

## New walk-in counselling option for youth opening March 19, no referral required

Access to youth counselling in our community will improve on March 19, 2019, with the expansion of an existing adult walk-in service to also serve individuals between the ages of 7 and 16.

The result of a collaboration between **Northumberland Hills Hospital's Community Mental Health Service, Rebound Child and Youth Services** and **Northumberland Community Counselling Centre**, the new youth walk-in counselling option will be accessed through a centralized intake location at Northumberland Hills Hospital's Community Mental Health offices at 1011 Elgin Street West, Suite 200, Cobourg.

Based on a model similar to the adult walk-in clinic introduced by Northumberland Hills Hospital and Northumberland Community Counselling Centre at the same location in the fall of 2017, the youth walk-in clinic will be available two days a week, beginning Tuesday, March 19<sup>th</sup>. Hours of operation will be as follows:

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

Youth and their family members seeking the walk-in option will not require a referral. 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 Services. 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.

There is no limit to the number of times local youth and their families may access the new walk-in counselling clinic. Northumberland Hills Hospital's Community Mental Health Services team will continue to offer long-term counselling and group support, and previously established services will also continue unchanged at Northumberland Community Counselling Services and Rebound Child and Youth Services.

Questions? Please see the dedicated web page at: [mentalhealthwalkinclinic.ca](http://mentalhealthwalkinclinic.ca), find links to walk-in clinic information on the websites of Northumberland Hills Hospital, Rebound Child and Youth Services and Northumberland Community Counselling Centre, or call: **905-377-9891** or **1-888-294-7579**.



Carol Beauchamp, Executive Director, Rebound Child and Youth Services; Janet Irvine, Executive Director, Northumberland Community Counselling Centre; and Jennifer Cox, Integrated Community Mental Health Director, Northumberland Hills Hospital. Photo courtesy of Fred Gouveia, SNAPD Northumberland West

## Next Northumberland PACE talk to explore "The Good, the Bad and the Ugly: Finding Quality Health Information Online"

The next PACE conversation will take place in the Community Education Centre at Northumberland Hills Hospital on **Wednesday, March 20<sup>th</sup> at 5:30 PM** with guest speaker **Amanda Ross-White** leading the discussion.

Amanda Ross-White, MLIS, AHIP, has been a librarian at the Bracken Health Sciences Library at Queen's University, in Kingston for over 10 years. A senior member of the Academy of Health Information Professionals, she has co-authored over 25 peer-reviewed papers. Her book *Joy at the End of the Rainbow: A Guide to Pregnancy After a Loss* won an award from the American Journal of Nursing. Her current research examines the impact of predatory or deceptive publications on practice guidelines.



Using the phrase "IF I APPLY," Ross-White will guide a discussion of questions we can ask when evaluating health information online. She will demonstrate that, by thinking about and checking our biases before evaluating the information found on web pages, we can help ensure we are getting the best and most recent information on health topics. Using a mix of "personal" steps and "source" steps, Amanda Ross-White will look at sample web pages to evaluate the information found, in this context!

- Identify emotions attached to the topic.
- Find unbiased reference sources.
- Have Intellectual courage.
- Establish Authority.
- Consider Purpose/Point of view.
- Who is the Publisher?
- What's in the List of sources?
- What is the Year of publication?

Lasting approximately one hour in length, PACE events consist of a 30-minute talk, a 20-minute question-and-answer period with the guest speaker and a 10-minute moderator summary.

Amanda Ross-White's PACE conversation will begin at 5:30 PM on March 20<sup>th</sup>, in the Community Education Centre at Northumberland Hills Hospital, 1000 DePalma Drive.

Bring your questions, your suggestions and your experience and join in what is expected to be another lively discussion! If you have a smart phone, we invite you to bring it, to participate in real-time event feedback. No smart phone? Not a problem. Audience feedback will also be gathered without the help of technology.

Reminder – this and all PACE talks are FREE, but **pre-registration is required** to manage room capacity. Register for our March conversation today at [www.pacetalks.com](http://www.pacetalks.com), where a listing of upcoming speakers will also be found along with highlights from recent talks.

## Celebrating Social Work Week, March 4-10

Social workers support patients every day throughout Ontario's health and social care systems.

Within each patient's unique context, they are a key part of the interprofessional team, helping to identify the source of stress or problems, strengthen coping skills and find effective solutions.

"Everyone has a story," says NHH social worker Chantal Lelievre, highlighted in [nhh.ca](http://nhh.ca)'s Featured Story this week. "If we can understand that story, we're better able to deliver quality care and help someone move forward. It's a privilege to do what I do, and I really love it."

NHH patients have been benefiting from the support of social worker **Chantal Lelievre** in a range of roles for close to 9 years, first with Community Mental Health Services, where social workers hold a range of key roles from case management to counselling and, most recently, as a full-time NHH Social Worker shared across inpatient, Cancer and Supportive Care and Emergency care.

For more on Chantal's work with the patients and families at NHH, please see her story on the News and Media tab at [nhh.ca](http://nhh.ca).



NHH Social Worker Chantal Lelievre (center) with University of Windsor Master of Social Work students Courtney Gillard and Bradley Beaumont