

Answers to Frequently-Asked Questions

Q. What is the most essential factor in choosing a counselor?

Research shows consistently that no matter what counseling method is used, the connection between you and your counselor is the essential factor in you feeling better about yourself and your life.

We work hard to create a **safe and supportive relationship** in our counseling. Our clients are really heard, acknowledged and supported, because we know that this is THE most important ingredient to personal and relationship transformation.

In addition to deep listening, it is also very helpful to have someone teach you skills for coping with difficult feelings and situations. Learning how to be resilient and knowing that you really know how to support yourself through life's challenges will give you a sense of **empowerment and self-esteem**. Our clients tell us they appreciate that we are active in the sessions, supportive, and **very practical**.

Q. How often should I come in?

Most clients come in for weekly appointments. As you are feeling better, we can cut back on the frequency of the sessions so you have more time to integrate what you are learning into your daily life.

Sessions are 45-50 minutes long for individuals. An 80 minute session usually works best for a couple.

Q. How do I pay for your services?

We accept checks, cash, debit, and all major credit cards.

We are happy to provide you with statements of charges and payments. You may choose to submit these statements to your insurance company for reimbursement directly to you, if you have out-of-network benefits. These statements are also useful to support withdrawals from a Health Savings Account (HSA) or medical deductions on an itemized income tax return, if your tax adviser so directs.

Q. How long does therapy take?

Good therapy - with lasting results - takes time, attention and work. Every client is different; so our work is customized to you and your needs. We are committed to helping you achieve deep and lasting change.

Q. What results can I expect?

During the first few meetings, we will review your history, goals, and discuss the kind of results you can expect in counseling and what you will need to do to help make these results a reality. At regular intervals, we will check with you about how you see your progress and make any adjustments necessary to keep you moving towards the goals you desire.

Q. What are the advantages to me of working with a wife/husband therapist team?

First, we can work with you individually or as a co-therapy team, depending on your needs and desires.

Second, we practice and refine every relationship skill ourselves, before we share it with you. This gives us a deeper level of knowledge and experience than mere book learning could provide.

Third, in cases where a relationship requires both couples counseling and some individual work, you may choose to have one of us work with the couple and the other with a member of the relationship who may need a bit of extra help to move forward. This team approach, should you select it, allows for excellent coordination of your counseling.

Some couples desire and will benefit from co-therapy in which both Sandy and Douglas are present in the sessions. Even though this increases the per-session cost, some couples find the experience of working with a husband/wife therapy team of special benefit and an accelerator of the process of change.

Q. My partner is not ready to attend counseling, but I still need help. Can I come in alone?

Yes. Doing your own counseling can help you approach your partner in a different way, to create a safer, more connected relationship. This might increase your partner's willingness to engage in couples counseling. More importantly, the changes you make might be enough to change the relationship in the direction you want.

Q. When is individual counseling a wise choice?

Individual counseling focuses on the goals you desire, tailored to your specific needs. This is a highly effective way to make the changes you seek in your behavior, attitudes, feelings, and beliefs. (See [Individual Counseling](#).)

Q. What kinds of clients do you see?

Our practice is inclusive and welcoming to individuals of diverse backgrounds, cultures, religious traditions, and lifestyles. If you are seeking to make a positive change in your life, we are eager to work with you.

Q. What will happen when I call?

If you call us when we are in session, please leave a message on our confidential voice mail. We will call you back as quickly as we can. We will answer your questions and provide a brief, free consultation about your situation.

For more information or to schedule an appointment, call **480-990-9128 (Sandy)** or **602-538-9094 (Douglas)**. Or email us at info@couples-counseling-phoenix.com.

IMPORTANT: Besides Sandy, Douglas, and Sophie (the dog), none of the faces shown on this website have any connection to our practice. Our clients will never be shown or named in any promotional materials. Maintaining client confidentiality is always the highest priority to us. SJ & DJ

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