



## NEWS RELEASE

### **Walk-in counselling service capacity expands with new partnership— Counselling availability increases, reducing wait times for mental health supports**

**NORTHUMBERLAND COUNTY, Tuesday, June 20, 2023**—Walk-in counselling services offered through a longstanding partnership between **Northumberland Hills Hospital (NHH)** and **Rebound Child and Youth Services (RCYS)** have expanded with the addition of **Community Health Centres of Northumberland (CHCN)** in a new joint collaboration.

Effective immediately—and as a result of this new collaboration—the existing walk-in clinic at NHH’s Community Mental Health Services office will now have increased capacity of service and counselling spaces available during hours of operation. This expansion will aim at expediting treatment options for individuals, including youth (aged 7-18), who are seeking mental health resources, while eliminating potential barriers to accessing these supports.

Located at 1011 Elgin Street West, Suite 200 in Cobourg, the walk-in clinic will continue to serve adults and youth on Tuesdays (8 AM to 4 PM) and Thursdays (10 AM to 6 PM), with no referral required.

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.

There is no limit to the number of times that clients may access the walk-in counselling clinic. NHH will continue to offer long-term counselling and group support.

“The true benefit of this expanded partnership will be felt by the residents of Northumberland, especially those who are in need of immediate mental health services,” said Susan Walsh, President and CEO. “Through collaborative partnerships, we are continuing to increase mental health resources for individuals who will no longer need to leave their home communities to access these supports. This expansion will continue to ensure that clients are being seen in the right programs at the right time. We will be able

to support more people each week and decrease the barriers to accessing necessary mental health supports.”

“This partnership will further improve care for transitional aged youth, helping to keep them connected and engaged in services when moving from the youth system to adult services,” said Nicole Wood, Executive Director, Rebound Child and Youth Services. “Our clients will also benefit from the additional services available to support families through an integrated approach.”

“The Community Health Centres of Northumberland is pleased to enter into this collaboration with NHH Community Mental Health Services to further the great work that has already been established in their walk-in mental health model,” said Taryn Rennicks, Executive Director, Community Health Centres of Northumberland. “CHCN sees this partnership with NHH Community Mental Health Services and Rebound Child & Youth Services as a way to further support Northumberland County residents by expanding walk-in availability for those who have immediate counselling needs. The team at CHCN is looking forward to collaborating on this extremely valuable service to enhance mental health supports in the community, while helping to further reduce barriers to those who experience them when accessing services.”

Information on the walk-in counselling clinic can be found online at: [mentalhealthwalkinclinic.ca](http://mentalhealthwalkinclinic.ca) and on the websites of [Northumberland Hills Hospital](http://NorthumberlandHillsHospital.ca), [Rebound Child and Youth Services](http://ReboundChildandYouthServices.ca), and [Community Health Centres of Northumberland](http://CommunityHealthCentresofNorthumberland.ca).

#### **QUICK FACTS:**

- No physician referral is required to access the walk-in clinic.
- Individuals 7 and up are welcome. Youth over the age of 12 will not require parent/guardian consent. Those younger than 12 should be accompanied by a parent.
- 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% say symptoms started in childhood.

To speak with a member of NHH’s Community Mental Health Services’ team about walk-in counselling services, call: 905-377-7784 or see the related FAQ at [mentalhealthwalkinclinic.ca](http://mentalhealthwalkinclinic.ca).

**Media contact:** Amy Seymour, Communications Officer, [aseymour@nhh.ca](mailto:aseymour@nhh.ca) or 905-372-6811 ext. 4009.

**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, cancer and supportive care, dialysis and other ambulatory care clinics are offered on an outpatient basis through partnerships with 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 63,000 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](http://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](http://rcys.ca) or connect with us on social media at [@ReboundCYS](https://www.facebook.com/ReboundCYS).

**About the Community Health Centres of Northumberland** – The Community Health Centres of Northumberland (CHCN) is a non-profit, community-governed organization that provides primary health care, health promotion and community development services using a multi-disciplinary team of health care providers. The CHCN opened in 2009 and continuously strives to improve programs and services to best meet the needs of the community. CHCN delivers primary care (family physicians and nurse practitioners), diabetes education, mental health and addictions counseling, geriatric outreach services, a memory clinic, dental care, and many health promotion and community development activities. We focus on the frail elderly, people struggling with mental health issues and/or addictions, those unable to have even basic housing and food, the lonely and youth at risk.

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