

1. POLICIES (updated 6/23)

Welcome and purpose

Welcome to Tikkun Healing and Wellness, Somatic and Mindfulness-Based Psychotherapy with Leigh Rosenberg (she/her), MSW. You have taken an important step in reaching out for support through psychotherapy services, and I am honored to work with you. The following information is meant to support you in understanding my policies, procedures, and privacy practices, and also in knowing your rights and responsibilities. I hope that transparency around these policies will support you in receiving the best possible service. Please note that the following document applies to telehealth (videoconference or phone) and in-person services, except as noted.

Please read this document carefully. I encourage you to speak with me about any concerns or questions regarding any of my practices or policies. After signing, you can download this document for your records, or access it any time via your TheraNest client portal.

About Leigh and Tikkun Healing and Wellness

The name Tikkun Healing and Wellness draws upon Tikkun Olam in my ancestral, Jewish tradition, which means “to mend a broken world”. This includes seeing how to heal wounds in relationships with others and ourselves, and in ensuring responsive social policies and cultural patterns. In my work, I aim to accompany you with care, gentleness, and wisdom, in manifesting healing and discovering wholeness at any of the levels where it feels needed.

I earned my Masters in Social Work in 2000 from the University of Wisconsin-Madison, and worked for many years in policy, research and community organizing around affordable housing and other issues. In 2021, I began a new social work “career” as a therapist, honoring shifts in my own life experience. I hold a Licensed General Social Worker (LGSW) license with the Minnesota Board of Social Work.

Several identities inform my work; I’m a cis-gendered woman, European-Jewish ancestrally and culturally, inspired by Buddhism, and racialized as white. I’m married to an immigrant from Asia, and I have a long-standing commitment to social and racial justice and healing.

In addition to receiving trainings across several psychotherapy modalities, I have been meditating since 2006 under the guidance of several respected Buddhist teachers and mentors, and have spent many weeks in retreat. I have also been a grateful therapy client. All of this helps equip me to support clients in healing and growing, and often uncovering deeper compassion and wisdom along the way.

With my licensure, I work under the supervision of Tracy R. Williams, a Licensed Independent Clinical Social Worker (LICSW). If ever required, you can reach her at licsw@tracywilliams.hush.com.

Therapy Approaches and Process

Sometimes more than one approach can be helpful in working with clients’ challenges. I am likely to draw upon various treatment approaches according to the problem being addressed, and my assessment of what will most benefit clients. These approaches include, but are not limited to Sensorimotor Psychotherapy, mindfulness and meditation, Accelerated Experiential Dynamic Psychotherapy (AEDP), parts work informed by Trauma Informed

Stabilization Treatment (TIST) and Internal Family Systems, Dialectical Behavioral Therapy, and Transforming Touch. I continue to expand skills in these and other modalities.

Of note, Leigh Rosenberg has been trained in Transforming Touch, and may incorporate non-sexual touch as a part of psychotherapy with clients, when discussed in advance and mutually agreed upon as appropriate between client and therapist. (Sexual touch of clients by therapists is always unethical and illegal.) She will ask the client permission before touching them, and the client has the right to decline or refuse to be touched without any fear or concern about reprisal. Touch can be very beneficial, but can also unexpectedly evoke emotions, thoughts, physical reactions or memories that may be upsetting, depressing, and evoke anger. Sharing and processing such feelings with the therapist, if they arise, may be a helpful part of therapy. When touch is being used, the client may request not to be touched at any time during therapy without needing to explain it, with no fear of punishment.

Voluntary participation

As a client, you voluntarily agree to individual psychotherapy treatment, and you may terminate any time without penalty. You can best support your success in therapy by: arriving on time and prepared to engage in the process of therapy; finding ways to experiment with, practice with, or apply what you are discovering in therapy between sessions, and reporting any changes in your mental health as openly and honestly as you can.

Frequency and length of therapy

Psychotherapy sessions can be scheduled once per week, on alternate weeks, or at another frequency; this can change as your needs and goals change. If at any point you feel that my services are not best matching your needs, that your therapy feels complete, or that you would like a break from therapy, please let me know directly. That way, we can acknowledge and talk through what has gone well and what has not, and discuss any next steps, resources, or referrals. Terminating therapy at any point is completely your choice. The only exception is when, in my professional judgment, I feel that work with me is not serving your interests. If you choose to terminate with me, you can return for services in the future as soon as an opening is available.

