

New walk-in counselling option for youth opening March 19, 2019

FREQUENTLY ASKED QUESTIONS (FAQ)

Q. When will the new walk-in counselling service open? Is it open now?

A. The youth walk-in clinic will be available two days a week, beginning Tuesday, March 19th, 2019. Hours of operation are as follows:

- Tuesdays (8 AM to 4 PM) and
- Thursdays (10 AM – 6 PM).

Q. What ages will it serve?

A. Beginning Tuesday, March 19th, 2019, the youth walk-in clinic will expand an existing adult service to serve youth between the ages of 7 and 16.

Q. Where will it be located?

A. Beginning Tuesday, March 19th, 2019, the youth walk-in counselling clinic will be accessed through a centralized intake location at Northumberland Hills Hospital Community Mental Health offices at 1011 Elgin Street West, Suite 200, Cobourg.

Q. What will happen when I go? Who will I talk to?

A. Seen on a first-come, first-served basis, walk-in clients will meet first with a community mental health staff member who will assess them for appropriateness for walk-in support. Once confirmed, clients will receive a same day individual counselling appointment with a counselor from Northumberland Hills Hospital, Rebound Child and Youth Services or Northumberland Community Counselling Centre. In the event that crisis and/or in-patient hospital support is found to be required, or if additional referrals are needed, this will be coordinated.

Q. Do I need a referral from a doctor?

A. No, you do not need a doctor's referral. Youth and their family members seeking walk-in counselling will be seen on Tuesdays and Thursdays, on a first-come, first-served basis.

Q. Do I need my parent/guardian's permission?

A. Youth over the age of 12 will not require parent/guardian consent; those younger than 12 should be accompanied by a parent.

Q. My parents want more information – is there a website or something I can show them?

A. Yes, please see the dedicated web page at: mentalhealthwalkinclinic.ca and find links on the websites of Northumberland Hills Hospital, Rebound Child and Youth Services and Northumberland Community Counselling Centre. If they'd prefer to talk with someone, ask them to call: **905-377-9891** or **1-888-294-7579**.

Q. Can I make an appointment?

A. Clients are seen on a first-come, first-served basis, including over the lunch hour. We do not take appointments.

Q. Is the counselling conversation confidential?

A. The counselling conversation is confidential, however, our counsellors have a duty to report the following:


- Disclosed or suspected abuse
- Risk of harm to self
- Risk of harm to others

Q. Is there a time limit on how many times I can go?

A. There is no limit to the number of times local youth and their families may access the new walk-in counselling clinic.

Q. Is there a phone number I can call for more information?

A. If you have questions, or require more information on the walk-in counselling service, please contact NHH's Community Mental Health Services team at: **905-377-9891** or **1-888-294-7579**. Other resources available outside of the walk-in clinic hours include the following:

Resource	Phone Numbers	Text	Website / Live Chat	App
Four County Crisis	1-705-745-6484 1-866-995-9933		https://cmhahkpr.ca/programs-services/four-county-crisis/	
Kids Help Phone	1-800-668-6868	686868	https://kidshelpphone.ca/live-chat/	Always There – Chat with a counsellor
Good 2 Talk (post-secondary student helpline)	1-866-925-5454 2-1-1 (ask for Good 2 Talk)		https://good2talk.ca/about/	
Be Safe App			https://besafeapp.ca/	Be Safe – decide to seek help in a crisis.
Always available for support: call 911, Ontario 211 or proceed to your local Emergency Department.				

FAQ_March 4, 2019

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