

## **Anisa Diab Services, Inc. Informed Consent Agreement**

The purpose of this document is to inform you, the client, about many aspects of distance faith-based counseling, consultation, and/or coaching services: the process, the potential risks and benefits of services, safeguards against those risks, and alternatives to our services. The terms, **us, we or our, she** refers to Anisa Diab Services, Inc, the legal service name. The term **you** refers to the consumer/client. By signing or clicking the Terms and Conditions box you are responsible for the information in its entirety and agree to hold harmless, defend and indemnify Anisa Diab Services from any and all claims, actions, suits, charges and judgments whatsoever that arise out of performance or nonperformance of the services or subject matter called for in this Agreement.

### **A. Our role:**

- 1) We will listen, question, and provide feedback. Our role is to assess the client's overall situation and help them achieve their goals related to their emotional, spiritual, and personal development.
- 2) We can't guarantee results in life as these are dependent upon us creating the changes we need to achieve them. Please note that the ultimate responsibility lies with the client for taking ownership of the desired results.
- 3) We will ask the client to work on various issues between sessions by assigning readings, worksheets, journaling, self-care exercises and other tools. It is the client's decision to carry out these tasks or not.
- 4) Developing trust is of the utmost importance and trust cannot be developed without confidentiality. Please know that anything you share with us will be kept strictly confidential.

### **B. Possible misunderstandings**

The client should be aware that misunderstandings are possible with telephone, text-based modalities such as email, and real-time internet chat, since nonverbal cues are relatively lacking. Even with video chat software, misunderstandings may occur, since bandwidth is always limited and images lack detail. We may ask for clarification to limit miscommunications and please feel free to let us know if anything isn't clear or you feel misunderstood.

### **C. Privacy**

Although the internet provides the appearance of anonymity and privacy it is more of an issue online than in-person. The client is responsible for securing their own computer hardware, internet access points, chat software, email and passwords. We have the right to our privacy and do not permit any copies or recordings of our sessions.

### **D. Potential benefits**

The potential benefits of receiving services online include both the circumstances in which the coach considers online services appropriate and the possible. For example, the potential benefits of email may include: (1) being able to send and receive messages at any time of day or night; (2) never having to leave messages with intermediaries; (3) avoiding not only intermediaries, but also voice mail and "telephone tag"; (4) being able to take as long as one wants to compose, and having the opportunity to reflect upon, one's messages; (5) automatically having a record of communications to refer to later; and (6) feeling less inhibited than in person.

Video chat is also convenient, allowing clients to potentially be coached from anywhere once they can gain an internet signal and operate the necessary hardware.

## **E. Potential risks**

There are various risks related to electronic provision of our services related to the technology used, the distance between coach/consultant and client, and issues related to timeliness. For example, the potential risks of email based coaching may include (1) messages not being received and (2) confidentiality being breached through unencrypted email, lack of password protection or leaving information on a public access computer in a library or internet café. Messages could fail to be received if they are sent to the wrong address (which might also be a breach of confidentiality) or if they just are not noticed by the coach. Confidentiality could be breached in transit by hackers or Internet service providers or at either end by others with access to the client's account or computer.

People accessing the internet from public locations such as a library, computer lab or café should consider the visibility of their screen to people around them. Position yourself to avoid peeping by those around you. Using cell phones can be risky in that signals are scrambled but rarely encrypted.

## **F. Safeguards**

We have selected a HIPAA compliant secure software to keep your information as safe as possible. Your personal information is encrypted and stored on a secure server. The client is responsible for creating and using additional safeguards when the computer used to access services may be accessed by others, such as creating passwords to use the computer, keeping their email and chat IDs and Passwords secret, and maintaining security of their wireless internet access points (where applicable).

## **G. Alternatives**

Our services may not be appropriate for many types of clients including those who have numerous concerns over the risks of internet counseling, clients with active suicidal/homicidal thoughts, and clients who are experiencing active manic/psychotic symptoms. Please feel free to request a referral any time you think a different service would be more practical or beneficial for you.

## **H. Confidentiality of the client**

Maintaining client confidentiality is extremely important and our role is to take care and consideration to prevent unnecessary disclosure. Information about the client will only be released with his or her permission with the exceptions of the following cases:

- 1) If it is believed that the client is seriously considering and likely to attempt suicide,
- 2) If it is believed that someone intends to assault another person;
- 3) If it is believed someone is engaging or intends to engage in behavior which will expose another person to a potentially life-threatening communicable disease;
- 4) If it is suspected that abuse, neglect, or exploitation of a minor or of an incapacitated adult is occurring;
- 5) If it is believed that someone's mental condition leaves the person gravely disabled;

## **I. Minors under 13 years**

According to the Children's Online Privacy and Protection Act, The Federal Trade Commission imposes certain requirements on operators of websites or online services to children under 13 years of age that are collecting personal information. For instance, clients under 13 years of age, must have parental consent in order to seek Anisa Diab's online services. Parents may learn more about protecting children's privacy online by going to [www.ftc.gov](http://www.ftc.gov).

## **J. Records**

We will maintain session records that may include reference notes, copies of transcripts of chat and internet communication and session summaries. These records are confidential and will not be released under any circumstances to third parties (even upon the client's request).

## **K. Emergencies**

If the client is in a life-threatening situation, he or she must contact 911. Clients may also utilize the following crisis hotlines:

- National Suicide Prevention Lifeline: Dial 988
- Naseeha Helpline: 1-866-627-3342
- Nisa Helpline (female clients only): 1-888-315-6472

## **L. Payments**

All payments will be processed through PayPal.com or Stripe at the time of booking. Sessions are 45 minutes each. Insurance is not accepted.

## **M. Disconnection of Services**

Clients will utilize zoom for sessions, Should there be a disruption in connection or technical difficulties, please call: 443-783-8234 to identify another method of communication.

## **N. Appointment Cancellations**

While it is understandable that emergencies do occur, if a client fails to notify us of a cancelled appointment within 24 hours they will lose the total amount of the session fee.

## **O. Nature of this Service**

By agreeing to this document, I confirm that I have read all of the above and understand that Anisa Diab is offering faith-based consultation, coaching, and/or advice based on her counseling training and experience. I understand that this service does **NOT** replace clinical therapy involving diagnostic assessment and medication management. As a result, she may refer me to seek a licensed provider in my area should there be issues or concerns that arise outside of the scope of her services. I also understand that she may decide to terminate sessions at anytime for unprofessional behavior, confidentiality breaches, or violations in quality of care towards other clients.