

## **CLIENT BILL OF RIGHTS**

Persons seeking services from Jaclyn Whiteley must receive the following information:

**Seeing Clients long distance.** Email: Jaclyn@CyclesAstro.com website: CyclesAstro.com

**The degrees, training, experience or other qualifications of the practitioner.**

My education and experience are as follows:

### **Education**

B.S. Psychology minor Communications and Family Studies, Chaminade University & Cameron University, 1994 with honors

M.A. in Counseling & Human Services, University of Colorado at Colorado Springs, 1999 with honors

Doctoral work in Health Psychology, 3.9gpa, Ashford University, 2016-2017

Licensed Professional Counselor in Colorado, since 2003

### **Certifications & Training**

Cognitive Behavioral Therapy

Eye Movement Desensitization & Reprocessing (EMDR)

Hypnotherapy

Nutritional & Integrative Medicine for Mental Health

Play Therapy

Reiki Level II

Past Life Regression Therapy

Solution Focused Therapy

Dialectical Behavior Therapy

### **Astrology Studies**

Advanced in-depth astrological studies since 1987. Noel Tyl, Dane Rudhyar, Stephen Arroyo - Refer to home page for more information. Annie Botticelli, Luminous Life Multiversity and Astro Butterfly, ISAR Member, Kepler College, Noel Tyl.

### **Public Speaker**

**Defense State Liaison Office, Western Region** Multiple state policy events for family quality of life issues

Presenter, at Women in Government, 2012

Presenter, Council of State Governments – West – Women in Politics

### **Instructor**

Veteran Center (VA), depression, anxiety, grief, relationship skills, sexual trauma and PTSD

El Paso County, STEP parenting program, children of abuse

National Guard, Teen Program, stress management and family reintegration

School Counselor, variety of classroom instruction for students, teachers, and parents.

**Veteran, U.S. Army – 120<sup>th</sup> Medical Battalion**

Desert Shield, Desert Storm, Operation Provide Comfort deployment to the Kingdom of Saudi Arabia, 120<sup>th</sup> Medical Battalion, November 1990 – July 1991

Military spouse 30+ years, military mother since 2014

**Affiliations, Societies, Public Service & Awards.**

American Counseling Association

Psi Chi National Honor Society

Chi Sigma Iota International Honor Society, Secretary, Chi Upsilon Sigma Chapter, 1998

Broadmoor Rotary Club – Paul Harris Award

International Society of Astrological Research (ISAR)

Colorado Springs World Affairs Council

**Astrological Consultations:**

Please see website: CyclesAstro.com for session fees & availability. Consultations are based upon availability & Jaclyn's schedule

A brief summary, in plain language, of the theoretical approach used by the astrologer, is on the home page and in the About Jaclyn section.

The right to courteous treatment and to be free from verbal, physical, or sexual abuse by the practitioner. I provide a confidential, respectful, and nonjudgemental consultation for exploring the concerns you bring to the session. I'm focused on empowering you to discover your own wisdom, not to predict, forecast or tell you what to do. This is important because I feel true answers are found within and astrology is a tool to discover them.

The right that client sessions with the astrologer are confidential, with the following exceptions: (a) you direct me in writing to disclose information to someone else, (b) it is determined that you are a danger to yourself or others, to include child or elder abuse, or (c) I am ordered by court to disclose information.

**Payment & Cancellation Policies**

**Scheduling:** Payment for the consultation must be made at the time you schedule in order to be added to my calendar. If there isn't a payment I cannot schedule that slot. Payment is made through Venmo Jaclyn@Jax-Whiteley Please make certain you send to exactly this address so payment will not go to wrong similarly spelled account.

Jaclyn is not in any way whatsoever obligated to accept every appointment request made by its clients and reserves the right to refuse service to anyone, for any reason, with or without stating a cause.

**Cancellation Policy:** Out of respect of Jaclyn Whiteley and other clients, if you need to cancel and reschedule an appointment, I require 48 hours notice. If you do not provide at least a 48-hour notice, your fee for the appointment will be forfeited. No refunds will be provided for deposits or cancellations received less than 48 hours before a scheduled appointment.

**Late for appointment** If Jaclyn cannot reach you and connect to you via VSee (or another video conferencing app we agreed upon) or by phone and you do not reach out by email or phone within the first 20 minutes of your scheduled session time, Jaclyn will consider the session cancelled and will retain the session fee regardless of technological issues. If you are running late, it sadly means we'll have less time together until your allotted time is complete. We can't overrun as that will impact the next client.

**Rescheduling** I understand life happens, it can for me too. I will try to work with you, but my schedule fills and I cannot always accommodate quickly. In the event of an emergency, where you couldn't cancel 48 hours prior to appointment, I will try to work with you on a case-by-case basis. Sessions that are rescheduled are non-refundable if cancelled or forfeited, under the 48 hours requirement.

**Refund Requests:** Once payment has been processed it cannot be refunded, but you can reschedule as long as you notified Jaclyn within the 48-hour notice. Sessions may be cancelled with a refund (minus any Venmo or bank fees) 7 days in advance of the scheduled appointment. If you do not provide a 48-hour notice, your fee for the appointment will be forfeited. Once a session is started, there are no refunds.

**This is a Consultation not a Counseling Session:**

As mentioned in the About Jaclyn section, I am a counselor, I have that background, but I cannot be licensed in every state. So, this is strictly astrology, I will not diagnose or provide therapeutic interventions. If you want an ongoing counselor, I can refer. This is a good resource to find a counselor in your area. <https://www.psychologytoday.com/us/therapists>

In signing below, I acknowledge that I have read, understand, and have received the Bill of Rights.

Signature of Client or Legal Guardian:

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Print name:

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Date: \_\_\_\_\_