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**Galina Olivera-Celdran, PhD, LPC, LPCS**  
**Licensed Professional Counselor/Supervisor**

## **COUNSELOR'S PROFESSIONAL DISCLOSURE STATEMENT AND CLIENT'S INFORMED CONSENT**

### **BACKGROUND OF CLINICIAN/EDUCATION AND CREDENTIALS**

I received my PhD in Counseling Education and Supervision from the University of North Carolina, Charlotte in 2011 my Master of Arts in Christian Counseling from Gordon-Conwell Theological Seminary in 2006. I am a Licensed Professional Counselor Supervisor in the state of North Carolina (LPCS License # S7400).

### **COUNSELING EXPERIENCE**

I have 13 years of postgraduate counseling experience. I have worked in private, college and non-profit sectors providing counseling for adults, children, adolescents, families and couples, and individuals experiencing mental health, relationship, substance abuse, or career related issues.

### **COUNSELING APPROACH**

I take an integrated approach to counseling that combines Biblical principles with insights from psychological theories. I believe that man was created to have a meaningful life that can be fully experienced in the relationship with God and other human beings. In the process of therapy, I utilize approaches that focus on psychological development, cognitive constructs, and interpersonal relationships. Psychodynamic theory emphasizes that present problems are often traced to unresolved childhood conflicts that have been repressed. Unconscious material that has been brought to the conscious level can be dealt with in rational ways. Family systems theory is concerned with how people organize and how they communicate by focusing on current behaviors, communication and roles with the presumption that whatever affects one part of the system also affects other parts. The major contributions of social learning theory are the emphases on learning – including how persons may relearn – and reciprocity in relationships. This involves using such techniques as communication skill training, problem solving skill training, and contingency contracting. Cognitive approaches deal with recognizing and if necessary – modifying – a person's beliefs and thought patterns. Substance abuse counseling incorporates the above-mentioned approaches with additional education on addiction and recovery process to help the individual achieve and maintain abstinence from alcohol and drugs. My areas of expertise include: (a) Mental health counseling (both general and severe psychological concerns); (b) Relationships/couples counseling; (c) Substance use/abuse counseling; (d) Post-traumatic stress (domestic violence, sexual assault, incest, trauma) counseling; (e) Career counseling.

### **CLIENT POPULATIONS**

Initially, I will agree to meet with a potential client regardless of age, color, culture, disability, ethnic group, gender, race, religion, sexual orientation, marital status or socio-economic status. I may decline meetings with a client if I feel, in my professional opinion, that I cannot help them or if they would be better served with the services of another professional. If a referral elsewhere is needed, I will provide information regarding services for the client's consideration.

### **CONFIDENTIALITY**

I will protect the confidentiality of information received in our counseling relationship as specified by federal and state laws, written policies and ethical standards. For any of the following matters, legally and ethically, I may break confidentiality and involve others who can help:

- A. If mandated by a court of law,
- B. If disclosure is required to prevent clear and imminent danger to yourself and/or others,
- C. If I am made aware of potential or actual occurrence(s) of physical/sexual abuse of minors, persons with disabilities or senior citizens.

Even under these circumstances only essential information will be revealed and as much as possible you will be informed before confidentiality is broken. In the event the client is a minor, parents or legal guardians may be included in the counseling process as is appropriate, however measures will be taken to safeguard confidentiality, always acting in the best interest of the client.

I may converse with other counselors/therapists in peer and supervisory consultation situations, without revealing your identity, to improve the quality of your treatment. If you choose to use insurance or managed care companies, I may be required to release confidential information in order for you to receive reimbursement. This information will be released to insurance with your prior written consent and may include diagnosis and treatment goals.

**LENGTH OF SESSIONS**

Counseling sessions are designed to last 53-55 minutes. It is possible to adjust the length of a session if necessary and should be agreed upon in advance. If, for any reason, you are unable to keep an appointment, you must contact our office to cancel or re-schedule at least 24 hours before the scheduled time. You may call and leave a message with the staff or on the voicemail system.

