

# Counseling at CELA: Creative Arts in Health - Guiding Principles & Policy Statement

The Counseling Center at CELA | Creative Arts in Health | [counselingatcela.com](http://counselingatcela.com)

## Guiding Principles:

- Boundaries are always respected—your boundaries as well as the facilitator's;
- Learning is a mutual experience: we learn from each other;
- The time we share together is grounded in compassion, love, and honesty;
- Judgments are not made;
- Together, we create a safe space to create artwork and share;
- Opportunities will be provided to share your journey through music and soundscapes, journaling, expressive writing, body-mind-spirit, visual arts, language arts, movement, culinary arts, eco-arts—with consideration to your preferred creative arts area(s);
- Sometimes, as part of the Counseling at CELA Creative Arts in Health experience, you may feel encouraged, even gently challenged, to take a risk or to try new things—but you will never be pushed. You and your truth will always be respected. We believe in your strength and we support your self-empowerment;
- Participating in Counseling at CELA Creative Arts in Health sessions and/or workshops can sometimes involve stepping outside of one's comfort zone. Together, we will do everything we can to make the creative arts experience emotionally and physically safe for you, up to and including referrals to licensed support professionals should your facilitator feel this is needed;
- Your facilitator will not abandon you or the group, and will continue to support you throughout the time you share together in sessions and/or workshops;
- The Counseling Center at CELA Creative Arts in Health individual and group sessions, and our workshops, are creative arts experientials. They are non-clinical and are not therapy.

## Policy Statement:

### Emergency Procedures

If you are experiencing a crisis or emergency, call 911 immediately. The Counseling Center at CELA does not provide crisis or emergency services.

### Telephone

The phone number to contact The Counseling Center at CELA is +1 617-383-4095. Messages can be left on our voicemail. Calls will be returned as quickly as possible, typically within two to three Counseling at CELA regular business days.

Please do not share confidential or personal information in any communication or message you may leave (email, voicemail.)

### Process & Planning

All of your questions are welcome. If you should have any questions or unanswered questions about any of the The Counseling Center at CELA Creative Arts in Health sessions, please ask. Our facilitators work in partnership with their clients with the focus and goals of sessions made clear in advance.

### Billing & Payment

Individual sessions (video, phone, synchronous email messaging) are scheduled in advance and are either 60 minutes or 90 minutes in length. The most current rates are reflected on the website ([counselingatcela.com](http://counselingatcela.com)). Prices are U.S. dollars (USD). Payments are due at the time of service or according to an individualized payment plan. All payments are through PayPal and can be made using our website's payment page. We do not currently bill insurance companies.

Reduced rates are available including sliding fee scales, need-based scholarships, and limited availability pro bono (no charge) options. Please contact us to discuss our reduced rates and individualized payment options.

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## **Cancellations**

If you need to cancel a scheduled individual session, please notify us at least 2 hours in advance. We do understand that this is not always a possibility. Clients may be charged a fee up to the full session price for a missed or cancelled session if less than 2 hours advance notice is provided.

If you are unable to attend a group session, please let us know by email, phone, or voicemail that you are unable to attend.

## **Refunds: Group Sessions**

Changes happen and Counseling at CELA tries to be understanding. We offer the following two tiers for refunds:

**If you are not able to attend a group program at all** for which you have registered and paid, we will reimburse you 100% of the money you paid--BUT you must notify us a minimum of 2 hour prior to the start of the 1st session to receive a 100% refund. You can let us know in three ways: (1) send us an email stating you are not going to be attending the group after all and asking for a refund; or (2) call us and speak with us to let us know about the change and to ask for a refund; or (3) call us and leave a voicemail message to let us know about the change and to ask for a refund. Remember, we must be notified no later than 2 hours before the start of the 1st session for a 100% refund.

**If you attend 1 session** and then decide you do not wish to continue, we will reimburse you 50% of the money you've paid--BUT you must notify us a minimum of 2 hours prior to the start of the 2nd session to receive the 50% refund. You must let us know using one of the following three options: (1) send us an email stating you are not going to continue attending the group and asking for a refund; or (2) call us and speak with us to let us know about the change and ask for a refund; or (3) call us and leave a voicemail message to let us know about the change and to ask for a refund. Remember, we must be notified no later than 2 hours before the start of the 2nd session for a 50% refund.

**NOTE: if you are participating in a group workshop series but are not able to make a particular session within the series, Counseling at CELA does not offer refunds for these situations.**

## **Refunds: Individual Sessions**

The Counseling Center at CELA offers pay-as-you-go and monthly plan options. Refunds are not given. When using the pay-as-you-go option, payments are due at time of service. Nothing is paid in advance. Monthly packages are paid in advance or according to an individualized payment plan. Refunds are not given for monthly plans. Missed or cancelled sessions, when on a monthly plan, are rescheduled for another day/time within the dates of your purchased monthly plan.

## **Complaints**

If you feel a need to file a complaint with The Counseling Center at CELA, please submit your complaint in writing by email or through the regular mail to us:

The Counseling Center at CELA, 675 VFW Parkway #271, Chestnut Hill, MA 02467  
[admin@celaonline.com](mailto:admin@celaonline.com)

You will never be penalized for filing a complaint.

## **Questions?**

Please contact The Counseling Center at CELA with any questions you may have.