

1 **BEFORE THE BOARD OF PSYCHOLOGIST EXAMINERS**
2 **FOR THE STATE OF ARIZONA**

3
4 **In the Matter of :**)
5 **April Tanner**)
6 **An Unlicensed Individual**)
7 **in the State of Arizona**)
8)
 Respondent

9 On October 4, 2019, the Arizona Board of Psychologist Examiners (“Board”) met in
10 open session to discuss the above-referenced case for the purposes of determining whether
11 grounds existed to issue a Cease and Desist Order to April Tanner ("Respondent"). Respondent
12 appeared and addressed the Board.

13 **FINDINGS OF FACT**

- 14 1. Respondent has never held a license with the Board to practice psychology in the
15 State of Arizona nor is she licensed in any other profession in the State of Arizona.
- 16 2. On June 11, 2019 the Board received Complaint No. T-19-02 from Respondent’s
17 client (“Client”) regarding counseling services that took place in May of 2019.
- 18 3. On October 4, 2019, the Board reviewed the Complaint. Client participated
19 telephonically and indicated the following:
- 20 a. She found Respondent through a Google search and found her listed on
21 Psychology Today’s website for psychological services.
- 22 b. The name of Respondent’s business, “Footsteps to Serenity & Psychological
23 Services” also mislead Client to believe that Respondent was a licensed
24 psychologist.
- 25 c. During a session, Respondent recommended medications that Client should
26 consider taking and talked about herself through most of the session.
- 27 d. After this session, Respondent harassed Client for payment via text and phone
28 calls. Ms. Tanner opted to cancel the contract and charged her additional

1 \$300.00 Client had already paid Respondent \$150.00.

2 e. Client subsequently complained to the Better Business Bureau (BBB), and
3 Respondent violated confidentiality by telling the BBB that the Client was
4 mentally ill.

5 f. Client's interaction with Respondent was traumatic and predatory.

6 4. Respondent appeared in-person for the October 4, 2019 Board meeting and
7 represented that she was only provided life coaching services through her business, not therapy
8 or counseling.

9 5. The Board unanimously voted to issue Respondent a Cease & Desist Order for
10 fraudulently providing psychological services and advertising for psychological services, and
11 for continuing to misrepresent her credentials and licensure status or process after the
12 complaint was brought to her attention.

13 **VIOLATION**

14 1. The services advertised and provided by Respondent in complaint no. T-19-02
15 constitute the unauthorized practice of psychology as defined at A.R.S. § 32-2084(A).

16 **ORDER**

17 1. Under the authority set forth in A.R.S. § 32-3227(C), the Board orders
18 Respondent to immediately Cease and Desist from practicing psychology as defined at A.R.S.
19 §32-2084(A) until such time she is licensed to do so. If Respondent continues to engage in such
20 activity in violation of the Board's statutes and rules, the Board may pursue injunctive relief
21 pursuant to A.R.S. § 32-2083.

22 DATED this 17 day of December, 2020.

23
24 ARIZONA BOARD OF
PSYCHOLOGIST EXAMINERS

25
26 

27 By: _____
28 Heidi Herbst Paakkonen
Executive Director

1 **ORIGINAL** filed electronically
2 this 17 day of December, 2020, with:

3 The Arizona State Board of Psychologist Examiners
4 1740 West Adams St., Suite 3403
5 Phoenix, Arizona 85007

6 **COPY** mailed by regular and certified mail #**9489009000276155081419**
7 this 17 day of December, 2020, to:

8 April Tanner
9 Address on Record
10 Respondent

11 **COPY** of the foregoing via email (jeanne.galvin@azag.gov)
12 This 17 day of December, 2020 to:

13 Jeanne M. Galvin
14 Assistant Attorney General
15 2005 North Central Ave. SGD/LES
16 Phoenix, Arizona 85004
17 Jeanne.galvin@azag.gov
18 Attorney for the State of Arizona

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By: Jennifer Michaelson