

# **Counselling / Psychotherapy Services Fact Sheet**

## **What is the difference between counselling and psychotherapy?**

In Canada, the terms "psychotherapy" and "counselling" are used interchangeably. Different governing boards (called professional colleges) are regulated with different terms. In New Brunswick, the regulation is "Licensed Counselling Therapist" and both terms are accepted for reimbursement under insurance companies.

## **What is Shaylynn Hayes-Raymond's license?**

I am currently an LCT-C, which stands for Licensed Counselling Therapist-Candidate. This means that I am eligible to provide counselling and psychotherapy services. The "candidate" designation means that I am still under supervision from another practitioner.

## **How much do appointments cost?**

Appointments are \$150 tax-free.

## **How are payments made?**

For those without insurance, payments are made via credit card (or through interac transfer upon request). Regardless of payment method you must have a credit card on file in case of non-payment.

## **Do you take insurance? Do you direct bill?**

In some cases, direct billing is possible. This largely depends on *your insurance plan* and in some cases, reimbursement is only possible through uploading/submitting a receipt. In these cases you would pay for the appointment via your card on file (automatically billed after your session), a receipt is sent to you, and you submit it to your insurance company for reimbursement. For those who have direct-billing, your insurance claim will be submitted by Shaylynn Hayes-Raymond for the full amount of the appointment (\$150), and then you will be charged your deductible to your card on file. Many insurance companies cover 80% of appointments. The amount covered and your eligible amount depends on your personal insurance plan, so please check with them for specific details.

## **How do I book appointments?**

Once you have completed the intake forms and consent forms, you will be given access to my online booking portal. All appointments are conveniently made digitally, with clients retaining full control of booking, cancelling, and rescheduling-- in a stress-free, easy to use portal.

## **How often can I book appointments?**

This is up to you. Some persons have generous insurance plans and prefer weekly appointments. Others prefer to have appointments once per month, while some are more sporadic. I have no specific policy of how frequently you may book, but I do not accept multiple appointments in one week.

## **Your Environment During Sessions**

Creating a conducive environment for Zoom appointments is essential, especially since Shaylynn Hayes-Raymond, has a sensory disorder and requires no visual or auditory distractions. Key considerations include:

- Dress properly and maintain a professional demeanor
- Ensure the environment is as quiet and non-distracting as possible
- Ensure no other people are present in the room.

Please consider the following as Shaylynn Hayes-Raymond has a sensory disorder. By limiting distractions, Shaylynn can pay more attention to you the client. Apologies for any inconveniences with these considerations.

- Please do not chew gum, lozenges, or other eating during the appointments (this is due to the sensory disorder), all drinks are fine.
- Eliminate auditory distractions like loud yelling or barking dogs, televisions, children playing, or other distracting sounds
- Please do not clink nails, play with fidget spinners, or use otherwise distracting tools.
- Avoid visual distractions such as ceiling fans, blinking lights, other moving objects in the background (tv, screens, flashing etc)
- These measures help create a calm and supportive atmosphere necessary for effective sessions.
- In text communication please use 1 period after spaces rather than 2 (this causes visual processing issues), as well as not using text speech such as "u, ur," in place of "you, your".

If you have any questions specific to these policies please email [contact@shaylynnraymond.com](mailto:contact@shaylynnraymond.com) or visit [www.sensorydiversity.com](http://www.sensorydiversity.com) for more information on sensory disorders.