



dreamcatcher  
animal assisted  
wellness academy

Dreamcatcher  
53044 RR #213  
Ardrossan, Alberta, T8G 2C4  
Ph: (780)-809-1047  
Fax: (780)-809-1046

[info@dreamcatcherassociation.com](mailto:info@dreamcatcherassociation.com)  
[www.dreamcatcherassociation.com](http://www.dreamcatcherassociation.com)



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## **Client Bill of Rights**

You have the right to:

- \* Get respectful therapy that will be helpful to you.
- \* Have a safe therapy setting, free from sexual, physical, and emotional abuse.
- \* Report immoral and illegal behavior by a therapist.
- \* Ask for and get information about the therapist's qualifications, including his or her license, education, training, experience, membership in professional groups, special areas of practice, and limits on practice.
- \* Ask for and get information about the animal's health, possible disease's, temperaments, veterinarian check ups and past incidents of harm to others if any.
- \* Have written information, before entering therapy, about therapy, about fees, method of payment, insurance coverage, number of sessions the therapists thinks will be needed, substitute therapists, (in case of vacation and emergencies), and cancellation policies.
- \* Refuse audio or video recording of sessions (but you may ask for it if you wish).
- \* Refuse to answer any question or give any information you choose not to answer or give.
- \* Know if your therapist will discuss your case with others (for instance – supervisors, consultants, or students).



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## What to Expect When You Come to Dreamcatcher

1. Upon arrival please check in at the office and then make yourself comfortable in our waiting room. The office entrance is the right hand door entrance facing the drive. Your therapist will meet you in the waiting room. **Please do not leave you vehicle running for long periods of time, due to the exhaust fumes adverse effect on our animals.** For your safety and client confidentiality, we ask that you do not wander the property. Feel free to relax in our indoor waiting room or on the front deck if the weather is nice.
2. Please drive SLOWLY when you enter the property and watch for pedestrians and animals on the road.
3. Please do not bring your pets to Dreamcatcher.
4. You and/or your child will be taken into the therapy session as close to the hour of your appointment as is possible.
5. Please be aware that sometimes inevitable situations arise and your therapist may be running a little late. This is rare and not a common practice at Dreamcatcher.
6. Therapy sessions are scheduled for 50 minutes which allows for the therapist to write notes regarding the session before then next client arrives.
7. For your convenience, there is a gas station and small restaurant on Yellowhead Trail West of Range Road #213 that is approximately a 10-minute drive from the DC site.
8. You may request, at any time, to be in your dependent's therapy session and this may be granted at your therapist's discretion.
9. There is a single washroom at your disposal located inside the office to the right of the client entrance. Feel free to access the washroom at any time.
10. Methods for payment are cash, cheque, email money transfer, Visa, Mastercard, American Express, Debit and fees are due at the beginning of each session. Please see the administration staff in the office adjacent the front entrance to make payments and book or reschedule any appointments.
11. Please dress for the weather! Snow boots, ski pants, mitts and hats are recommended in the winter. Rubber boots are best in spring and when it rains as areas around the farm can get quite muddy! All participants are required to wear closed-toed shoes when working with the animals and no jewelry please.



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## **How do Dreamcatcher Programs Work?**

**WHO are we?** We are registered psychologists, provisional psychologists, clinical social workers and registered social workers who are skilled in providing a variety of therapeutic and counseling techniques to help you or your loved one.

**WHO usually attends our program?** Our program is well known for helping people who have trouble getting help. This might be due to:

- A previous negative experience with therapy or counseling
- Not having the skills to do traditional talk therapy or counseling
- Having difficulty forming relationships
- Having organic brain dysfunction, developmental delays or disabilities

Our program is open to everyone who may be experiencing challenges in their lives. We work with people of all ages and from all walks of life.

**WHAT mediums of therapy do we use?** The best therapeutic medium is chosen based on your or your loved ones' interests and therapeutic goals. Mediums may change from session to session based on session goals. These mediums include:

- Animal assisted therapy
- Equine facilitated counseling
- Play or sand tray therapy
- Art therapy
- Nature assisted therapy
- \* Traditional talk therapy
- \* CBT
- \* EMDR
- \* Narrative therapy
- \* and more

**HOW long does it take for people to “get better?”** This depends entirely on the individual person, as well as the nature and severity of the issues they are facing. Treatment is individualized and every client will respond differently. For those who have had negative therapeutic experiences or who have complex therapeutic issues, the process can take much longer. Successful change within the populations of people we work with generally takes anywhere from 6 months to 2 years and it is important for sessions to be consistent and continuous for this to occur.

**WHAT is your responsibility in the process?** Therapeutic sessions may involve family members or caregivers to the person receiving help or just the person receiving help. Often, if the person receiving help is the only person in the session, for success in therapy, it is imperative for the person receiving help to take their “therapeutic homework” seriously and practice what they are learning. If the person in therapy is a minor or a person with disabilities, it may be required for caregivers to update the therapist on how things are going in the person’s life in between sessions or to be in the actual sessions. These requirements will be discussed with you by your therapist.



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## **Things you need to know when visiting Dreamcatcher during COVID**

### **Symptoms:**

Please call the office if you and/or your client are expressing cold/flu like symptoms, such as cough, shortness of breath, fever, etc. You will be asked to reschedule your appointment until you receive negative test results or your symptoms have resided.

### **Upon Arrival:**

Please remain in your vehicle until the therapist greets you and/or your client. They will approach your vehicle as close to the session start time as possible.

### **During Session:**

Drivers are welcome to wait in their cars or come inside the office. If you are coming into the building, please be advised that masks are mandatory in public buildings, or when people are within 6 feet of each other due to the current Strathcona County Health Authority. You must wear a mask at all times and please sanitize your hands upon entering and leaving the building.

If waiting in our waiting room, please be advised there is a greater risk of acquiring COVID if in public buildings. If waiting in your vehicle, please limit the amount of time your vehicle is running. If you would like to have your vehicle running, please continue up the driveway and park in front of the house to minimize the harmful effects of exhaust to our animals. Please call the office to let us know you are up there – 780.809.1047 ext 1

### **Non-Clients:**

Please limit the amount of people accompanying you and/or your client. If you are not able to find appropriate childcare for other dependents while your child is in session, you may be asked to reschedule your appointment.

### **Furniture:**

Our furniture has been replaced with wipeable chairs/couches. If you are waiting indoors, we ask that you use one seat only during your time with us.

### **Beverages:**

Beverages will continue to not be offered at this time. Please continue to bring a drink with you if you will need it during the time you/your client/dependent is in session.

### **Washroom:**

There is a washroom inside the office that is available for your convenience. Please utilize the hand sanitizer at the front door upon your arrival and exit. Please wash your hands as normal upon using the facilities.

### **Payment:**

In an effort to reduce the amount of face to face contact, we are asking clients to pay by email money transfer or manual credit card entry.

If you have any questions or are unsure, please call the office admin at 780.809.1047 ext 1