



POLICIES

Background and Training

I began studying Reiki in the early 2000s with a mentor from Sweden over the course of several months, and received Reiki I & II attunements from their Reiki Master in 2006/2007. I spent the next decade using Reiki for myself, family & friends, and animals who seemed to know I could help them. I undertook studies to receive my Master attunements in 2018. I have taken various workshops for specialties in utilizing Reiki, such as Animal Reiki and Crystal Reiki, the most recent being summer of 2021. I have continued to work with those beings (human, animal, plant, birds, if it's alive it seems to find me) who benefit from Reiki energy and truly enjoy helping people on their healing journeys. I am a certified Reiki Master teacher, and a member of the International Association of Reiki Professionals. I continue to expand my understanding of healing modalities, and enjoy learning from a wide variety of teachers. In turn, I am able to expand the variety of healing options for my clients.

Who Can Benefit

Reiki can be used for general wellness as well as for specific issues. Reiki works by assisting to reduce stress, which in turn may create an environment within your body where healing may more easily be facilitated. Clients find they are able to relax when working with me. They appreciate my empathy and ability to genuinely listen to them.

Client / Practitioner Expectations

Our first session begins with filling out paperwork while we visit, the questions cover such things as your medical history, your current areas you are struggling with, what you feel you want to get out of a Reiki session, and so on. I do require your contact information, but the personal medical information is not mandatory. Anyone who is uncomfortable disclosing such things absolutely does not have to. This information helps me understand where Reiki can best be focused.

Your privacy and confidentiality are kept at all times. Reiki sessions in my office are performed on a massage table, and always fully clothed. Prior to beginning the treatment, we will discuss your preference for hands-on or hands-off healing, and any areas of concern you may have. During your session, I encourage you to relax, and if at any time you are uncomfortable for any reason, please inform me. Generally I will not visit with you during the active treatment phase of your appointment as I want you to relax fully. However, I encourage you to speak up at the time you feel discomfort, you are not interrupting me in any way to do so.

- I reserve the right to refrain from working on a person who is under the influence of alcohol or drugs
- Sexual harassment is not tolerated. If the practitioner's safety feels compromised, the session is stopped immediately.
- Smoking is not allowed in the building or in my office.

Appointment Policies

- Reiki Appointments in-office are 60 minutes. Crystal Light Therapy sessions are 30 minutes.
- The first appointment lasts 10-15 extra minutes, as it includes history & assessment
- If a client is late, the session still falls within the allotted time slot.

- If I am late, the session lasts the full time, or is discounted.
- I allow rescheduling of appointments a minimum of 24 hours ahead. I do not accept cancellations, and if a client does not show up for their session I will send them distance treatment (Reiki or Crystal Light Therapy). I do not offer refunds. In the case of emergencies or illness, clients may reach out to me for an exception to this policy.
- If I need to cancel an appointment, I will do so within 24 hours if at all possible. If I am unable to do so, your next session will be free of charge. Clients have the option of a refund or a reschedule if I must cancel an appointment.
- All of the appointments are at my office, 2812 1st Avenue North, Suite 414, Billings MT 59101.
- House calls are available on a very limited basis, typically reserved for post-surgery recovery and hospice.
- I see clients Monday through Friday, for available times see the booking page at bitterrootridge.com
- I will return calls within 1 to 2 business days, excepting when I am out of town or on vacation.

Fees

- If during the initial assessment I determine with reasonable certainty that my work won't help you, we end the session at that time and you will be refunded your session fee.
- Prices are listed on the booking page.
- Most clients will have booked and pre-paid online. If you are a walk-in, payment is due at time of service. I accept cash, debit and credit cards. I do not bill clients nor provide direct billing for insurance. I do provide you a receipt.
- Individuals with financial constraints are welcome to contact me to discuss their situation. I offer a limited number of reduced-cost sessions each month.

Professionalism

- Reiki as a profession ascribes to a code of ethical behavior. I have a copy of this available upon request, and it is also on display in my practice.
- Boundaries, personal and professional, are respected at all times.
- I perform services for which I'm qualified and able to do, and will refer clients to appropriate specialists and practitioners when the work a client needs is not in my scope of practice or in their best interest.
- Each client's treatment is customized to meet their needs.
- I maintain accurate client records and review them before each session.
- I respect all clients regardless of age, gender, race, national origin, sexual orientation, religion, socioeconomic status, body type, political affiliation, state of health, and personal habits.

Recourse Policy

- If you are dissatisfied with your Reiki treatment, you will receive a full refund for that session or a complimentary treatment, providing you notify me within 48 hours of said treatment.

Bitterroot Ridge Reiki LLC - Deborah Ligget, CRM

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