

## Nicole Groves, LPC - Client Communication Policy

### **Purpose:**

To establish clear guidelines for client communication with therapists and administrative staff, ensuring appropriate, professional, and timely responses.

### **Policy Statement:**

Nicole Groves, LPC, is committed to maintaining professional boundaries while providing responsive communication to clients. This policy outlines appropriate communication methods, response times, and limitations on therapist availability outside of scheduled sessions.

### **Acceptable Communication Methods:**

#### **1. Scheduling and Administrative Inquiries:**

- Clients may contact the clinic via phone at (903) 857-0860 or email at nicolegroveslpc@gmail.com for scheduling, rescheduling, or administrative questions.
- Text messaging, if used, should be limited to appointment-related inquiries and confirmations.

#### **2. Therapist Communication:**

- Direct communication with therapists outside of scheduled sessions is strictly for scheduling-related concerns only.
- Therapists do not engage in clinical discussions, therapeutic interventions, or crisis support outside of scheduled appointments.
- If a client has a clinical concern, they should bring it to their next session or schedule an additional session if needed.

### **Response Time Expectations:**

- The clinic aims to respond to emails, voicemails, and texts within **24 business hours** (Monday–Friday, excluding holidays and weekends).
- Urgent matters should be directed to **911** or **988**, as therapists and administrative staff do not provide emergency services.

### **Emergency and Crisis Situations:**

- This clinic **does not** provide emergency mental health services.

- If a client is experiencing a crisis, they should contact **911**, go to the nearest emergency room, or reach out to **988**.

**Inappropriate Communication:**

- Clients are expected to use communication channels **professionally and appropriately**.
- Harassment, excessive messaging, or inappropriate contact may result in termination of services.
- Social media, personal phone numbers, and informal messaging platforms are **not** appropriate methods of communication with therapists.