



dreamcatcher™  
nature assisted therapy

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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. If the DC dogs are blocking your vehicle as you drive up the driveway or you incur any other problems while on the property, please report these incidences to the front office staff, mainly Jessica.
4. You 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 session may be delayed. This is rare and not a common practice at Dreamcatcher.
6. If other children are in your company and not seeing a therapist, please supervise them closely. Please do not let them wander or be unsupervised at any time.
7. Therapy sessions are for 50 minutes.
8. For your convenience there is a gas station with a restaurant on Yellowhead Trail West of Range Road #213 that is approximately a 10-minute drive from the DC site. Turn left at Range Road #224 and take an immediate left onto the service road. This will take you to the entrance of the gas station.
9. You may request, at any time, to get information from your child's therapist or be in your dependent's therapy session by speaking to the therapist that your family is working with.
10. The washroom is inside the office to the right of the client entrance. Feel free to access the washroom at any time.
11. At this time, methods for payment are cash or cheque only and fees are due at the beginning or end of each session. Please see the administration staff in the office adjacent the front entrance to make payments and book or reschedule any appointments.
12. 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! Please equip your dependants with sunscreen and bug spray in summer and a water bottle is advisable as well. All participants are required to wear closed-toed shoes when working with the animals and no jewelry please. It is advisable to have cell phone on vibrate for the duration of your time with the animals.
13. If you have any concerns about the treatment or services you receive while at Dreamcatcher or dealing with Dreamcatcher staff, please do not hesitate to contact Eileen at 780-809-1047 extension 2. All concerns are valid and will be heard and attended to. Thank you for choosing Dreamcatcher! We hope you find our service valuable.