**FEES/METHOD OF PAYMENT**

The leadership of Agape Christian Counseling determines the counseling fee structure. Clients may use their insurance if applicable. A receipt of full payment may be requested for submission to client’s insurance company for appropriate reimbursement. Counseling fees are accepted in the form of cash, check, debit or credit card and the fee is collected at the beginning of each counseling session. Checks are made payable to “Agape Christian Counseling.” Please note that if your check is returned for insufficient funds, you will be responsible for the bank charges incurred by us.

The standard rate for a Licensed Professional Counselor is attached. Additional charges may be incurred for telephone calls exceeding 10 minutes and for indirect services (court/school letters, court appearances, outside professional consulting, etc.). If you are facing financial hardship, please bring this to my attention so that we can discuss possible options. **At least 24-hour advance notice is required for any cancellation. The full fee will be charged for a missed appointment.**

**IN CASE OF EMERGENCY**

If you have an urgent situation that you feel needs immediate support and I am not available in my office or by phone, please contact one of the following: your primary care physician, go to the nearest hospital emergency room or call 911.

**INSURANCE PROCEDURE**

If you have comprehensive health insurance that covers outpatient mental health and you wish to use this policy, please note the following: As your Counselor, I am not responsible for confidentiality procedures employed by other parties, e.g. insurance companies, managed care companies, etc. If your choice is to use insurance, and we are out-of-network with your insurance company, our staff will provide you with a statement you can use to file so that any reimbursement can come directly to you. It will be your responsibility to contact your insurance company to determine the possibility and means of reimbursement. If insurance is used and we are in-network with your insurance company, our staff will file a claim so that we can be reimbursed for any covered amounts. Non-covered procedures and/or amounts, co-pays, and any co-insurance amounts are your responsibility. You should know, however, that for insurance purposes a diagnosis will be given and becomes part of your permanent record.

**SOCIAL MEDIA/E-MAIL/SEARCH ENGINES**

Social media is neither private nor confidential, so our therapists do not accept (or seek out) “friend” requests or “follow” any current or former clients on any social media platforms. We will also not engage you in any public forums over the Internet. To do so would blur the professional nature of our relationship and could compromise the privacy that we seek to guard. We will also not seek testimonials from current or former clients, including reviews on various web-based search engines. But we urge you to guard your own privacy as seriously as we take our commitment of confidentiality to you. If you use location services on your cell phone or other mobile device, you should be aware that others may determine your location and the possible reason for being at our location.

E-mail, texting (SMS) or other electronic messaging should be limited to confirmation or cancellation of appointments, but note that these are not encrypted or secure and may not be received in a timely manner. The best method is to contact the office at the phone number listed above. Please do not send or forward unsolicited information, articles, websites, etc. to your therapist as this is also not secure and could become part of your medical and/or legal records. Our therapists, as a general practice, do not independently perform searches of you over the Internet.

**REGISTERING A COMPLAINT**

Although clients are encouraged to discuss any concerns with me, you may file a complaint against me with the organization below should you feel I am in violation of any of these codes of ethics. I abide by the ACA Code of Ethics (<http://www.counseling.org/Resources/aca-code-of-ethics.pdf>). North Carolina Board of Licensed Professional Counselors P.O. Box 77819 Greensboro, NC 27417 Phone: 844-622-3572 or 336-217-6007 Fax: 336-217-9450 E-mail: [Complaints@ncblpc.org](mailto:Complaints@ncblpc.org)

**ACKNOWLEDGMENT**

I have read the above. I am informed about the policy regarding confidentiality of information I may provide during counseling and the limits of that confidentiality. With full understanding of these provisions, I give my informed consent to receive counseling services.

Client Signature: \_\_\_\_\_ Date: \_\_\_\_\_

2<sup>nd</sup> Client Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Counselor Signature: \_\_\_\_\_ Date: \_\_\_\_\_