

Sunshine Counseling LLC

Practice Policies & Procedures Manual

Clinician: Lesley Kiesling, LPC-IT

Email: lesleywohlt@gmail.com

Effective Date: 12/4/2025

Mission and Philosophy

My therapeutic approach is grounded in Cognitive Behavioral Therapy (CBT), Dialectical Behavior Therapy (DBT), and a person-centered framework. I place strong emphasis on the role of families and home environments in promoting growth and emotional well-being. I believe that the therapeutic relationship is the foundation of meaningful change—trust, safety, and collaboration open the door to healing.

At the core of my work is the belief that every individual has innate resilience. Sometimes it just takes the right environment and support to access it. I recognize that we are deeply shaped by our environments and experiences, and therapy can provide the space to explore, process, and respond with intention.

I work with children, adolescents, and adults ages 8 and up, with a particular interest in supporting athletes as they navigate the unique pressures of performance, identity, and transition. As a former college athlete, I bring firsthand understanding, empathy, and a performance-informed lens to that work.

Above all, I approach therapy with empathy, curiosity, and respect, believing that everyone can benefit from therapy when given the right tools, environment, and relationship to do the work.

Practice Overview

Sunshine Counseling is a solo private mental health counseling practice offering telehealth services throughout Wisconsin. The practice provides individual, couples, and family therapy for clients ages 8 and older. Services are provided by Lesley Kiesling, LPC-IT, under clinical supervision in accordance with Wisconsin licensure requirements.

Services Provided

- Individual counseling (ages 8 and older)
- Couples and family counseling
- Telehealth sessions via a HIPAA-compliant platform

Services are tailored to client goals, preferences, and clinical needs, using evidence-based modalities including CBT, DBT, and person-centered approaches.

Office Hours & Scheduling

Appointments are available by scheduling only. Hours vary and may include daytime or evening options. Clients are encouraged to schedule in advance to ensure continuity of care.

Fees & Payments

Sunshine Counseling LLC accepts **self-pay** only at this time.

Self-pay rates are communicated during the intake process and may vary based on session type or length.

Payment is due at the time of service. Accepted payment forms include credit/debit cards and HSA/FSA cards. A valid card must be kept on file for billing.

Confidentiality & Client Records

All client information is kept confidential in accordance with HIPAA and Wisconsin state law. Information will not be disclosed without the client's written authorization, except as required or permitted by law (e.g., risk of harm, abuse reporting, or court orders).

Records are maintained electronically in a secure, password-protected system. Client records are retained for **a minimum of seven (7) years** after the last date of service, or longer as required by law. After that time, records are securely destroyed.

Clients may request access to their records in writing. A reasonable fee may apply for copies.

Telehealth Policy

Sunshine Counseling provides telehealth sessions via a secure, HIPAA-compliant platform. Clients participating in telehealth are responsible for ensuring a private, quiet, and secure environment on their end. Recording of sessions is not permitted without prior written consent.

In the event of a technical failure, the session may be rescheduled or completed by phone as appropriate.

Emergency & Crisis Policy

Sunshine Counseling does **not** provide 24-hour crisis services. In the event of an emergency or mental health crisis, clients should contact:

- **Call or Text 988** – National Suicide and Crisis Lifeline
- **Text “HOPELINE” to 741741** – Wisconsin Crisis Text Line
- **Call 911** or go to the nearest emergency department if immediate safety is at risk
- **Wisconsin County Crisis Lines:** Visit <https://www.dhs.wisconsin.gov/crisis> for a full directory of county crisis numbers

Clients may leave a voicemail or email for non-urgent matters; messages will be returned during business hours.

Treatment Planning & Documentation

Each client will have an individualized treatment plan developed collaboratively between client and clinician. Progress notes are maintained for each session, documenting interventions, progress, and next steps.

Treatment plans are reviewed regularly to ensure goals remain relevant and measurable.

Ethical Standards & Supervision

As an LPC-IT, Lesley Kiesling practices under the supervision of a licensed professional counselor in accordance with Wisconsin Department of Safety and Professional Services (DSPS) regulations. Supervision includes regular case consultation, ethical review, and professional development.

Sunshine Counseling LLC adheres to the ethical standards of the **American Counseling Association (ACA)** and the **Wisconsin Department of Safety and Professional Services**.

Record Retention & Security

All electronic health records are stored in a HIPAA-compliant system with password protection and encryption. Physical documents, if any, are kept in locked storage accessible only to authorized personnel. Records are retained for at least seven (7) years following the last session, or until the client reaches age 18 plus seven years for minors, whichever is longer.

Termination of Services

Therapy may be concluded by mutual agreement when treatment goals have been met. Clients may also discontinue therapy at any time. The clinician may recommend termination or referral if therapy is no longer beneficial or appropriate.

A termination summary will be completed and clients may be referred to other providers for continued support if desired.

Client Rights

Clients have the right to:

- Be treated with dignity and respect
 - Receive services without discrimination
 - Be informed about their treatment options
 - Decline or withdraw consent for services
 - Access their records as permitted by law
 - File grievances without fear of retaliation
-

Updates to This Manual

This manual may be updated periodically to reflect changes in law, ethical standards, or practice operations. The most current version will be made available to clients upon request.

Sunshine Counseling LLC
Lesley Kiesling, LPC-IT
lesleywohlt@gmail.com