Benefits and risks of therapy

BENEFITS: Many people do feel better with therapy, and may experience: improved coping skills, discovering solutions to problems, understanding oneself better, more freedom regarding painful memories or patterns from the past, better communication skills and relationships, improvements in mood or self-esteem, greater compassion, greater capacity to feel joy, and/or more wisdom and trust.

RISKS: However, none of these benefits are guaranteed, as with any type of intervention, there are also risks. There is a possibility of symptoms worsening or of developing new symptoms during the course of therapy. At times therapy may involve contacting painful memories, or feeling difficult emotions like sadness, guilt, anger, frustration, loneliness, fear, vulnerability, etc., or feeling associated discomfort in the body. It is not uncommon to feel worse before you feel better in therapy. I will make every effort to support you in moving into difficult terrain at a pace and level that is appropriate. Sometimes changes you wish to see will not manifest, or may happen very slowly, which can be disappointing. Clients can find that even helpful shifts can be unsettling or necessitate making new or difficult life choices.

Limits to service and scope of practice

When clients go through periods when the level of support required is greater than what I can provide, such as with high levels of suicidal urges, I may require that in order to continue working with me, that you seek additional care from another clinician or clinic equipped to provide the needed level of support.

I do not provide custody evaluation recommendations, medication or prescription recommendations, nor legal advice, as these do not fall within my scope of practice.

Alternative forms of care

There are different ways to be supported in healing. Alternative forms of care to psychotherapy with Tikkun Healing and Wellness might include: group therapy, stress or anger management courses, peer self-help groups, biblio-therapy, meditation community group participation, bodywork, and/or support groups. Making a good “match” is also important - individual therapy with a different mental health practitioner will provide a better fit for some people.

Rates, payments, cancellations, and missed appointments

Individual therapy sessions are \$120 for a 55-minute session, with a sliding scale fee available. The sliding scale fee is \$30-\$100, or another rate we agree upon together. Please speak to me at any point to adjust your payment level up or down as appropriate.

Any unpaid invoices will be sent to you electronically by email. You are responsible for payments upon receipt of invoice. Payments are accepted by credit card through the TheraNest Client Portal or by check.

For cancellations or rescheduling appointments, 24 hours' notice, or 1 full business day, is required. (eg. please cancel by 3pm Friday if you have a Monday 3pm appointment). Missed appointments and late cancellations of less than 24 hours' notice will be charged 50% of your current payment rate. Any decision to waive this fee due to special circumstances is at my discretion.

On rare occasions, due to illness or unforeseen events, I may also need to reschedule an appointment with you or ask to change from in-person to telehealth. I will contact you as far in advance as possible, should this occur.

How to reach Leigh

Knowing how to contact me and how and when I will respond supports our relationship. I use encrypted, secure communications channels to protect your privacy. Exchanging secure messages or texts will require you to do some advance setup, but is free for you to use. When you need to contact me securely, you can reach me:

****BY PHONE** at (612-351-1816). If I do not answer, please leave a message on the confidential voicemail.

****By SECURE MESSAGES SIMILAR TO EMAIL**, through the client portal at TheraNest at <https://tikkunhealing.mytheranest.com/> I will send you a link to create your own TheraNest login and password. Whenever a message is sent to you via TheraNest, you will receive an email notification with a link to log in and access and reply to your message. (Click on “Inbox” at top to view or send messages.) TheraNest can also be used to send me electronic files using the “Attach File” button when composing your message. (When required, I also offer another secure messaging option through MailHippo at <https://sendsafe.to/leigh@tikkunhealing.net.>)

****By SECURE TEXT MESSAGES** using iPlum. I will ask you if you would like me to send you a link to create a secure text channel to me through iPlum. You can access iPlum secure text messages by computer at <https://my.iplum.com/> OR on a smartphone by installing the iPlum app.

****BY UNSECURE METHODS**: Some clients may text or email through unsecure/unencrypted channels, including my general email, leigh@tikkunhealing.net, or texting directly at 612-351-1816. If you choose to communicate with me by standard/non-secure email or text message, please inquire about the potential confidentiality or delay risks of doing so. When clients choose to communicate through unsecured channels, they agree to forego the protections to their private health information offered by secure channels.

****For TELEHEALTH** (virtual) sessions, visit <https://doxy.me/leighrosenberg> to connect at the time of our session. I am unable to respond to instant messages via doxy.me outside of our scheduled sessions.

