

## CLIENT TRANSITION FAQ

### Lotus Trauma Care — Therapy Service Line Closure

We want to provide clear, compassionate, and transparent information as Lotus Trauma Care transitions away from clinical therapy services. Below are answers to common questions to help support you during this change.

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#### **Why is Lotus Trauma Care ending therapy services?**

After thoughtful reflection and evaluation, we made the decision to discontinue our therapy service line.

While we initially explored reopening services, it became clear that sustaining a clinical therapy program was no longer aligned with our long-term capacity, organizational direction, and commitment to practicing with integrity and sustainability.

Lotus Trauma Care has long provided consulting, professional training, healing resources, and organizational support alongside therapy services. As these areas have expanded, we recognized that this work represents the clearest alignment with our mission and the most sustainable way for us to continue serving communities.

This decision was made carefully and reflects the same trauma-informed values we encourage in our work: honesty, clarity, boundaries, sustainability, and care for both clients and providers.

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#### **When do therapy services officially end?**

All therapy services through Lotus Trauma Care will conclude on May 31, 2026.

After this date, clinical therapy services will no longer be provided through the practice.

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#### **Will I still be able to contact my therapist?**

After May 31, 2026, therapists will no longer be available through Lotus Trauma Care email addresses or communication platforms.

Maintaining this boundary supports confidentiality, ethical transition practices, and clarity for both clients and clinicians.

For administrative support, records requests, or transition-related questions, please contact:

[admin@lotustrauumacare.com](mailto:admin@lotustrauumacare.com)

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### **How can I access my records in the future?**

Client records will continue to be securely maintained in a HIPAA-compliant system in accordance with state and legal retention requirements. To request records or support with transferring care, please contact:

admin@lotustrauumacare.com

We will continue to support records requests and continuity-of-care needs during the retention period. Please allow for 10-14 business days for processing.

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### **What services will Lotus Trauma Care offer moving forward?**

While we are no longer providing therapy services, Lotus Trauma Care will continue offering:

#### **Consulting & Organizational Support**

Trauma-informed leadership development, systems support, and organizational wellness consulting.

#### **Professional Training & Workshops**

Training and educational offerings for clinicians, educators, youth-serving professionals, organizations, and community leaders.

#### **Healing Resources & Tools**

Curated wellness tools, guides, and resources that support regulation, resilience, and healing practices.

#### **Customized Non-Clinical Wellness Sessions**

Wellness-based sessions for community groups, youth programs, peer groups, and organizations focused on grounding, emotional wellness, and regulation practices.

Please note: these services are educational and wellness-based in nature and are not a replacement for therapy or clinical treatment.

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### **Why did the plan shift from “pause” to “closing”?**

When services were initially paused, the intention was to reopen following internal restructuring. As we moved through that process, we recognized that reopening a therapy service line would not allow us to operate in the sustainable, grounded, and aligned way we believe is necessary for ethical care.

We ultimately determined that our strongest alignment and greatest long-term impact are within consulting, training, wellness resources, and organizational support.

Rather than reopening in a way that compromised our capacity or values, we chose a path rooted in transparency, sustainability, and responsible transition planning.



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### **What if I need help finding a new therapist?**

We understand that transitions in care can feel significant, and we want clients to feel supported throughout this process.

Available transition support may include:

- Referral resources
- Guidance for identifying a new provider
- Information to support continuity of care
- Transition summaries for incoming providers, upon request

We encourage clients to continue their care and healing journey with ongoing support that meets their needs. [Here is a short video about finding a therapist.](#) Email us for personalized connection.

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### **How can I stay connected with Lotus Trauma Care?**

You can continue engaging with Lotus Trauma Care through our youtube channels, training, wellness resources, workshops, and community offerings.

While our structure is changing, our commitment to trauma-informed practice, community wellness, and sustainable healing work remains ongoing.