



PUBLIC NOTICE

NCCC concludes partnership in local walk-in counselling clinic, no change in service availability

NORTHUMBERLAND COUNTY, Wednesday, December 4, 2019—One of the two original partners involved in the local walk-in counselling service has concluded its participation. There will be no impact to the delivery of the popular walk-in service from a client perspective.

Since opening just over two years ago in October, 2017, the walk-in service—accessed through a centralized intake location at Northumberland Hills Hospital Community Mental Health offices at 1011 Elgin Street West, Suite 200, Cobourg—has been used by over 3,337 people. Approximately 200 of these individuals have been youth (aged 7 to 16).

“The walk-in counselling option has proven to be a very good fit with local client needs,” said Jennifer Cox, Integrated Director, Community Mental Health Services for NHH.

Client feedback to date indicates a high degree of satisfaction.

- 94% of people agreed with the statement: “Today’s session was useful for me”.
- 95% of people agreed with the statement “I am likely to recommend the walk-in to a friend or family member”.
- 89% of people waited less than 40 minutes for their preliminary screening

Northumberland Community Counselling Centre (NCCC) was an inaugural partner in the innovative walk-in model, led by **Northumberland Hills Hospital’s Community Mental Health Services**. Launched with NCCC in October, 2017, the walk-in originally served adults only. In March 2019 the service was expanded to youth with the addition of a third partner, **Rebound Child and Youth Services**.

While NHH and Rebound have both found the walk-in service to be helpful in reducing the time clients must wait for service, NCCC has not.

Due to rising client needs within NCCC’s own core services, and limited resources, NCCC served notice to NHH this fall that it would need to conclude the partnership.

“NCCC sees clients with quite specific needs. Unfortunately, the walk-in has not reduced our NCCC wait times for our core services. With limited resources we find ourselves in the situation of having no choice but to concentrate our staff on service delivery within our own clinic,” said Andrea Gurney-Bowen, NCCC’s Executive Director.

“We were sorry to hear of NCCC’s decision, as we have seen benefits for clients, our system and our staff with the collaborative model, but we appreciate that they need to focus their resources where they are needed most at this time,” said Jennifer Cox. “Service will continue unchanged at the walk-in with Northumberland Hills Hospital Community Mental Health Services and Rebound

Child and Youth Services providing counselling care. Collaboration opportunities with other local partners are also being explored.”

“The walk-in model has proved to be extremely helpful in providing service to children and youth of our community in a time-sensitive manner. The walk-in model complements Rebound’s mental health services for children and youth, and provides a service option that is flexible, but integrates well with our service model,” said Carol Beauchamp, Executive Director, Rebound Child & Youth Services.

Information on the walk-in counselling clinic will be found online at: mentalhealthwalkinclinic.ca and on the websites of Northumberland Hills Hospital and Rebound Child and Youth Services.

Quick facts:

- The walk-in counselling clinic is open two days a week, at 1011 Elgin St. West, Suite 200, Cobourg, for anyone aged 7 and up
- On Tuesdays the clinic is open from 8:00 AM to 4:00 PM and on Thursdays the clinic runs later in the day from 10:00 AM to 6:00 PM
- No physician referral is required
- Seen on a first-come, first-served basis, walk-in clients meet first with a community mental health staff member who will assess them for appropriateness for walk-in support. Once confirmed, clients receive a same day individual counselling appointment with a counselor from Northumberland Hills Hospital or Rebound Child and Youth 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 walk-in counselling clinic.

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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 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 and the townships of Hamilton, Cramahe and Alnwick/Haldimand. NHH employs approximately 600 people and relies on the additional support provided by physicians and volunteers. NHH is an active member of the Central East Local Health Integration Network. For more information, please visit www.nhh.ca or follow NHH on Twitter [@NorHillsHosp](https://twitter.com/NorHillsHosp).

About Rebound Child & Youth Services Northumberland – Rebound Child & Youth Services Northumberland is a not-for-profit charitable organization that provides mental health support, literacy and learning help, parenting support programs, and youth justice diversion services. Programs are available for children and youth between the ages of 4 and 23. These programs, available throughout Northumberland County, offer mental health support for young people and their families with preventative, early intervention, bridging support services, group programming, and one-to-one services. Since 1997, Rebound has taken a collaborative approach to servicing the community and continues to partner with multiple organizations in order to provide the best possible programs and supports to the young people of Northumberland and their families. With the support of over 70 volunteers, Rebound responds to the changing needs of the community with a commitment to providing excellent services that build on a person’s unique strengths and

abilities. For more information, please visit www.rcys.ca or follow Rebound on Facebook at www.facebook.com/ReboundNorthumberland, or on Instagram @ReboundCYS and Twitter @ReboundCYS

About Northumberland Community Counselling Centre (NCCC) – The Northumberland Community Counselling Centre is a **Family Service Ontario** non-profit agency that delivers a range of services addressing mental health needs across Northumberland County, with offices in Cobourg and Campbellford, and outreach in other communities. The NCCC provides brief and longer-term psychotherapeutic counselling for a broad spectrum of mental health issues, including anxiety and depression. Specializing in trauma treatment for men, women, and children, it provides extensive therapy/counselling for family violence, children who witness domestic violence, child abuse, and male and female sexual assault victims. The NCCC is also the regional provider of adult court-diversion programs (Partner Abuse Response - PAR) for men and women. The NCCC is a dynamic, involved community partner offering information/education, psychotherapeutic counselling, support, advocacy, and preventative programs and services to clients, families, workplaces, and communities. For more information, please visit www.northumberlandccc.com.

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