

HFD Psychology- FAQs

- **What kind of therapy do you offer?**
 - HFD Psychology offers individual and couples therapy for HFD members and spouses. Children under 18 are seen when resources are available.
- **Why do people go to therapy?**
 - There are many reasons why people seek a therapist including but not limited to stress management, anxiety, depression, or work-related issues. While you may have effectively navigated through other problems you've faced, there is nothing wrong with requesting extra support when you need it. Firefighters lead different lives compared to other professions. From 24 hours shifts to saving lives on a regular basis, it is easy for stress to pile up. Therapy can do anything from helping you process difficult situations that you may view on the job to assisting you through a difficult time in a relationship. Benefits of therapy depend on your dedication and level of readiness. Benefits can include developing new coping strategies, improving communication, gaining a better understanding of your patterns/habits, setting new goals in life, managing your emotions more effectively, and processing traumatic events.
- **Who is a part of the HFD Psychology Team?**
 - Dr. Leah Saulter and Dr. Jacqueline Reese-Smith are the staff psychologists. Each year, there are also several interns that join the team from the University of Houston who see clients along with the staff psychologists.
- **What is an Intern?**
 - They're future doctors! HFD Psychology is a teaching department as well a counseling center. This means that qualified Interns see a large amount of clients for therapy while being supervised by the staff psychologists. Interns come from the University of Houston Clinical and Counseling programs. While working at HFD in the Psychology Department, they gain the needed experience and hours to complete their doctorate degree.
- **What do the letters behind a therapists name mean?**
 - The letters are indications of education level and training
 - MA, MS, M.Ed: Masters Degree
 - PHD, PsyD, EdD: Doctoral Degree
- **How do I find a Therapist?**
 - If you are interested in seeing an HFD Psychology therapist, you can reach out to one of the staff psychologists. Dr. Leah Saulter can be reached at 832-405-6865 and Dr. Jacqueline Reese-Smith can be reached at 281-381-5785.
- **How can I tell if a therapist is a good match for me?**
 - While the therapist will spend the first few sessions getting to know you, you should be doing the same. You should feel comfortable speaking with your therapist about your personal issues and feel a sense of trust with them.

Please feel free to speak up if you do not feel comfortable with the therapist, as it will not offend us. We will work with you to find the right therapist.

- **I would like to see an outside provider. How can I do this?**
 - We recommend starting with your insurance company. You can simply call the number of the back of your insurance card or log into your insurance provider's website and click on "Find a Provider." Be sure to seek under mental or behavioral health. Here you can find a list of providers that are in-network and will see you for the costs of your co-pay.
 - Psychologytoday.com is also a great resource. Click "Find a therapist" to get started. There are several drop down boxes to choose from to limit your results, gender, issues, etc. Be sure to check the box with your insurance provider to limit your results to in-network providers. Also, be sure to verify this before attending your first session.
 - If you prefer not to use insurance, please know that the costs of treatment may be greater. You can find providers via search engines, such as Google.
- **Is there a fee for HFD Psychology Services?**
 - HFD Psychology offers free and confidential therapy. There is never a bill sent or insurance involved. Supervisors or family members are never made aware of your involvement in therapy unless you request that we share this information.
- **When can we have sessions?**
 - Sessions are offered Monday through Friday. Times can vary based on the therapist's schedule and availability. Due to the virtual nature of seeing clients at this time, greater flexibility is given.
- **What happens once I call and schedule a session?**
 - Your therapist will collect your e-mail address to send you a link to fill out a few forms. These forms include a standard intake questionnaire, consent forms, and potentially several brief assessments to help us guide your care.
- **I called, but no one answered. Why is that?**
 - Therapists are often seeing clients throughout the day or taking care of various tasks. Please always leave a voicemail and your call will be returned to you at their earliest convenience.
- **Will you prescribe medication?**
 - The HFD Psychology Team does not provide medication. We will be happy to help you find a local psychiatrist to meet this need.
- **I am in a crisis, who do I call?**
 - In case of any immediate emergency, please call 911 or the National Suicide Hotline. Below you will find the numbers to the Firefighter Support Network, including the Critical Incident Stress Management Team, as well as the National Suicide Prevention hotline.

National Suicide Prevention Lifeline

**Hours: Available 24 hours. Languages: English, Spanish. Learn more
800-273-8255**

Text HOME to 741741 to reach a volunteer Crisis Counselor.

HFD Staff Psychologists

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