RESPONSE TIME: I will do my best to respond in a reasonable amount of time to your messages and calls, typically within 1-2 business days, not including weekends and while on vacation. I will leave an auto-reply on my text and phone if I will be unreachable on vacation.

Emergency contacts

If you ever experience a mental health crisis, please take the most appropriate action from the options below:

****For a life-threatening emergency, please call 911 or go to the emergency room.**

****Call a mental health crisis line at 988. See <https://mentalhealthmn.org/#gethelp> for more options.**

****Text 988 for crisis support by text.**

If you need to contact me in an emergency, the best methods are by phone (612-351-1816) or secure iPlum text message (regular texts are not secure, and may be delayed). Please be aware that as a part-time, private practitioner, I am not able to offer after-hours service or coverage during vacations, holidays and weekends. Also see Limits to Service above regarding the level of care I am equipped to provide.

Telehealth

When not meeting in-person, psychotherapy services will be provided via telehealth (videoconference or phone).

NOTE: due to licensure requirements, clients must be physically located in MINNESOTA or OHIO, the two states in which Leigh Rosenberg is licensed, at the time of all telehealth calls.

Benefits of telehealth include convenience, the feeling of safety in receiving therapy from home for some clients, and protection from COVID-19 or other transmissible diseases. Risks may include disruption of the therapy session due to technology failures, interruption and/or breaches of confidentiality by people unexpectedly entering the space of therapy, breaches of security inherent in any internet-based communication, including those which are secure, and/or limited ability for the therapist to respond to emergencies.

Either you or I may discontinue telehealth sessions at any time, if it is felt that the video technology is not adequate for your care. If there is an emergency during a telehealth session, I may call emergency services and/or your emergency contact person.

To connect securely via telehealth, please visit <https://doxy.me/leighrosenberg> at the time of your appointment. If the video conferencing connection drops during a session, please have an additional phone line available to re-contact me.

Recording of sessions

No audio or video recording of sessions is permitted by either the client or therapist, except with express verbal consent of both parties. The most common reason to consent to recording, for either in-person or telehealth, would be to record a guided meditation for your use outside of sessions.

Office sharing

Tikkun Healing and Wellness is a sole proprietor, limited liability company (LLC). When offering in-person sessions in any office space subleased from other professionals, I operate independently of their services.

Protecting privacy and confidentiality (see also NOTICE OF PRIVACY PRACTICES)

I am committed to respecting the confidentiality of information about your health before, during, and after services provided by Tikkun Healing and Wellness, in alignment with HIPAA rules about release of information.

Please read the separate NOTICE OF PRIVACY PRACTICES carefully to understand:

****How the private health information I collect about you is used.**

****When your informed consent must be given for me to release information about you.**

****When your consent is not required for me to release information about you (for example, in cases of suspected child or vulnerable adult abuse, imminent risk of suicide, or imminent risk of homicide or serious threat to another).**

****What your rights and choices are around your private information.**

SOME SPECIFIC WAYS that I protect your privacy and protected health information:

****By using secure, encrypted communications methods for communicating with clients and others (iPlum for phone/text and TheraNest for email-type messages)**

****By using a secure, encrypted system (TheraNest) for all electronic client records, billing, etc.**

****By keeping paper psychotherapy notes (notes taken during/after sessions for my own use in providing services to you) in a locked filing cabinet. These notes will not be released without your consent, except if ever required by law.**

****When communicating with consulting, credentialed professionals regarding how I can offer the best care for you, I omit or change any identifiers.**

****By releasing the minimum amount of information required, any time sharing protected information about you is required.**

YOU CAN ALSO TAKE STEPS to protect the privacy of your electronic communications with me:

****Please refrain from using social media or social media messaging apps to communicate with me. These methods have poor security, and I do not monitor them for client messages.**

****Consider who may access your electronic devices and messages, and the risk of others seeing our communications. This may be a special consideration in using work or school emails, since technicians or administrators could potentially access our email communications.**

****For Telehealth/virtual sessions, find a private location where you will not be interrupted during sessions, and where cellular signal and/or internet will be reliable, to the extent possible.**

NOTE: In order to receive care from me, I will need written consent from you to share your health information with my supervisor, Tracy Williams, due to my licensing requirements. See the NOTICE for more information.

Policy changes

If changes to the policies of Tikkun Healing and Wellness are made in the future, I will inform you in writing and/or verbally, and will make the updated policies available to you. An up-to-date NOTICE OF PRIVACY PRACTICES will be available on the website and can be provided in paper form by request.

Policies updated: June 2023