

# Restoration Gateway Ministries

## Ministry Appointment Policy

Welcome to Restoration Gateway Ministries, it is a privilege to serve you. To ensure our work together goes smoothly, and we are able to serve all of those whom God has sent us, we have implemented the following policies.

- 1) Ministry services are provided by appointment only.
- 2) To cancel or reschedule an appointment, please provide at least 24-hour notice.
- 3) Missed appointments will incur a one-hour fee (Discretionary).
- 4) Please limit phone calls and texts to the following guidelines:
  - a. Appointment scheduling, cancellation or rescheduling
  - b. Operating hours are Monday through Friday 9 to 5 pm (Pacific Time). We will respond to calls and texts during these hours. We are not open on the weekend so we can rest and rejuvenate from the demands of ministry during the week.
  - c. As much as we love each person we serve, we aren't available for urgent or emergency support unless previously arranged directly by the minister. Please keep a mental health services number handy or dial 911 for emergencies.
  - d. Ministry creates deep and lasting relationships which we treasure. However, we have to keep professional boundaries in the ministry relationship for the safety and emotional care of all concerned. Please limit 'friendship' type conversations to scheduled ministry times.
  - e. Excessive texting, emails or phone calls, unrelated to appointment scheduling, may result in hourly charges.

Thank you for respecting our time as much as we respect yours. We look forward to serving you.