

WELCOME TO:

Healing Spaces



HEALING SPACES

A background image of green leaves on a branch, with a white rectangular box in the center containing text.

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COURAGE DOESN'T ALWAYS ROAR.
SOMETIMES COURAGE IS THE LITTLE
VOICE AT THE END OF THE DAY
THAT SAYS
"I'LL TRY AGAIN TOMORROW".

MARY ANN RACHMACHER

About Healing Spaces



Healing Spaces Office in Kamloops, British Columbia

We are glad you have decided to invest in your own health and wellbeing. We know this can be a big decision and we are truly honoured to support you in your counselling goals.

People come to counselling for all sorts of reasons. Life can be challenging, confusing, hurtful and we don't always know what to do or how to move through difficult times.

Fear not- you are in good hands! Healing Spaces offers a space free from judgement where we will do our best to support you as you work towards your goals, whatever they may be.

Healing Spaces values a client centred approach to counselling. This means you are at the centre of your counselling. Together we will co-create a plan of action where we can work towards whatever your goals may be.

What Is Counselling?

It can be easy to accept the fact that stress affects our immune system. For example, when we are under stress, we are more likely to catch a common cold. It can be harder to accept stress might impact other parts of us such as our emotional body and our minds. Things such as energy levels, thought patterns, beliefs about ourself and others, relationships, ability to concentrate, ability to function according to your 'normal' and other psychosocial aspects of ourselves and our lives are impacted when we have a lot of stress in our lives.

Counselling aims to explore, process and heal that which is negatively impacting your life. We believe counselling is a two pronged approach. The first prong is symptoms management. This means exploring strategies to manage symptoms you might be experiencing. For example, communication skills, stress management, sleep patterns, emotional regulation, how to respond to anxiety and depression etc. The second prong is deeper healing. Once you have greater balance in your life and your symptoms are more manageable, we encourage you to go deeper and wonder what is currently or historically occurred that might be leading to these symptoms.

If you have never been to counselling, you might have a sense of what to expect. If you have never been to counselling you might have no idea what to expect. Either way, you may have questions about the process or uncertainties about opening up. Oftentimes when we turn to counselling, it is because we need support for something that isn't going well in our lives. We might have supportive family and friends, but they aren't able to help us in the way a professional counsellor can.

At Healing Spaces, we aim to create a warm and welcoming space where you can share your concerns, challenges, and difficulties at a pace that you feel comfortable with. If something ever doesn't feel right, or you feel like your needs aren't being met, please let us know. Counselling requires two-way communication. If you don't let us know what you know or that we aren't serving you in the way you need, we might not know.

Sometimes people find that their symptoms become worse before they get better. If we have kept certain parts of ourselves and our lives stuffed away, we have to unearth them to face them and move through them to allow them to heal. This can be a challenging process, which is why reaching out for support is such a great idea. Going this alone can be hard. At Healing Spaces, we believe if you are up to the challenge, a freer sense of you could be waiting on the other side of all this hard work!

Healing Spaces hopes to understand your story and support you move to where you want to be. We hope to identify blocks that may be preventing you from arriving where you want to be.

What Can I Expect From Counselling?

You can expect questions aimed at understanding what you are going through.

You can expect to feel uncomfortable at times.

You can expect to be challenged and supported.

You can expect encouragement of introspection and exploration of emotions.

Lots of people believe and/or have been taught to believe that feelings and tough experiences are things you need to 'just get over'. At Healing Spaces we will challenge this thinking in a supportive way. We will listen with empathy and compassion as we encourage you to work towards understanding the impact big life experiences can have on a whole person.

What Do I Need To Know About My Relationship With My Counsellor?

Numerous studies have shown the biggest predictor of success in a counselling relationship is the relationship itself. This means it might take a few sessions for you and the counsellor to get to know each other, create a treatment plan, and build a working relationship. We encourage all new clients to work with a counsellor at least 3 times to see if it is a 'fit' for both sides. It is important that you communicate to the counsellor what your expectations are, what you hope to get from counselling, and what did/didn't work if you have ever been in counselling before. You have the right to say NO at any point in the counselling relationship to any questions, certain methodologies, or suggestions for treatment and/or interventions.

Counsellors are human too. We make mistakes, and we work to do our best to support you given the information you have shared, our training, and our years of experience. Sometimes we might say something that doesn't sit right with you, or misrepresents what you have tried to communicate. Please let us know and we can use this as an opportunity for further clarification and exploration.

Who Is My Counsellor? What Are Their Qualifications?

All of our counsellors are required to be registered with a governing body. We are all Registered Clinical Counsellors, Canadian Certified Counsellors or Registered Social Workers, with the exception if you are working with one of our practicum students.

If you have further questions about your counsellors areas of expertise and/or experience please see the website for up to date information at www.healingspaces.center or speak with your counsellor directly.

If you feel there is an ethical concern about your counsellor, you have the opportunity to make a formal complaint. Concerns may include one of the following:

- Disrespectful behaviour
- Inappropriate boundary crossing
- Client exploitation
- Breach of confidentiality
- Incompetence

Depending on your counsellor's designation, you can use one of the following avenues.

