

STATEMENT OF UNDERSTANDING

Must be Signed by Every Client at Initial Session

Empathia, Inc. is a private consulting firm that provides professional evaluation of personal concerns, short-term counseling and coaching, referral to community resources, work/life services and follow up, all at no cost to employees, their spouses, dependents and other household members. Those accessing these services (called LifeMatters®) will be treated with dignity and respect, regardless of race, creed, religion, disability, sexual or affectional orientation. Voluntary use of LifeMatters will not jeopardize your employment or job status. If dissatisfied with the LifeMatters services you receive, please file a grievance by speaking with your LifeMatters counselor or accessing the "Grievance Form" at www.mylifematters.com.

CONFIDENTIALITY AND YOUR PRIVACY RIGHTS

As a LifeMatters client, you have a right to privacy and to review, request, and/or provide an addendum to information in your record. LifeMatters services are strictly confidential within the limits of the law.



LifeMatters counselors are required to report suspected abuse or neglect of a child, elderly person, or vulnerable adult to a designated social service agency, and to act to prevent imminent threats of suicide or grave physical harm. *No information will be released to persons, agencies or organizations outside of Empathia, Inc. without your written consent, except by court order or as required or allowed by law.*

If you have been processed for a government security clearance, Empathia recommends that you familiarize yourself with the disclosure requirements of the Department of Investigative Services (DIS) or your employer's security policy. If you inform a LifeMatters staff member that you have a government security clearance and there is reason to believe that you are engaging in unsafe behaviors that may constitute a threat to national security, Empathia may be required to notify your employer's designated security representative.

COST FOR SERVICES BEYOND THE LIFEMATTERS PROGRAM

In some cases, a referral for on-going counseling may be recommended. If you choose to continue seeing a LifeMatters affiliated counselor, be advised that this individual may not be an in-network provider under your insurance plan. Though your health insurance plan may provide benefit coverage for ongoing counseling, you are responsible for determining benefit eligibility, as well as what services and costs are covered. Any costs for services beyond those provided by LifeMatters are your responsibility. LifeMatters counselors will make every effort to assist you with locating a provider that meets your treatment needs and insurance requirements. Often, a benefits representative from your employer is available to answer insurance related questions.

Your signature below indicates that you have read and understand this form:

	_____	_____
	Name of Client	Client Signature
	_____	_____
	Clinician Signature	Date