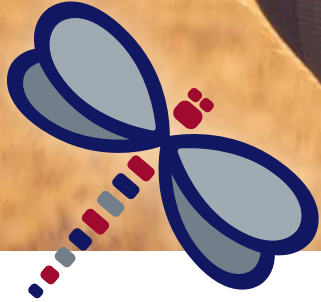




Red River
MENTAL HEALTH & WELLNESS

NEW CLIENT
**WELCOME
PACKAGE**



WELCOME TO RED RIVER

Thank you for choosing Red River Mental Health & Wellness. Beginning therapy takes courage, and this package is designed to help you understand what to expect, how our process works, and the policies that guide safe, professional care. Our approach is relational, trauma-informed, strengths-based, and (w)holistic, honouring connections between mind, body, family, and community. Every person's story and cultural background matter, and care is tailored to your needs.

Your role is to set the goals that matter most to you.

Your clinician's role is to create a safe, supportive, and confidential space where you can explore challenges at your own pace.

SERVICES AT A GLANCE

CORE SERVICES

- Counselling: Short-term, goal-focused support (typically 4–12 sessions) for stress, grief, burnout, self-esteem, relationships, and life transitions.
- Psychotherapy: Longer-term, structured treatment (typically 12–20+ sessions) for anxiety symptoms, depressive symptoms, adjustment stress, trauma recovery, and resilience building.

DELIVERY FORMATS

- Telehealth: Secure Jane platform. Clients should use a private space and headphones when possible.
- Telephone: Ensure privacy and good reception.

ON-FARM

A natural, rural setting that offers fresh air, space to breathe, and the grounding presence of animals and land. Many clients find the environment helps them feel more relaxed, connected, and open to the process.

Hybrid: Combine formats to fit your lifestyle.

SCOPE OF SERVICES

COUNSELLING (12+): Short-term (4–12 sessions), goal-focused support for stress, grief, burnout, self-esteem, and life transitions. Not intended for treatment of diagnosed mental health conditions or complex trauma.

PSYCHOTHERAPY (12+): Longer-term (12–20+ sessions) for anxiety, depression, adjustment stress, trauma symptoms, and resilience. Evidence-based approaches include CBT, ACT, EMDR, Narrative Therapy, mindfulness, and polyvagal-informed methods.

OUT OF SCOPE: Severe major depression, complex PTSD, acute psychiatric disorders, court-mandated therapy, and abuse or violence cases requiring specialized services. In these cases, short-term stabilization and referral to trusted providers will be arranged.



UNIQUE APPROACHES

In addition to traditional office, telehealth, or phone-based sessions, Red River Mental Health & Wellness offers experiential and flexible formats. These are not separate services, but special ways of delivering counselling and psychotherapy that may feel more comfortable, grounding, or accessible.

EQUINE-FACILITATED WELLNESS

Ground-based sessions (no riding) using polyvagal-informed and EAGALA models. Horses act as partners in the process, helping clients build awareness, strengthen connection, and practice regulation. Offered April – December by preregistration or waitlist.

CARE FARMING & OUTDOOR INTERVENTIONS

Nature-based activities on the farm that promote balance, resilience, and well-being through land-based practices and connection with the environment. Offered April – December by preregistration or waitlist.

WALK-AND-TALK THERAPY

Walking sessions offered seasonally when weather permits, available to existing clients who choose a hybrid approach. These sessions may take place on a well-lit public path, a quiet park bench, or another safe and agreed-upon public space, such as a corner of a coffee shop. Walk-and-talk sessions are available in London, Chatham, and St. Thomas.

HOME VISITS (SPECIAL CIRCUMSTANCES)

On a case-by-case basis, home visits may be arranged for elderly clients, those with health concerns, or clients with significant accessibility barriers. This option is offered only under special circumstances and must be discussed and approved in advance with your clinician to ensure safety and appropriateness.

THERAPEUTIC MODALITIES

Counselling and psychotherapy may draw on a variety of evidence-based approaches, including:

- Cognitive Behavioural Therapy (CBT)
- Acceptance & Commitment Therapy (ACT)
- Eye Movement Desensitization and Reprocessing (EMDR)
- Narrative Therapy
- Solution-Focused Therapy
- Trauma-Focused CBT
- Mindfulness-based interventions
- Polyvagal-informed and somatic strategies
- Equine Assisted Growth and Learning Association (EAGALA) model

CRISIS RESOURCES

Red River Mental Health & Wellness is not a crisis service. For emergencies, call 911 or go to your nearest emergency department.

