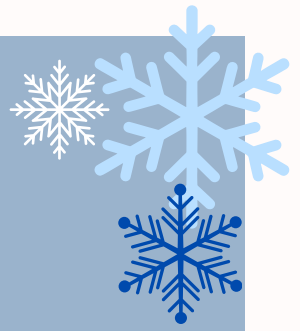


WINTER 2024/2025

# MENDED HEARTS

Therapeutic Riding and Counseling Center



## FOCUS ON:

### December

- Hope For The Holidays

### January

- Mental Wellness Awareness Month

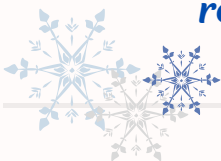
## QUICK MENTAL HEALTH REMINDERS

- Thoughts are not facts.
- Change starts with accepting yourself as you are.
- You are not responsible for anyone else's feelings.
- Sometimes it's just a bad day, not a bad life.
- It's OK to feel sad after making the right decision.
- Having a bad day doesn't undo all the progress you've made.
- You cannot control what other people do, only how you react.

## COMING IN 2025

Do you know a business that needs more exposure? Beginning in 2025, local businesses will be able to sponsor one of our therapy animals. In exchange, the business will have their name displayed prominently in our office with a photo of their animal, as well as being featured on our Web page and our Facebook page. Have questions? Reach out to Julie Perry at [Mhearts@MTCO.com](mailto:Mhearts@MTCO.com).

*Imagine being bitten by a snake and instead of trying to help yourself heal and recover from the poison, you try to catch the snake, to find out the reason it bit you to prove to it that you didn't deserve that.*





L TO R - JULIE, MICHELLE, KAREN, PENNIE

## CHANGES AT MENDED HEARTS

### New Faces

You may have noticed some new faces around the Mended Hearts office. Longtime administrative assistant Frank Disney still helps in the office occasionally, but you're more likely to see Beverly or Lisa at the front desk when you check in. Bev and Lisa have been with us since the beginning of November and are working hard to improve client communication and billing transparency.

### New Processes

We're moving to a new online billing system which will ensure more timely and accurate billing for the services you receive. **We're asking all clients (or their parents) to check in at the front desk prior to your appointment** to ensure we have the most up-to-date insurance information. Please be patient with us as we reconcile prior billing statements with current information. Thank you!

**NOTE:** If you receive a bill from Glenwood Systems, that is the company now handling insurance processing and billing for Mended Hearts.

### Mended Hearts Calendars

We're now selling 2025 Mended Hearts calendars showcasing your favorite therapy animals! Calendars are \$15, and proceeds go towards the food and care of our these very important therapy partners.

