- (b) After hearing, and upon a finding of unprofessional conduct, an administrative hearing officer may take disciplinary action against a licensed clinical social worker or applicant. (Added 1985, No. 253 (Adj. Sess.), § 1; amended 1989, No. 250 (Adj. Sess.), § 4(b); 1993, No. 98, § 30; 1993, No. 222 (Adj. Sess.), § 6; 1997, No. 40, § 36; 1997, No. 145 (Adj. Sess.), § 52; 1999, No. 133 (Adj. Sess.),

CREDENTIALS AND EDUCATION

Carol A. Goodrich, MA

Credentials

- Vermont Registered Psychotherapist

Education

- University of Vermont, Associate's in Science May 1996
- Saint Michael's College Bachelor of Arts Degree in Psychology December 2022
- Saint Michael's College Master of Arts in Clinical Psychology May 2025

Previous Relevant Experience

- Veteran's Affairs Mental Health Clinic
Clinical and Individual Therapist
- Support and Services at Home (SASH)
Community and Individual Therapist
- Master Resiliency Training (MRT)
U.S. Army

Experience includes working with adults, children, and families providing individual and family psychotherapy, case management, resource and referral, advocacy, and psychoeducation. Therapeutic orientation is primarily focused on mind-body medicine approaches combined with the use of a strengths-based approach using motivational interviewing, Bowen Family Systems therapy, cognitive behavioral therapy, brief psychodynamic therapy, solution-focused and narrative therapy tailoring services to the needs of the individual.