

Office Policies

The North Star Therapy
Kathleen Ries, LMFT, MS, MPH, RD
LMFT # 78366
605 B Street
San Rafael, CA 94901
(628) 227-6366

In order to be a healthy, balanced therapeutic practice, The North Star Therapy needs to operate with healthy, balanced office policies and procedures. My intent is to be responsible and responsive to the needs of both the practice and clients.

Fee

Payment is due at the time of services.

Reduced fee services are available on a limited basis.

Payment

Cash, check and PayPal are accepted for payment.

Returned Check Fee

In the event of a returned check, the client is responsible for additional bank charges.

Cancellation Policy

Missed appointments happen and can be explored as part of the therapy. If the missed session was the client's responsibility, then the client is responsible for payment of the agreed upon fee. In general, clients are encouraged to reschedule appointments he/she is unable to attend, giving at least 24 hour notice.

If missed sessions become a more common occurrence, then client will be responsible for payment of the Therapist's agreed upon fee for sessions in which Client failed to give 24 hours notice of cancellation.

Notification of cancellation and requests to rescheduling appointments can be left on voice mail at **(628) 227-6366** at any time.

Therapist Availability

The North Star Therapy is equipped with a confidential voice mail system that allows clients to leave a message at any time. Therapist will make every effort to return calls within 24 hours (or by the next business day). Because therapist may be in session with other clients, there's no guarantee calls will be immediately returned.

At this time, therapist is available on Thursdays. The North Star Therapy does NOT provide 24 hour crisis services. In the event that you are feeling unsafe or require immediate medical or psychiatric assistance, call 911 or go to the nearest emergency room.

Marin Emergency Contact Information

San Rafael / Marin County Emergency 911 Calls

Since 911 calls are routed to CHP in Vallejo, it is recommended to use these local numbers:

San Rafael Fire 453-1515

San Rafael Police 485-3393 or 453-2424

Kaiser Emergency 444-2400

PG&E 24 hr (800) 743-5000

FEMA (800) 525-0321

American Red Cross

<http://www.bayarea-redcross.org/>

712 Fifth Ave

San Rafael, CA 94901

Tel (415) 721-2365, and 202-0600, and (800) 520-5433

CERT

Community Emergency Response Team

[http://www.cityofsanrafael.org/Government/Office_of_Emergency_Services/](http://www.cityofsanrafael.org/Government/Office_of_Emergency_Services/Emergency_Preparedness/CERT.htm)

[Emergency_Preparedness/CERT.htm](http://www.cityofsanrafael.org/Government/Office_of_Emergency_Services/Emergency_Preparedness/CERT.htm)

Community Emergency Preparedness Coordinator

City of San Rafael, Office of Emergency Services

1039 C Street, San Rafael, CA 94901

Office: (415) 458-5002

Fax: (415) 485-3177

EMS

Emergency Medical Services, Health & Human Services

<http://www.co.marin.ca.us/depts/HH/Main/ems/>

20 N San Pedro Ste 2002

San Rafael, CA

Tel (415) 499-6871

First Aid/CPR Phone Line

(415) 499-4735