For urgent needs, the following 24/7 supports are available free:

988 Suicide Crisis Helpline

Call or text 988 | 988.ca

Talk Suicide Canada

1-833-456-4566 | Text 45645 | talksuicide.ca

Hope for Wellness (*Indigenous Clients*)

1-855-242-3310 | hopeforwellness.ca

Talk4Healing (*Indigenous Women and Families*)

1-855-554-4325 | talk4healing.com

Farmer Wellness Initiative

1-866-267-6255 | farmerwellnessinitiative.ca

Kids Help Phone

1-800-668-6868 | Text CONNECT to 686868
kidshelpphone.ca

Good2Talk (*post-secondary students*)

1-866-925-5454 | good2talk.ca

Text GOOD2TALKON to 686868

Ontario 211

Dial 211 | 211ontario.ca

Connects to local resources and frontline supports

COMMUNICATION GUIDELINES

Email:

info@redriverwellness.ca

For scheduling or non-urgent inquiries.

Replies within 24–72 hours, Monday–Friday.

Email is not secure for sensitive details.

Phone or Text:

519-266-3570

for scheduling or non-urgent questions.

Replies may take up to 3 days.

Social Media:

No personal connections with clients.

Professional pages may be followed for educational content.

Important Email, text, and social media are not monitored 24/7. For urgent needs, call 911 or use a crisis lines.

GETTING STARTED

STEP 1: FREE CONSULTATION

Book a 15-minute phone or video consultation by phone, email, or through Jane. This is a chance to discuss goals, cultural considerations (e.g., NIHB, traditional practices), and service fit.

STEP 2: JANE ACCOUNT

Create a secure Jane account to manage bookings, forms, and receipts.

STEP 3: INTAKE FORMS

Complete consent and privacy forms through Jane. Forms may be completed orally with your clinician for accessibility or cultural comfort. Optional screeners (e.g., PHQ-9, GAD-7) help guide care planning.

STEP 4: PREPARING FOR YOUR FIRST SESSION

Reflect on what brings you here and what you hope to gain. No clear answers are needed. Jot down questions such as: How will progress be tracked? For telehealth or phone sessions, choose a private space. For on-farm sessions, wear weather-appropriate clothing and closed-toe shoes.

STEP 5: INTAKE ASSESSMENT

Completed in one or two sessions. Focus is on learning about your goals, needs, strengths, sociocultural background, and challenges. You never need to share more than you are ready to. Assessment is ongoing throughout therapy and care plans are adjusted as needed.

STEP 6: BEGIN SESSIONS

Start regular sessions (weekly or biweekly) via telehealth, phone, on-farm (April–December), or hybrid. A valid credit card is required for booking. NIHB clients provide their NIHB number for prior approval and direct billing.



WHAT TO EXPECT IN SESSIONS

FIRST SESSION

- 20-30 minutes to review informed consent, policies, and procedures.
- Discuss goals, challenges, and background.
- Begin co-creating your care plan.

SESSION STRUCTURE

- Brief check-in.
- Therapeutic work (*exploring goals, strategies, and insights*).
- Closing period to reflect and leave grounded.

TYPES OF SESSIONS

- **INDIVIDUAL:** One-on-one sessions for ages 12+.
- **CONJOINT (SUPPORT PERSON):** A family member, Elder, or advocate may attend for support. Written consent required. Confidentiality is shared unless otherwise agreed.
- **YOUTH (12+):** Sessions are private and paced according to readiness. A Teen Guide is available to explain youth consent and confidentiality.

GOALS AND PROGRESS

Therapy is guided by your goals, set during intake and revisited every 4–6 sessions.

COMMON GOALS:

- Enhance emotional well-being.
- Build resilience, self-awareness, and confidence.
- Improve coping strategies for daily challenges.
- Foster self-compassion and address bullying or lateral violence.

TRACKING PROGRESS:

- Reflection and dialogue during sessions.
- Use of tools such as PHQ-9 or GAD-7.
- Reviews of daily functioning in work, school, family, or community.

EXPECTED OUTCOMES:

- Improved emotional regulation and resilience.
- Greater clarity and self-understanding.
- Strengthened coping strategies.
- Enhanced quality of life and well-being.



PRIVACY ON THE FARM

- Sessions may be co-facilitated with a trained equine specialist.
- Appointments are scheduled for quieter times; farm staff may occasionally be onsite but are not involved in sessions.
- Private entrances and exits are available.

CARE, PRIVACY, AND CULTURAL SAFETY

CLIENT RIGHTS

You have the right to:

- Respectful, culturally safe care.
- Clear information about services, risks, and benefits.
- Set, adjust, or stop therapy goals at any time.
- Refuse interventions.
- Invite a support person with written consent.
- Access or correct your record.

ACCESSIBILITY AND CULTURAL SAFETY

We are committed to accessible, culturally safe care.

Accommodations may include:

- Large-print or oral completion of forms.
- Screen-reader compatible digital forms.
- Wheelchair-accessible spaces on-farm where possible.
- Adjustments for mobility, sensory, or neurodiversity needs.

CULTURAL AND INDIGENOUS CONSIDERATIONS

Every nation and community has unique ways of knowing, being, and doing. For this reason, your clinician does not lead cultural practices but welcomes and supports you in defining and integrating your own. Sacred medicines, drums, feathers, or ceremonies may be included at your request. Elders, Knowledge Keepers, or cultural supports can also be incorporated with your consent.

