

YOUTH THERAPY INFORMATION & PARENT NOTICE

Therapist Name: Lindsay Schneider (Trochta)
Practice Name: Lindsay Schneider Counselling Services dba Youth Wellness Therapy
Phone/Text: (778) 386-7170
Email: youthwellnesstherapy@outlook.com
Website/Portal: youthwellnesstherapy.ca
Office Address: #36-750 Fortune Dr. Kamloops, BC, V2B 2L2
Office Hours: Monday to Friday (10:00AM– 7:00PM)

What Is Therapy for Teens?

Therapy is a safe, supportive space where young people can talk openly about their thoughts, feelings, and experiences. Many teens come to therapy for help with:

- Anxiety, stress, or feeling overwhelmed
- Low mood or depression
- School or academic pressure
- Friendship or relationship concerns
- Family conflict
- Identity development and self-esteem
- Life transitions or big changes

Therapy helps teens build skills to manage emotions, solve problems, improve communication, and strengthen confidence.

How I Practice

My approach is:

- **Developmentally appropriate:** I tailor sessions to your teen's age and needs.
- **Collaborative:** I work with teens and parents as a team.
- **Strength-based:** We focus on strengths, not just problems.
- **Skill-building:** Teens learn practical tools they can use at school, home, and in relationships.
- **Confidential (with limits):** What teens share is private, except in situations involving safety (risk of harm to self or others, abuse, or court requirements).

Parents are an important part of the process. I may schedule periodic parent check-ins to discuss progress and support strategies, while respecting your teen's privacy.

Teen Confidentiality

Confidentiality is essential for therapy to be effective.

Teens need a space where they can speak openly and honestly. What your teen shares in session will **not** be shared with parents or caregivers without their permission.

The **only exceptions** to confidentiality are situations involving safety, including:

- Risk of harm to themselves
- Risk of harm to someone else
- Abuse or neglect
- Court-ordered requirements

If a safety concern arises, I will take appropriate steps to protect your teen and others, which may include notifying parents/guardians or appropriate authorities. Whenever possible, I will encourage and support your teen in being part of that conversation.

Outside of safety concerns, I will share general themes, progress updates, and ways you can support your teen — but not private details of what they discuss. This must be requested and arranged with the therapist by the parent.

How and When to Contact Me

Routine questions or scheduling:
Call/text 778-386-7170 or email youthwellnesstherapy@outlook.com.
I typically respond within [24–72 hours] on business days.

Urgent concerns (non-emergency):
Call/text and indicate that it is urgent.

Emergencies (immediate safety concerns):

- Call **911**
- Go to your nearest emergency room
- For ***crisis support***, call 1-800-SUICIDE (1-800-784-2433)

Therapy is not a 24-hour crisis service. Please use emergency resources if immediate help is needed.

Direct Billing & Payment Information

At this time, I do **not** offer direct billing to insurance companies.

Payment is due at the time of service. I will provide a detailed receipt that you may submit to your insurance provider for possible reimbursement, depending on your plan.

I understand that direct billing can be helpful for families, and I am exploring options to offer this service in the future. If direct billing becomes available, families will be notified.

If you have questions about coverage, I recommend contacting your insurance provider directly to confirm:

- Coverage for services by a Registered Social Worker, BCCSW #16300

- Reimbursement percentage
- Annual coverage limits
- Whether a referral is required
  Please feel free to reach out if you need documentation to support reimbursement.

Resources for Families

- Canadian Mental Health Association Kamloops Branch: For ***crisis support***, call 1-800-SUICIDE (1-800-784-2433)
- Mental Health and Substance Use Services: For ***immediate support****,* call 310-6789.
- Kids Help Phone: For children and teens, call 1-800-668-6868 for 24/7 mental health support
- Kamloops Sexual Assault Counselling Centre – *Support for survivors* and families affected by sexual violence.
- Kamloops Divorce & Family Mediation Center – *Mediation* services for separation, parenting arrangements, and family disputes.
- Modern Man Family Project – Family e*mpowerment* and support programs.
- Pivot Point Family Growth Centre Inc. – Support services focused on *strengthening* family functioning.
- YMCA BC Kamloops – Parent-child programs, and recreation activities for families.
- Confident Parents: Thriving Kids (via CMHA Kamloops) – *Phone-based coaching* for parents of young children to support behavioural development.
- Lii Michif Otipemisiwak Family & Community Services – Support for *Métis* families including child and youth programs.
- Kamloops Aboriginal Friendship Society – Child, family, and cultural *community programs*.
- The Tree – *Drop-in* support for women and families, food support, parenting workshops, maternal and child wellness programs.
- Interior Community Services – Broad community *programs* including family outreach, family services, youth shelter support, and connections to other resources.
- Axis Family Resources Ltd. – *Assistance* to families dealing with behaviour challenges, family stress, and child/caregiver support.
- Secwepemc Child & Family Services – Supports for *Indigenous families* including child and youth services.
- BC Ministry of Children and Family Development – *Government* family services including child protection and support programs.

How to Get to My Office

Directions:

- Located near: The Fortune Shopping Centre/A&W/BMO
- Parking: Free large parking lot
- Public Transit: North Shore Bus exchanged, across Fortune Dr.
- Building Access: Office #36-750 Fortune Dr. Above the bank BMO, the staircase is by Fortune Dental Office, in a glass room.
- If your session is after 4:30pm, the main door will be locked. Please wait as I will let you in at session time.

If you have trouble finding the office, please call 778-386-7170

How You'll Know Therapy Is Working

Progress can look different for each teen, but common signs include:

- Improved mood or fewer emotional outbursts
- Healthier coping skills when stressed
- Better communication at home
- Increased confidence or independence
- Improved school engagement or attendance
- Stronger peer relationships
- Greater ability to identify and express feelings

Change is often gradual. Some weeks may feel harder as teens work through challenges — this can be a normal part of growth. We will periodically review goals together to ensure therapy remains helpful and aligned with your teen's needs.

Your Role as a Parent or Caregiver

- Encourage consistent attendance
- Offer support without pressuring your teen to share session details
- Communicate concerns directly to me
- Reinforce coping tools and strategies at home

When families and teens work together, outcomes are strongest.

If you have any questions about the therapy process, please don't hesitate to reach out. I look forward to partnering with your family to support your teen's growth and well-being.

Welcome from,

Lindsay Schneider and Youth Wellness Therapy