



Canadian Family Health Counselling Welcome Guide



Welcome to Therapy

We are so excited to welcome you to Neural Network Therapy®. There is no right or wrong way to show up for this approach. Come exactly as you are.

This will provide you with an overview of the entire process at a glance. Starting therapy can feel a bit overwhelming, and we want to keep things simple.

CFHC's Commitment to Social Justice, Diversity, and Inclusion

At Canadian Family Health Counselling, we strongly value non-discrimination and we function in an anti-oppressive intersectional framework. No matter your ability, race, gender, sex, sexuality, religion, or political affiliation...we see you, we hear you, and we value you. You are welcome.

We would like to acknowledge that we work, learn, and play on the traditional, ancestral, and unceded territory of the Michi Saagiig Nishnaabeg, and we would like to show our deep respect to be here today.

What to Expect

So, you're new to therapy? Let's break things down a little bit.

Prior to your first session, you will complete the required intake forms which will have already been emailed to you. If you have questions about any of the consents, please connect with our offices at grow@canadianfamilyhealth.ca or 705-740-8360.

In your very first session, you will discuss some of our policies and procedures with your Emotional Health Practitioner. You are encouraged to ask any questions you may have at this time. We'll begin with getting to know you, and your story. What's brought you here? Where are you feeling stuck?

We will work to establish a secure and trusting relationship. You can share as much or as little as you want, and there is no pressure to speak. We meet you at your comfort level. We describe Neural Network Therapy® as a *doing* approach. We are here to help you explore the habits, patterns, and ways of thinking that are no longer working for you. We are looking to create lasting changes in behaviour.

In your follow-up appointments, we will connect with what's happening between sessions, review lessons and homework, and teach you the highlights of neuroscience and your brain's own ability to adapt and change. Not to worry, it's not science labs and equations, think of it more as creating shortcuts in the brain to feel-good chemistry. These exercises are simple. We use an Etch A Sketch, Lite-Brite, and some other fun props to ensure this information sticks.

How many sessions do I need?

You need to decide what both time and money can afford. You'll also need time between sessions to do the homework. Once your brain has made its way to a new and improved way of doing things, it'll find its way back again and again with a wee bit of support. But behavioural change does require repetition.

Just like buying a gym membership and attending once a month wouldn't make sense to your fitness goals, neither would long gaps between sessions make sense to therapy.

If you're feeling particularly stuck, a week apart is advised. As things begin to improve, every other week or once a month is an excellent strategy. One way or another, this is up to you.

How long is a counselling session?

Emotional Health Practitioner sessions are 50 minutes long.

Is this covered by OHIP?

We are not covered by OHIP. However, if you have extended benefits through school, work, parents, or spouse, we would advise checking with the insurance policy to see if any of our practitioners would be covered. You can check your EHP's profile on the website to see if their specific credentials would be considered by your extended benefits.

First Session

As per our Billing Policy, the first session fee is due upon booking in order to secure your spot. The first session can be paid online via credit card and that same card to pay for subsequent sessions.

Subsequent Sessions

All other sessions are due 24 hours in advance of your appointment. Jane App will debit the credit card on file. We want to separate administrative procedures from your counselling experience. Sessions will not begin until the billing is completed and no future sessions will be scheduled until payment is received

Assumption of Risk

Therapy can be tough sometimes. It can be scary, vulnerable, and uncomfortable. In therapy, we may talk about unpleasant situations and this can bring up many feelings, but you are not alone. It's completely normal and okay to feel anxious and tired after a therapy session. You just did some hard work. This doesn't mean the therapy isn't working, it actually means the exact opposite. Your brain is working hard to understand all this new information that has surfaced in session.

We suggest taking the day, if you can, to go easy on yourself. Do some self-care activities that make you feel better when you're feeling low, tired, or anxious. This could be taking a nap, a long shower, journaling, or going for a walk.

We also need to ensure that you are aware that while we are highly trained professionals, we cannot promise a cure. We will do our absolute best to get your brain functioning as optimally as possible. To grow confidence in Neural Network Therapy® and its lasting impact, feel free to explore the [Trent University studies and their research findings](#).

Client Responsibilities

We provide therapy not just in Peterborough, but around the world. This means the vast majority of our sessions are virtual. If this is the case for you, there are a few things that need to be prepared before we begin:

1. A computer/laptop, or a phone.
2. A secure internet connection.
3. A quiet, private space.

We recommend doing a test run the day before to troubleshoot any challenges separate from your valuable session time. In our experience, having the camera on can improve the client-therapist relationship, so it is recommended, but not a necessity. We advise using Google Chrome to access Jane App. You can also download the Jane App app onto your mobile for greater functionality.

Emotional Health Practitioner Responsibilities

- Meet you, the client, where you're at.
- Always act in your best interests.
- Adhere to the Code of Ethical Conduct, Practice Standards and institute an appropriate application of the guidelines on an ongoing basis.

We've made every effort to make you feel comfortable as we embark upon this work together. With that said, our first order of business is to make sure we've created the right fit in both the practitioner and the approach. Only you can decide if what we have to offer is right for you. At any time, feel free to connect directly at grow@canadianfamilyhealth.ca or 705-740-8360.

Health and Happiness Begin with You.

