



Monarch  **CHILD & FAMILY THERAPY**

## Where to Find Us

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### Location:

204-3657 Roblin Blvd.  
Winnipeg, MB R3R 0E2

### Website:

[www.MonarchFamilyTherapy.ca](http://www.MonarchFamilyTherapy.ca)

### Email:

[info@MonarchFamilyTherapy.ca](mailto:info@MonarchFamilyTherapy.ca)

### Phone:

(204) 228-8342

## Welcome!

Monarch Child & Family Therapy is a professional mental health and occupational therapy service located in Winnipeg, Manitoba that specializes in providing support and guidance to individuals, children, and families dealing with various mental health challenges.

Therapy can provide a safe and supportive space for you, your child, and your family to explore and address emotional, behavioural, and relational difficulties. Our therapists work collaboratively with you to develop coping strategies, improve communication, and promote overall well-being

# 1. What to Expect

## Meeting your Therapist:

Your first visit will be an intake session. In an intake session, the therapist will gather more historic information, establish goals, and align expectations so you both are on the same page.



## Sessions:

Sessions generally occur bi-weekly, however depending on your needs it can be more or less frequent. This will be discussed with your therapist and decided based on what will be most beneficial for you.

The duration of therapy varies depending on your needs, ranging from a few sessions to several months. Our therapists regularly assess progress to determine the most appropriate duration.



## Our Qualifications & Experience:

Our therapists are licensed mental health professionals with Masters degrees in counselling psychology, social work and occupational therapy. They have extensive experience working with individuals, children, and families, and they continually engage in professional development and training to stay up-to-date with the latest therapeutic approaches.

# 2. Services

## Services We Offer:

- Mental Health Therapy for Children, Adults and Families.
- Pediatric Occupational Therapy
- Workshops and Education for Parents & Professionals
- Family Court Parenting Assessments

## Types of Issues We Can Help With:

Our therapists are experienced in helping individuals, children, and families with a wide range of challenges, including anxiety, depression, trauma, ADHD, behavioural issues, developmental challenges, grief and loss, adoption, and more. We provide tailored therapy approaches to suit the unique needs of each individual.

## Collaborative Care:

We work together with schools, child welfare agencies, medical professionals, and other community supports to ensure you or your child receives the upmost quality of care. Talk to your therapist to find out more.

We are not an emergency or urgent care provider. If you or your child are in crisis, please contact the following services:

## Crisis Services in Winnipeg:

Manitoba Suicide Line 1-877-435-7170

Shared Health Adult Crisis Response Centre 204-940-1781

Youth 24-hour Crisis Service Winnipeg 204-949-4777

Kids Help Phone 1-800-668-6868 or text CONNECT to 686868

First Nations and Inuit Hope for Wellness Help Line 1-855-242-3310





# 3. Policies & Procedures

## Payment:

We accept debit or credit card with option to have card saved on file.

## Insurance:

We offer direct billing to most insurance companies. However, check with your own insurance plan for reimbursement coverage.

Recognized service providers for insurance coverage

- Registered Social Worker
- Masters Psychotherapist
- Occupational Therapist

## Late Cancellations and No-Shows:

Your appointment time is reserved just for you. A late cancellation or missed visit leaves a hole in the therapists' day that could have been filled by another client. As such, we require 24 hours notice for any cancellations or changes to your appointment. Clients who provide less than 24 hours notice will be charged 50% for the first time and 100% for the second and will not be able to attend a subsequent appointment until the missed session is paid in full. Any no-shows will be charged at full cost.

**If you need to connect with your therapist, you can email them directly.**

**Karley Melsted: [karley@monarchfamilytherapy.ca](mailto:karley@monarchfamilytherapy.ca).**

**Nyla Comeau: [nyla@monarchfamilytherapy.ca](mailto:nyla@monarchfamilytherapy.ca)**

**Rayne Stuart: [rayne@monarchfamilytherapy.ca](mailto:rayne@monarchfamilytherapy.ca)**

**Angela Bhatia: [angela@monarchfamilytherapy.ca](mailto:angela@monarchfamilytherapy.ca)**

**Iralnda Gomez: [irlanda@monarchfamilytherapy.ca](mailto:irlanda@monarchfamilytherapy.ca)**

# 4. Parental Consent for Therapy

We are unable to accept clients where there are current unresolved conflictual court proceedings related to parenting time & access, domestic violence situations or any other circumstances that pose a risk to a child.

We also do not give permission for our services to be included in any court matters or documentation.

In the case of children who are registered for counselling whose parents/guardians do not reside together and have shared joint custody (parenting time), we ask that the registering parent provide a copy of the custodial agreement and require the second custodial parent to sign a "Parent Consent Form". If one parent has been designated "primary care and control," it will not be required to have the second custodial parent sign the "Parent Consent Form".

Please note that youth aged 16 years and older do not require parental consent to participate in therapy services though we continue to make every effort to work with the families to seek and secure consent and cooperative participation as appropriate.



## Keeping Healthy:

We recommend if you're feeling sick to stay home! Since we have immunocompromised individuals in our office, keeping everyone safe and healthy is extra important to us. We can move appointments to virtual or reschedule to another time that works for you.



## Supervision in the Waiting Room:

Children under the age of 12 must be accompanied by an adult while in the waiting room at all times.

# 5. Getting Started

## How to Become a Client:

To become a client, please book a phone consult either on our [online booking site](#) or by emailing [info@MonarchFamilyTherapy.ca](mailto:info@MonarchFamilyTherapy.ca) where we can guide you through the process, answer any questions you may have, and match you with your therapist.

## Parental Involvement in Therapy:

We encourage the involvement of parents/caregivers in the therapy process, as their support and participation can greatly enhance the effectiveness of the treatment. Our therapists may recommend joint sessions or separate sessions as needed.

## Scheduling Ongoing Sessions:

Once you are matched with a therapist and have completed your intake, you will have access to our online booking system where you can manage your schedule and access your online profile.



If you have any additional questions or concerns, we encourage you to reach out to our office. Our team is here to provide the information and support you need.

Remember, at Monarch Child & Family Therapy Inc., we are dedicated to helping your child and family thrive. Your well-being is our top priority.