



A State of Grace Document

between Dr. Resa Falk, Dr. Jim Johnson, Dr. Sue Aery and You

As a most integral part of our Wellness practice, we would like to share our intention to create and sustain a graceful partnership with you. Above all else, we value you and ourselves as loving individuals, and our utmost desire is to serve the relationship we build together. The way we intend to honor this commitment is by sharing a bit about who we are, how we work, and what's vital in our lives and practice. It's done through these words you are now holding, and is called a *State of Grace Document*. It takes into consideration each individual, their personal preferences and their expectations. A *State of Grace Document* consists of four parts; *The Story of Us*, *Interaction Styles and Warning Signs*, *Expectations and Questions Used to Return to a State of Peace if the Need Arises*. Read on and you'll see how we use it...

The Story of Us:

We are two people who are fortunate to be doing the work we love in this world. We enjoy educating our clients because we know people often experience information overload on matters of health. Our role is to help you narrow in on an effective path so you can begin to overcome your health challenges. We don't promise a cure, but we do promise to diligently work with you so that you can start feeling better.

Our core belief is that you are not a symptom or a disorder. We know it's within your power to live a vibrant life, no matter what the symptoms, and we thrive on finding the methods of tapping into that inner wisdom. Our knowledge base is wide, as we are life-long learners ourselves, which means we will not try to "fit" you into what we do, but genuinely determine if we are best suited to guide you on this path. We desire a true partnership with you. In fact, many of our clients become good friends.

Interaction Styles and Warning Signs:

Each person has a particular way of interacting with his/her world. This includes preferences such as what we prefer to eat, how we want to be shown appreciation, what is non-negotiable for us in any relationship. It's the stuff that makes you who you are. It's our belief that it will benefit our working relationship if, on an on-going basis, we share our preferences and expectations regarding this journey we're taking together. By checking in and asking questions of one another, we don't rely on assumptions and we can better serve you.

Along with a person's unique interaction styles, people also tend to exhibit certain behaviors when they are under a lot of stress. We call those Warning Signs. If you can share with us how you show up in the world when you feel stressed, we may be able to help pull you back from the edge. And not only what it looks like when you're stressed, but what you might need in that moment that you couldn't possibly ask for.

- Our integrity is of the utmost importance to us. We are sincere and honest in the work we do and we want that to be reflected in all your interactions with us.
- Clarity is crucial to ensure you receive what you're looking for. If you are unsure of something, please keep asking. Questions are good.
- Health recovery tends to run in cycles. Sometimes the simplest things, like walking 30 minutes a day, can produce dramatic changes. We want to encourage you to stay the course because our experience with thousands of other clients has shown that even the smallest steps are crucial. We do know that walking this path to health is totally your decision, and we honor that.

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Sometimes we feel frustrated when a client doesn't use the tools we've suggested and they question why things aren't better. Let's work together to decide what is possible.

Expectations:

Every individual comes into each situation with a level of expectation. We want to know your expectations and we will always share ours.

- Our expectation is to assist you in your quality of life and to do so honestly at all times.
- If something isn't working, we'll be the first to mention it. We ask that you do so as well.
- We will always strive for better solutions to your health challenges.
- We would love for you to enthusiastically take on your health challenges and follow through on recommendations.
- We ask that you keep appointments and maintain your financial responsibility.

Questions to Return to Peace if the Need Arises

We have chosen to create this *State of Grace Document* because our intention is to lead a graceful life. Yet at the same time we want to acknowledge that life is often less than perfect. We never want a patient to leave the practice unsatisfied. If for some reason things get off track, we commit to having a conversation to bring the situation back to a peaceful place and we ask that you do the same. The following possible questions can be used as a tool to get us there:

1. Do you feel you were getting the results you anticipated?
2. Was it too difficult to follow the plan of care?
3. Are you considering discontinuing your care with us?

4. Was there something communicated or not communicated that upset you?

We've adopted *The State of Grace Document* as a way to place our relationships with others above all other business concerns. We want to nurture them and enable them to grow rich and healthy. Typically, a *State of Grace Document* is done by all parties in the relationship. So if you would be up for sharing your thoughts on the above topics, we would love to hear more...

**We create graceful relationships
that encourage trust as the foundation
of all interactions.**



If you want to know more about *State of Grace Documents*, which are being used around the world to create business and personal relationships built on trust, you can visit www.stateofgracedocument.com.

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