



WALK-IN COUNSELLING SERVICES FREQUENTLY ASKED QUESTIONS (FAQ)

Q 1. When can I visit the walk-in counselling clinic?

A. The Youth Walk-in Counselling Clinic is currently available two days a week. Hours of operation are:

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

Q 2. How do I access the service? Do I need an appointment?

A. Call the dedicated walk-in phone line (905-377-7784) and leave a message with your name, date of birth, phone number and indicate that you are requesting a walk-in spot. You may also come directly to the clinic, but spaces fill up quickly so to ensure you get a spot, calling in the morning is recommended.

Q 3. What ages does it serve?

A. The Youth Walk-in Counselling Clinic is available for individuals 7-18.

Q 4. Where is the walk-in clinic located?

A. The clinic is located at Northumberland Hills Hospital's Community Mental Health Services office at 1011 Elgin Street West, Suite 200, Cobourg.

Q 5. What can I expect when I go to the walk-in clinic?

A. Walk-in sessions are booked on a first-come first-served basis. After leaving a message on the walk-in line a staff member from NHH's Community Mental Health Services team will call the client to determine suitability for walk-in services and book a time slot with one of the therapists. Once confirmed, clients will receive a same-day individual counselling appointment with a counsellor from Northumberland Hills Hospital, Rebound Child & Youth Services, or Community Health Centres of Northumberland. **Individuals may also present in-person to the walk-in clinic to request a same-day session if they prefer.** In the event that crisis and/or in-patient hospital support is required, or if additional referrals are needed, this will be coordinated.

Q 6. Do I need a referral from a doctor?

A. No, you do not need a doctor's referral to access the walk-in clinic. Doctor's referrals are only required for psychiatric assessment which is not offered through the walk-in clinic.

Q 7. 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 8. My parents want more information – is there a website or information I can share with them?

A. Absolutely! Please visit the website at: mentalhealthwalkinclinic.ca and find links on the websites of Northumberland Hills Hospital or Rebound Child & Youth Services. If they'd prefer to talk with someone, ask them to call: **905-377-7784**.

Q 9. 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 ahead of time.

Q 10. 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 11. Is there a limit on how many times I can go?

A. There is no limit on the number of times an individual may access the walk-in counselling clinic. If you or your loved one need help, our accessible walk-in service is here for you. Through this unique and successful partnership, we have resources available to listen and help. Don't hesitate to call, walk-in, or refer a family member or friend today. Northumberland Hills Hospital's Community Mental Health Services, Rebound Child & Youth Services, and Community Health Centres of Northumberland and continue to offer long-term counselling and group programs as well. Referrals to these programs will be coordinated as appropriate.

Q 12. Is there a phone number I can call for more information?

A. If you have questions, or require more information on walk-in counselling services, please contact our team at: **905-377-7784**. Other resources available outside of the walk-in clinic hours include the following:

Resource	Phone Numbers	Text	Website / Live Chat	App
9-8-8: Suicide Crisis Helpline	9-8-8	9-8-8	www.988.ca	
Kids Help Phone	1-800-668-6868	686868	https://kidshelpphone.ca/liv-e-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.				