



Informed Consent

Brief Overview

At Shamrock Wellness Services we offer BOTH traditional and non-traditional counselling sessions.

Traditional counselling is conducted in the barn office and includes talk therapies such as Narrative Therapy, CBT, Trauma Informed Therapies and Attachment Counselling.

Non-traditional counselling at Shamrock is called Equine Facilitated Counselling (EFC), which is a combination of traditional mental health utilizing horses and the natural environment. EFC is described as an experiential psychotherapy that partners with horses and may include mutually respectful equine activities such as handling, grooming, and riding. EFC is facilitated by a mental health professional with equine experience (EFMHA, 2003).

Communication

Please visit the website (www.shamrockwellnessservices.ca) for more detailed biographies of counsellors, associates, interns, volunteers, equine professionals, and non-profit branch – Sundance Solace Society (www.sundancesolace.com). You are encouraged to ask questions about qualifications and processes to ensure clarity, open communication and to provide choice.

If at any time you feel there are any concerns, it is essential for us to be made aware as all grievances are taken very seriously. It is our agreement to you to try our hardest to make the changes needed to be useful in your therapy process.

Contacts

The location is a closed site and not open to drop in or public. Appointments must be booked with your individual counsellor or administration

General Office

604 859 7474

info@shamrockwellnessservices.ca (not confidential but for initial contact for booking dates and invoicing)

Mailing address

31050 Harris rd Abbotsford BC V4X1W2

Physical address

Important Information before you start

1. Intake session - An Intake session is important for both client and clinician to gather important information and getting a picture of needs and wants for counselling. It is viewed as mapping out a plan!

When working with youth; parents or caregivers are asked to come to an information and consultation session with counsellor prior to meeting youth. Fees for intake sessions are regular rates and due at time of session .

2. Forms - All forms can be emailed and completed prior to first sessions. Please feel free to discuss with your counsellor and ask any questions at time of intake or at any time thereafter. Forms are a very important part of the counselling process and invite choice in the process.
3. Once you arrive at the WEST GATE (closest to Aldergrove) please text your counsellor and they will come let you in the gate. Please park in the designated parking lot

There are many animals on site including dogs so please advise your counsellor beforehand if you would like them put away or if you have any fears or concerns. Also PLEASE DO NOT BRING YOUR ANIMALS (EVEN IF YOU ARE GOING TO LEAVE IN YOUR VEHICLE)

4. What to Wear - To participate in counselling with horses it is essential to have proper equipment for safety reasons. Protective footwear with closed toes (no sandals) is mandatory. If the participant is riding, please have low-heeled footwear which covers your whole foot (e.g. no sandals or clogs). Also avoid jewelry or clothing that may get caught up with the horses/ equipment.
5. Helmets - When with the horses, whether mounted or on the ground, the participant must wear a riding helmet when under the age of 18. Adults over 18 may decide to decline helmets when working on the ground, but MUST wear a helmet when riding. Helmets will be provided by the counsellor, but If there are no helmets that fit properly – then a personal bicycle helmet can be worn.
6. Weather - Please wear clothes that are appropriate for the current weather conditions This could mean layers, waterproofs, sunscreen, hats, and clothes/footwear which are OK to get dirty and/or wet. SESSIONS ARE NOT CANCELLED DUE TO WEATHER
7. Cell phones - We also ask that while with the horses you keep cell phones turned off or better yet leave in the car.
8. What to expect when working with horses - There are infinite ways of working (training, exercising, techniques) with horses. At Shamrock we respect these methods but know that it is essential that all participants apply the unique philosophies of the facility to

- ensure a safe and consistent way of handling the horses. This also helps the horses so that they understand what is being asked of them and can continue to help us in our healing process. Therefore, we ask that you bring all of your knowledge, intuition, experience and creativity to sessions, but remain open to other possibilities!
9. Email communication is respected between sessions, while knowing that there may be 2-4 days delay in responding. There will be no email counselling sessions or in-depth answers to questions through email. Updates are encouraged. If you have to cancel session please follow up with a phone message to ensure that it was received.
 10. Administration – We do not have a staff on site every day for administration and we are sorry for any inconvenience. Invoices and receipts are billed depending on administrations scheduling.
 11. Phone consultations are asked to be limited to logistical needs for client treatment. If there is a need for emotional support we ask that you book a session at your earliest convince.
 12. Emergency - If there is an emergency outside of sessions, please call 911 immediately. Crisis numbers can be provided by your counsellor at time of sessions.
 13. Confidential Voice Mail - All voice mail messages are confidential and will be returned as soon as possible unless the counsellor is away. Please state in the message if the need is urgent and as many details as possible.
 14. Confidentiality with youth – Parents are encouraged to be as much a part of the process as possible. However, the confidentiality of a youth is important and respected. This means that if parents are requesting updates, the counsellor will need to speak directly with youth to receive permission. It is suggested that at the time of intake that parents and youth agree to level of communication and what information is ok to share. If there is imminent harm to self or others, confidentiality will be broken regardless.
 15. Closure – Is an essential part of any therapeutic process and it is a key part at Shamrock! It is therefore, necessary for parents or clients to talk about when they feel they no longer need to access services so a plan can be created for closure. Ideally this is before the last 3 sessions

Funding and Payments

16. **Payment – payment is due at the time of service** by any of the following; credit, cash, cheque (made out to Shamrock Wellness Services), etransfer to info@shamrockwellnessservices.ca password “shamrock”
17. Credit cards will be taken on phone intake to ensure payment on any missed cancelations or missed payments when booking. There is a 3% charge added to cover admin fees. Verbal and written agreement to bill your card after 30 days after invoicing not being paid will be required.

18. It is the clients (or guardians) FULL RESPONSIBILITY to ensure there is funding for sessions attended. You will be required to keep track of how many sessions you have left and to inform your counsellor before funding ends. If funders will not pay for sessions for any reason, you are responsible for payments.
19. Payment is also required for Intake sessions and a client will be billed for missed first appointments unless appropriate cancelation time is given. See below for more detailed information
20. Invoices will be sent through email. It is the client's responsibility to check for accuracy of the invoices. Counsellors do not complete invoices therefore any questions can be directed to our administration by email at shamrockcounselling.invoice@gmail.com
21. Report writing is billed per hour (147\$) with no less than one hour per report. Please be advised that this also applies to grant writing and funding requests where counsellors are asked to submit an outline of services.
22. Cancellation policy - Full fees are charged for less than 48 hours notice. This includes Intake sessions and regular booked sessions.

*** Please keep the above pages for your information, sign the last page and bring to the Intake session***

Informed consent agreement

I _____, have read and understand the Informed Consent form provided by Shamrock Wellness Services. I have had the opportunity to ask any questions about the services including; fees and payment, education and experience of service providers, confidentiality and forms.

Participant Signature _____ Date _____

Parent or Guardian signature _____ Date _____

Counsellor Signature _____ Date _____