

F.A.Q.s

Q. What are your office hours?

A. I offer appointments Tuesday, Wednesdays, Thursdays, Fridays. After school/evening hours available but limited.

Q. What about insurance coverage for your services?

A. Services may be covered in full or in part by your health insurance or employee benefit plan. Please check your coverage carefully by asking the following questions before our first appointment:

- Do I have mental health benefits?
- What is my deductible and has it been met?
- How many sessions per calendar year does my plan cover?
- What is the coverage amount per therapy session?
- Is approval required from my primary care physician?

Q. Do you offer reduced fees/sliding scale?

A. Not at this time.

Q. What forms of payment do you accept?

A. Cash, check, and/or credit/debit cards are accepted.

Q. What is your cancellation policy?

A. If you do not show for your scheduled appointment, and you have not notified me at least 24 hours in advance, you will be required to pay the full cost of the session.

Q. Is therapy confidential?

A. In general, the law protects the confidentiality of all communications between a client and a psychotherapist. Information is not disclosed without written permission. However, there are number of exceptions to this rule. Exceptions include but are not limited to:

1. *Suspected child abuse or dependent adult or elder abuse. The therapist is required by law to report this to the appropriate authorities immediately.*
2. *If a client is threatening serious bodily harm to another person/s. The therapist must notify the police and inform the intended victim.*
3. *If a client intends to harm themselves. The therapist will make every effort to enlist their cooperation in ensuring their safety. If they do not cooperate, further measures may be taken without their permission in order to ensure their safety.*



To schedule an appointment:



Call or text: (585) 768-4655



Visit us at myvillagecounseling.com

Or, scan the QR Code:



AT OUR OFFICE:

106 Munson St., Le Roy NY
(585) 768-4655

ANYWHERE:

Virtual/Telehealth Services Available



MAILING ADDRESS:

P.O. Box 130, Le Roy NY 14482

myvillagecounseling.com



Meet the Counselor:

I have been a mental health counselor since 2015. Before that, I ran a home daycare for 16 years. My undergraduate degree was in Recreation Therapy, but I went to graduate school for counseling to use what I had learned about children, parenting, relationships, marriage, anxiety, depression and feeling stagnant in life - and put it to use in a profession outside of my house. My life experiences help me identify with people in all stages of life, my degree and professional experiences have taught me how to help people to be the best and most content versions of themselves.

My perspective on counseling is that the client is driving and I am along for the ride. I use an integrative approach, often focusing on functional applications by using Cognitive Behavioral Therapy (CBT) and Solution Focused Therapy to help the client identify the changes that they want to make in their life, and then find the tools to help them achieve them. I want my clients to feel that this is a relationship and we are working together to help them achieve their goals.



Maureen Privatera
LMHC

Clients, whether individual, couples or family can expect to take away a feeling of purpose, validation and acceptance. I want them to feel like every session brings them closer to having answers/solutions for the daily stressors that have brought them to therapy.

Education:

Ithaca College - 1997
Bachelor of Science in Therapeutic Recreation
Medaille College - 2015
Master of Art in Mental Health Counseling

Licensure:

Licensed Mental Health Counselor
(LMHC)

Insurances:

Blue Cross Blue Shield, Excellus,
Highmark, Univera, MVP,
Carelton (Beacon), Aetna,
Cigna, United Healthcare,
Oscar Health, Oxford

These topics represent just a sampling of the issues people bring to my office.

Services:

I work with clients of all ages who are struggling with parenting, anxiety, depression, romantic relationships, confidence in self, or some type of adjustment in their lives. Conversations in my office include the following:

- Anxiety including generalized anxiety disorder, panic, phobias, and post-traumatic stress disorder
- Depression including mild to severe depression and mood disorders such as bipolar disorder
- Family, Marriage and Couples counseling for relationships of all kinds
- Parenting, specifically in improving parent/child communication, setting reasonable expectations, finding ways to appropriately discipline, finding the joy in parenting
- Helping children, neurotypical and neurodivergent, increase positive communication, respond to/meet expectations, address emotional struggles/crisis, make positive changes in their lives, whether it is making plans for the future, identifying healthy friendships and healthy boundaries, responding to internal or external stressors/triggers
- Stress management for living more peacefully in a stressful world
- Grief counseling as well as coping with other kinds of losses and life transitions
- Conflict resolution for individuals, families, business



GETTING BETTER

STAYING BETTER

LIVING BETTER