

Solstice Wellness Services

Shelley Blair, MC, RCC, CCC

Solstice Wellness Services
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<http://www.solsticewellness.services>

Consent for Counselling:

Counselling is the method by which a professional counsellor and client engage in conversation to identify and move through challenging situations, resolve, or minimize the impact of past events or develop goals for the future. This relationship is unique in that both participants will focus on the needs and goals of the client in a structured way.

The Canadian Counselling and Psychotherapy Association (CCPA) provides this explanation. "Counselling is the skilled and principled use of relationship to facilitate self knowledge, emotional acceptance and growth and the optimal development of personal resources. The overall aim is to provide an opportunity to work towards living more satisfyingly and resourcefully. Counselling relationships will vary according to need but may be concerned with developmental issues, addressing, and resolving specific problems, making decisions, coping with crisis, developing personal insights and knowledge, working through feelings of inner conflict or improving relationships with others. The counsellor's role is to facilitate the clients work in ways that respect the client's values, personal resources and capacity for self-determination."

<https://www.ccpa-accp.ca/wp-content/uploads/2015/05/NOE.What-is-Counselling-A-Search-for-a-Definition.pdf>)

When you come to counselling, you can expect your counsellor to be prepared for the session, to be on time, to be focused and present with your concerns and to collaborate with you on session goals.

It is sometimes reported that symptoms get worse before they get better. This can be a result of confronting and moving through challenging situations and reducing avoidance of thoughts, feelings or behaviours. The risks involved with counselling can include "evoking strong emotions or difficult memories, changes in self-awareness, and different ways of relating to others." (BCACC Code of Conduct, pg. 5). The goal of counselling is to reach long term success with being able to navigate through life's challenges. This does not mean that all issues will be resolved, but instead, that there will be confidence that one will be able to move through these situations. Counselling requires effort and work and occasionally

tasks to be completed at home.

Your Rights:

You have the right to ask questions about your counsellor, your counsellor's professional practice, types of treatment, for clarification or anything else you deem relevant. You have the right to refuse any treatment, question or to no longer attend sessions. You have the right to know what is being written about you and your situation. You have the right to complain. Please do not hesitate to ask any other questions that you may have.

Your Counsellor's Rights:

Your counsellor has the right to refrain from answering any questions and has the right to refuse service at any time. Refusal of service may occur for the following reasons: threats, aggression, misconduct, non-payment of services, substance use, scope of practice limitations, conflict of interest, or other reasons as deemed necessary.

If you are 5 mins late for your appointment, you will be contacted through text to see if you are still available for the appointment. If you are more than 15 mins late for your appointment, you forfeit the appointment.

Confidentiality:

Solstice Wellness Services is committed to ensuring that services are provided in a protected and confidential manner. If it seems beneficial to gather or share additional information, about you or your situation, your explicit informed consent will be obtained. At times, there are exceptions to this confidentiality where it is necessary to report specific information without your consent:

1. Children or dependent adults are in need of security or protection.
2. You pose a serious and imminent danger to yourself or others.
3. Other circumstances as required by law (i.e. Child protection issues/judicial matters).
4. Within the context of supervision (names withheld).

If you are accessing funding through a third-party funder (ICBC, FNHA, CVAP, etc...), you will be asked to complete a release of confidential information form to provide written or verbal progress reports to said funder.

Appointments:

Video sessions are conducted through Doxy.me. This is a secure and approved counselling provider. The link for counselling services is <https://doxy.me/solsticewellnessservices> and this will be the same link each time you attend your session. If you prefer to conduct phone sessions, please arrange this with Solstice Wellness Services. Alternatively, you can find a link to a video session through the OWL program, which can be used, as needed, in special circumstances. It is recommended to use headphones and to create a safe, comforting and quiet spot to attend the session (free of distractions) as this will allow you to get the most out of the session.

Counselling appointments with Solstice Wellness Services are fee for service and are charged by credit card or e-transfer at the completion of the session. Typically, sessions are 50 minutes in length, leaving 10 minutes for notes and updating of files. **If you are wanting to change or cancel your appointment, we require 24 hours notice so that you will not be charged the full session fee for the missed session. If you have missed or cancelled an appointment within 24 hours, you will be required to pay your balance in full before booking additional sessions.**

Appointments can be booked directly through www.solsticewellness.services or through email: shelleyblair@live.ca

Solstice Wellness Services does not offer crisis counselling or emergency services. If you require assistance outside of scheduled appointments, please refer to contact information listed below.

Fees:

Individual counselling (50-minute session) **\$160**

Couples /family counselling (50-minute session) **\$175**

Other fee as negotiated by both parties \$_____ per _____ minutes

Payment of fees is through a third-party (ICBC, FNHA, CVAP, other): _____.

