



NEWS RELEASE – FOR IMMEDIATE RELEASE

Local partners remind youth that free walk-in counselling services are available in Northumberland County, no referral required

NORTHUMBERLAND COUNTY, Thursday, August 4, 2022—Youth (7-18) walk-in counselling services are available, with in-person, virtual, and telephone options, thanks to a creative local partnership between two Northumberland-based mental health service providers.

The collaboration between **Northumberland Hills Hospital's Community Mental Health Services** and **Rebound Child & Youth Services** launched in March 2019, expanding a popular adult walk-in service to also offer youth in Northumberland County free and accessible walk-in counselling.

To minimize the risk of exposure to COVID-19, adult and youth walk-in services were shifted to virtual only through much of the pandemic. In-person counselling has resumed but, unfortunately, the participation of youth in the walk-in clinic option has not returned to pre-pandemic levels. Walk-in clinic partners are reminding area residents, particularly youth, that the walk-in counselling option is here to support all and is once again offering in-person, virtual, telephone support, and counselling sessions free of charge.

Accessed through a centralized telephone intake, the mental health walk-in clinic is physically located at Northumberland Hills Hospital's Community Mental Health offices at 1011 Elgin Street West, Suite 200, Cobourg.

Call **905-377-7784** or find information about walk-in counselling services online at: mentalhealthwalkinclinic.ca and on the websites of Northumberland Hills Hospital (nhh.ca) and Rebound Child & Youth Services (rcys.ca).

The Youth Walk-In Counselling Clinic currently operates two days a week, with hours of operation as follows:

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

Youth and their family members seeking walk-in counselling services do not require a referral. Seen on a first-come, first-served basis, walk-in clients meet first with a community mental health staff member who will determine if they are a good fit for walk-in support. Once confirmed, clients will receive a same-day individual counselling appointment (in-person, virtual or via telephone) with a counsellor from the mental health team at Northumberland Hills Hospital or Rebound Child & Youth Services. In the event

that crisis and/or in-patient hospital support is 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 walk-in service. Longer-term counselling and group support are also available. Referrals for these services continue to be coordinated as appropriate.

Emma Taylor, Northumberland Hills Hospital's Integrated Director for Mental Health, Community Programs and Services, confirmed that after more than three years of operation, the goals of the walk-in option for both youth and adults remain the same: "Wait times for care have decreased, and client access to treatment has increased as a result of the walk-in counselling option," Taylor confirmed. "We continue to see a steady flow of adult counselling visits, but requests for walk-in support for youth have declined through the pandemic with the summer months proving to be particularly low this year. We know that the need exists, particularly during the summer, when supports that might be available through the school system are less available. We are calling on our community and community partners to help us raise awareness of the walk-in option for vulnerable youth both through the summer and into the school year. Through this unique and successful partnership, we have resources available to listen and help. We just need youth—or those who love them—to make that call."

"Positive mental and emotional wellness is integral for people of all ages," said **Carol Beauchamp**, Executive Director, Rebound Child & Youth Services. "The Youth Walk-in Counselling Clinic was designed to offer support in a timely and accessible manner. We are very pleased to be able to offer walk-in services in-person, virtually and by telephone – this truly emphasizes the rapid and accessible nature of our walk-in option. With mental health, timeliness is everything. Rebound is proud to provide free and timely counselling to children and youth in Northumberland County. The earlier we provide support, the more unlikely it is that situations will escalate."

Quick facts:

- The walk-in counselling clinic is located at 1011 Elgin St. West, Suite 200, Cobourg
- Youth in Northumberland County between the ages of 7-18 will be seen Tuesdays from 8:00 AM to 4:00 PM and Thursdays from 10:00 AM to 6:00 PM on a first-come, first served basis
- Virtual service options are available in tandem with telephone or walk-in supports
- No physician referral is required
- [The Mental Health Commission of Canada](#) reports that mental health problems and illnesses affect more people in Canada than some of the major physical disorders; 1 in 5 experience a mental health problem or illness in any given year, and 70 per cent say symptoms started in childhood

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About Northumberland Hills Hospital – Located approximately 100 kilometres east of Toronto, NHH delivers a broad range of acute, post-acute, outpatient and diagnostic services. Acute services include emergency and intensive care, medical/surgical care, obstetrical care and palliative care. Post-acute specialty services (PASS) include restorative care and rehabilitation. Mental health care, chemotherapy, dialysis and 16 other ambulatory care clinics are offered on an outpatient basis through partnerships with 3 regional centres and nearby specialists. NHH offers a full range of diagnostic services, including magnetic resonance imaging (MRI), computed tomography (CT) and mammography. The hospital serves the catchment area of west Northumberland County. A mixed urban and rural population of approximately 60,000 residents, west Northumberland comprises the Town of Cobourg, the Municipality of Port Hope, Alderville First Nation and the townships of Hamilton, Cramahe and Alnwick/Haldimand. NHH employs more than 700 people and relies on the additional support provided by physicians, midwives and volunteers. NHH is an active member of Ontario Health (East)—formerly the Central East Local Health Integration Network—and the Ontario Health Team of Northumberland. For more information, please visit nhh.ca or follow us on Facebook [@northumberlandhillshosp](https://www.facebook.com/northumberlandhillshosp) or Twitter [@NorHillsHosp](https://twitter.com/NorHillsHosp).

About Rebound Child & Youth Services Northumberland – Rebound Child & Youth Services Northumberland (Rebound) is a non-profit charitable organization providing mental health services, literacy and learning help, parenting programs, and youth justice diversion and trusteeship services. Rebound has been responding to the changing needs of children and their families in Northumberland County since 1997 by offering innovative early interventions and supports to those we serve. We believe that all children and youth have the opportunity to grow to their fullest potential. Their success is our priority. For more information, visit rcys.ca or connect with us on social media at [@ReboundCYS](https://www.facebook.com/ReboundCYS).

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