

What is therapy?

Therapy is an opportunity to explore or discuss things affecting us in our day-to-day lives, such as difficulty at work, school, interpersonal relationships, family, or past experiences.

Therapy can be individual, group, family, intimate couple, caregiver, and child.

Who needs/benefits from therapy?

Anyone can benefit from therapy. Therapy is a tool to help us process or work through things. You don't have to have "something wrong with you" to benefit from therapy. Therapy can be beneficial as we deal with changes and transitions in life. Everyone has periods of life that are more difficult and life circumstances that can be difficult to navigate.

Does therapy mean that I am "crazy/loco/a" or have a serious illness?

People go to therapy for a number of reasons, none of which make them crazy/loco/loca. Life is a long journey that we are all on; sometimes, that journey can get a little tricky. Therapy is there to help people through the bumps/bumps in the road, whatever they may be.

What is trauma, and how do I know if I have it?

Trauma can be described as any difficult or challenging experience and that we find ourselves struggling to cope with or process on our own. It doesn't always have to be something having to do with abuse. Some examples of a traumatic experience are the survivor of a crime or natural disaster, the experience of acculturation, history of abuse/violence (witness or victim), border crossing/immigration, family separation, divorce, etc.

Can I attend therapy if I work long hours or don't have childcare or transportation?

We are open from 10 am to 7 pm Tuesdays and Thursdays. We offer Saturday appointments to help accommodate those who work long hours. We also provide telehealth options with various possible accommodations to ensure accessibility.

What is telehealth?

Telehealth is therapy done over the phone via a phone call or through a video call. We offer multiple accommodations for those who may not have access to a computer or smartphone. For example, suppose a client needs computer access to attend a video call with their therapist. In that case, they can come to the Bienestar offices and use one of ours.

How many sessions will it take? What if I don't feel better right away?

The length of therapy varies. Some people meet their goals in 8-12 sessions. However, building the therapeutic relationship can take time, and some therapeutic goals require years to achieve. Some people achieve their therapeutic goals and finish therapy and then return to therapy during different stages or seasons of life.

During therapy, you can expect to experience a variety of emotions. As therapists, we implement tools to help clients feel safe and reduce overwhelm. Healing can require focusing attention on painful areas of life; however, it is only effective when the client feels safe and calm.

What if I don't want to talk about my past and things that hurt?

You don't have to talk about the past or things that hurt. The relationship you establish with your therapist is like any other relationship. You set the limits of what you discuss and when.

What is required of me?

Therapy is work... Therapists do not fix people but rather help people to access their internal healing...As a part of counseling, your therapist may ask you to engage in out-of-session or in-session activities. You are not required to do anything; everything suggested and encouraged is planned to help you reach your therapeutic goals.

What if someone I love is or I am in crisis and thinking about suicide, self-harm, or harming someone else?

Bienestar sin Fronteras is NOT a crisis center. If you are experiencing a mental health crisis, please contact your local authorities by dialing 911 or contact the National Suicide Prevention Lifeline at 1.800.273.8255 or text IN HELP to 741741. However, if you are in a life-threatening emergency, please call 911 and explain to the dispatcher that someone is in need of a 'wellness check' and/or having a "mental health crisis" and ask that a C.I.T. officer be sent to the location. BSF is not able to provide emergency services or psychiatric medications; if you or the therapist believe you need a greater level of service than I can provide, we will arrange a referral to a mental health professional who is better able to meet your needs.

When will I know that I don't need therapy anymore?

Some clients achieve their goals in only a few counseling sessions, whereas others may require months or even years of counseling. As a client, you are in complete control and may end our counseling relationship at any time. If you choose to end the counseling relationship, we ask that you participate in a termination session. You also have the right to refuse or to discuss modification of any of my counseling techniques or suggestions that you believe might be harmful.

What if I miss sessions with BSF?

In the event that you are unable to keep an appointment, please notify me by leaving a message at 260-745-6734 at least 24 hours in advance, whenever possible. Likewise, if you intend to discontinue counseling, please inform my supervisor or me immediately so that we may offer your time to another client.

Because we often have a waiting list and because continuity is important to achieving your goals in counseling, the PFW Community Counseling Center requests that you observe the following guidelines for attendance: a) if you are late to an appointment, I will only be able to see you for the amount of time left in your appointment slot; b) if three consecutive appointments are missed, you will lose your designated appointment time with me and will be placed back on the waiting list; and c) if four or more appointments are missed in two months, you will lose your designated appointment time with me and will be placed back on the waiting list.

Does a therapist share what I tell them with other people? / Are people going to share my information?

Discussions between you and me, and even the fact that you are in counseling with me, are confidential. For this reason, if I see you in public, I will protect your confidentiality by greeting you only if you greet me first.

You are not required to waive your right to confidentiality at any time; however, there are exceptions to confidentiality, including if I believe that you are a danger to yourself or other people, you reveal knowledge or experience of child/elder/disabled person abuse, and in the event of a court-ordered disclosure. I believe you are a danger, physically or emotionally, to yourself or another person, you specifically consent for me to warn the person in danger.

This program helped me; how can I give back?

Donations?

Helping spread the word about our program and helping break down the stigma of help-seeking behaviors in our community. Provide childcare or transportation for someone else to attend therapy.