- If your counsellor is a **Registered Clinical Counsellor**, please contact: BCACC 1-800-909-6303 ext 223
- If your counsellor is a **Canadian Certified Counsellor**, please contact the CCPA Ethics Committee Canadian Counselling and Psychotherapy Association 202 – 245 Menten Place Ottawa, ON, K2H 9E8
- If your counsellor is a **Registered Social Worker**, please contact BC College of Social Workers at 604-737-4926 or email info@bccsw.ca

What is Informed Consent?

Informed consent is the agreement that you are voluntarily work with a counsellor and sharing any information you choose to share. Our team is bound by confidentiality to keep any information you share present in the room. There are some exceptions to this, which are discussed in more detail below.

Informed consent is understanding that you are agreeing to work with a counsellor who is held accountable to ethics and professional guidelines according to their particular governing body.

About Confidentiality

One of the pillars of counselling is confidentiality. This means, anything you choose to talk about with your counsellor is bound by confidentiality and stays between those present in the room during discussion. If you are working within a care team and feel it would be helpful to have your counsellor speak with other members of your care team, you would need to notify your counsellor and sign a document giving your counsellor permission to speak with other parties. This might include other medical or allied health practitioners, lawyers and/or insurance providers.

As a part of professional practice, counsellors are expected to uphold ethics and professional development. At times, this may mean they speak with supervisors and colleagues for consultation, using no names. Supervision is intended to ensure each counsellor is offering the best quality care to each client and that ethics and best practices are upheld and supervisors are held to the same limits of confidentiality as counsellors.

Lastly, your counsellor may use email/text and an online secure database for documentation. These online communication and documentation tools do have limits to confidentiality. We can not guarantee security if, for example, one of the systems were hacked or got a virus.

For distance sessions we use Zoom. You will need to obtain a free Zoom account to be able to access for distance sessions.

Limits of Confidentiality

1. If my counsellor has reason to believe that a child is at risk for abuse and/ or neglect (physical, sexual, emotional, verbal), s/he has a legal and ethical mandate to report this concern to the Ministry for Child and Family Development.
2. If my counsellor has reason to believe that I might injure myself or someone else, or that other persons are at risk for some reason, she has a legal and ethical right to intervene, even if this means breaking confidentiality.
3. If a judge orders my counsellor to release the notes of the counselling sessions.
4. It may be helpful or necessary for my counsellor to speak to other professionals who may be involved in aspects of my physical and emotional health. Wherever possible, this will be done with my understanding the intent of such contact. I have the right to know what transpired in any conversations between my counsellor and other professionals.
5. My counsellor has the right and obligation to seek consultation and supervision in order to adequately perform her/his job. S/he agrees to change identifying characteristics.
6. If I am funded by one of the following (ICBC, FNHA, VS, Worksafe BC, other Insurance companies eg) GWL), my counsellor has explained to me that, as my counselling is partly funded by government/insurance agencies, s/he will be required to provide progress reports.

Length, Frequency and Termination

In alignment with standards of practice in the counselling field, sessions are 50 minutes in length leaving 5 minutes to manage payment/next appointment and 5 minutes for the counsellor to write any notes from the session.

Frequency is something you will need to speak with your counsellor and anyone else in your personal life that may influence this decision logistically or emotionally. Finances and what you feel you need to move through your current struggles may be influential in determining the frequency of your sessions.

You may terminate your sessions at any time you feel is right for you. If you are able to discuss termination with your counsellor, we can support you with tools/strategies to make this process as seamless as possible. If after termination, you feel you would like to check in, you are welcome to reach out again at any time!

If you are terminating because of a concern you have about your counsellors ethics, please contact Healing Spaces about your concerns. We hope we would be able to work through these concerns with you, however we can also put you in touch with the appropriate boards to make an official complaint, if necessary.

Emergency

In case of emergency, there are a few resources you can reach out to.

1. 1-800-SUICIDE (a 24 hour hot line service)
2. 911 – If there is an emergency know you can reach out to 911.

Fees & Funding

I understand Healing Spaces counselling is fee for service and agree to give Healing Spaces 48 hour notice for cancellations, otherwise Funders do not fund missed sessions. If a session is missed, I will be responsible for the cost of all missed sessions except in extenuating circumstances.

Counselling sessions are one hour in length. This means 50 minutes of counselling work plus 5 minutes for payment/rebooking and 5 minutes for counsellors to make notes.

For up to date fee structures please see information on our website at www.healingspaces.center

Fees are different depending on your counsellor's level of education and experience. We have practicum students, junior counsellors, counsellors and senior counsellors on our team. If you have financial limits, please speak with us and we can try to match you with a counsellor that will be the best fit for your budget!

A number of **extended health** providers cover counselling. Your counsellor will provide you with a registration number at the bottom of the receipt that you can send to your extended health care provider for reimbursement. Each extended health care plan is different and we are not able to know the intricacies of each plan. We encourage you to speak with your extended health care provider in advance if you are hoping to submit invoices for reimbursement.

We also are able to secure **funding** through Victim Services, ICBC, Worksafe BC and First Nations Health Authority on a case-by-case basis.

Free Resources

Healing happens inside of and outside of the counselling room.

We have worked hard to provide you many free resources to support you in your healing journey! Feel free to check them out at www.kelseythecounsellor.com



Thank You

Feel free to reach out if you have any questions! We would be happy to help!



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www.pinterest.ca/healingspacescenter



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