Additional fees may be charged for additional services (letters of support, phone calls, additional correspondence, photocopying of records, workbooks, books). Please discuss these with Solstice Wellness Services to avoid unwanted charges. Fees are typically charged in 15-minute increments.

Payment:

Solstice Wellness Services uses an online program, Owl Practice, for scheduling and file storage. Square or Owl are used for billing and payment management. Please include credit card information in your file, if you prefer. You can also send e-transfer payments to shelleyblair@live.ca You can expect an emailed receipt for paid invoices within 72 hours of payment.

Records Management:

Records will include session date, time, and length. Records include the initial and ending questions to each session and session notes taken throughout the appointment. Occasionally, they will also include a general overview of topics, assessments, or important information to note.

Records are maintained to ensure safety and continuity of service in the event that your counsellor could not continue providing service. The hard copy for records will stay with Solstice Wellness Services. You are entitled to view or have a copy of your records. Third party information will be whited out. If you are attending couples counselling or family

counselling, you will have equal access to records for sessions you attend. Records will be maintained in compliance with professional standards.

Hours of Operation:

Phone calls, emails and texts will be answered/returned during hours of operation times, unless there is an opportunity to respond, on non-scheduled days, at a time convenient for the counsellor.

Solstice Wellness Services does not offer crisis counselling or emergency services. If you require assistance outside of scheduled appointments, please refer to contact information listed below.

Emergency Contact Information:

Police, Fire, Ambulance 911
Suicide Crisis Line 1-800-SUICIDE
Interior Crisis Line 1-888-353-2273
KUU-US Crisis Line 1-800-588-8717
Kids Help Phone 1-800-668-6868

Non-Emergency Contact Information:

Mental Health & Substance Use (250) 377-6500
Afterhours (250) 377-0088
HealthLink BC 811
Mental Health Support 310-6789
BC Child & Youth Mental Health (250) 371-3648
Secwepemc Child & Family (250) 461-7237
Emergency Women's Shelter (250) 374-6162

Children & Youth:

Youth and young adults are able to consent to medical care without consent of parents or guardians. It is Solstice Wellness Services' policy to allow minors 14 years of age and older to consent to counselling without written approval of parents/guardians. It is preferred to have the written approval of all parents or guardians whenever possible.

At Solstice Wellness Services, children under 14 years of age will require written approval by all parents in order for the child to receive counselling services.

It is typical practice for counsellors at Solstice Wellness Services to provide updates and reports for children, only when requested. Other requests can be fulfilled. Please discuss preferences with your counsellor.

Counselling Approach:

Shelley Blair completed her Master of Counselling degree through City University of Seattle in 2011 and has been offering counselling services to those in Kamloops in various private

and non-profit organizations. She is a firm believer in continuing education and ensures that her approaches are evidence-based and best practice. It is her goal to provide a safe, non-judgmental space in which to explore challenges and identify solutions with clients. Shelley's areas of specialty include trauma, abuse, anxiety, depression, grief and loss, maternal mental health, and relationship difficulties.

It is important that counselling is a collaborative process, with the focus of each session being determined by the client. Cognitive behavioural therapy and solution focused therapy are used most frequently in her approach to counselling, while introducing other therapeutic techniques, such as EMDR, narrative therapy, acceptance and commitment therapy, or motivational interviewing as situations and needs require it. Please refer to <https://www.psychologytoday.com/ca/types-of-therapy> for a more complete understanding of approaches.

Complaint Process:

You have the right to complain. Shelley Blair belongs to the BC Association of Clinical Counsellors (#16122) and the Canadian Counselling and Psychotherapy Association(#6452). If concerns cannot be managed with Shelley Blair, please access these associations for a more formal complaint process.

The counselling relationship is like any other relationship, in that, sometimes things work well and sometimes they do not. Solstice Wellness Services is committed to ensuring that you are satisfied with your services. If you are not satisfied with the counselling you are receiving, or if the relationship is not as strong as you would like, please inform your counsellor. There are numerous wonderful counsellors in Kamloops and we would be happy to support you in the transition to find the relationship that works for you.

Consent

I consent to receive services with Solstice Wellness Services. I have read the policies listed in the Consent for Counselling policy and have received a copy for my records. In particular, I consent to:

- *Solstice Wellness Services requires 24 hrs notice for cancellation of appointments. If appointments are cancelled within this time, you will be charged full session fees.
- *If automatic payments are preferred, please let Solstice Wellness Services know.
- *Limits to confidentiality were reviewed with me, and I understand that there are certain circumstances that require my counsellor to breach confidentiality. I understand that my counsellor will do their best to communicate this with me when these situations arise.
- *Fees for service are noted above and I have discussed third party billing with Solstice Wellness Services.
- *I understand that I have the right to ask questions about anything I am unsure about.
- *I will complete the intake form that is sent to me before meeting with Solstice Wellness Services.