CONFIDENTIALITY

All sessions and records are private.

EXCEPTIONS

Immediate risk of harm to self/others, suspected abuse/neglect of a minor, or court order. Adults may share historic abuse without triggering mandatory reporting.

RECORDS

Stored securely on Jane in compliance with PHIPA and OCSWSSW standards. Maintained for 10 years after last contact (or 10 years past age 18 for minors). Written requests for access or summaries will be completed within 30 days; administrative fees may apply.

CLINICAL SUPERVISION

Clinicians participate in professional supervision and peer consultation to ensure high-quality care. No identifying details are shared, and supervisors/peers are bound by confidentiality.

BOUNDARIES IN THE COMMUNITY

In small communities, clients and clinicians may encounter each other in public. Clients are welcome to say hello. To protect confidentiality, clinicians will not initiate contact or discuss therapy outside sessions. This is to safeguard your privacy, not to appear impolite.

FEES AND BILLING

Session Fees (2025–2026):

INDIVIDUAL COUNSELLING/PSYCHOTHERAPY

(50 minutes): \$165

EXTENDED INDIVIDUAL COUNSELLING/PSYCHOTHERAPY

(60 minutes): \$192.25

EQUINE-FACILITATED WELLNESS

(60 minutes): \$192.25

GROUP SESSION

(90 minutes): \$65

ADMINISTRATIVE SERVICES: \$100/hr

MISSED/LATE-CANCELLED SESSION: \$100

(50% first, 100% second)

All session fees include additional time for care planning, professional documentation and setup to ensure accurate records and continuity of care.

BILLING & INSURANCE

PAYMENT METHODS

A valid credit card is securely stored in Jane and billed at the time of your session. E-transfers are also accepted if received before the session begins.

RECEIPTS

Receipts are automatically issued through Jane and can be used to submit for insurance reimbursement. Most extended health plans cover services provided by a Registered Social Worker (MSW/RSW). Please confirm your coverage with your benefits provider before starting.

NIHB CLIENTS

Direct billing is available with prior approval (NIHB number required). Please note that NIHB does not cover missed or late-cancelled sessions. In these cases, fees will be charged to the credit card on file.

CANCELLATIONS

NOTICE

At least 24 hours' notice is required to cancel or reschedule a session.

FEES

Missed or late canceled sessions are billed at \$100 (50% for the first, 75% for the second, and 100% for repeated occurrences).

WEATHER

In cases of inclement weather, in-person sessions will automatically be shifted to a virtual (video) or phone format to ensure continuity of care. Weather is not considered a valid reason for last-minute cancellation. If you choose not to attend in the alternate format, the standard cancellation fee will apply.

EMERGENCIES

Sudden illness or urgent family matters may be considered on a case-by-case basis.

ONGOING ATTENDANCE

Multiple late cancellations or missed appointments may lead to a discussion about whether this is the right time for therapy. Red River Mental Health & Wellness is a busy practice and services are often wait-listed. If your circumstances change and you need to adjust frequency or pause therapy until you are ready, we understand and will support you in making that decision.



FAQS

FREQUENTLY ASKED QUESTIONS



What if I feel nervous about therapy?

It is normal to feel unsure at the beginning. Your clinician will go at your pace and ensure therapy feels safe and supportive.

How long does therapy take?

It depends on your needs. Counselling usually lasts 4–12 sessions. Psychotherapy may extend to 12–20+ sessions for deeper, structured work. Care is always tailored to your goals.

What if I miss a session?

Please give at least 24 hours' notice. A cancellation fee applies if notice is not given, with flexibility for rural challenges such as weather or travel.

Can my teen attend therapy without me?

Yes. In Ontario, capable youth aged 12 and older can consent to their own therapy. Their privacy is respected, though parents may be offered support or coaching. A Teen Guide explains these rules in more detail.

Do you provide crisis services?

No. We are not a crisis service and are not available 24/7. For urgent needs, call 911 or 988, or use one of the crisis resources listed in this package.

Are services covered by insurance?

Most extended health plans cover services by a Registered Social Worker (MSW/RSW). Receipts are provided for reimbursement. Clients should confirm coverage with their provider. NIHB clients are eligible for direct billing.

What about equine therapy — is it just horseback riding?

No. Equine-facilitated sessions are ground-based, using structured therapeutic models (EAGALA, polyvagal-informed). The focus is on emotional awareness, regulation, and connection, not riding.

Will my privacy be respected if we see each other in public?

Yes. In small communities, you may encounter your clinician outside sessions. You are welcome to say hello, but your clinician will not initiate contact or discuss therapy in public to protect your privacy.

Red River Mental Health & Wellness is committed to providing trauma-informed, relational, and (w)holistic care that honours your story, strengths, and culture. With flexible delivery options and a focus on accessibility, we are here to walk alongside you in your healing journey.

This package is informational and does not replace professional advice. Policies and practices may evolve, and updates will be shared as needed.

Your courage in seeking support is recognized and respected. We look forward to working with you.