



## WOODSTOCK HOSPITAL

Woodstock, ON

MENTAL HEALTH

# OXFORD COUNTY WALK-IN COUNSELLING WELCOME INFORMATION

### **Who can access the Oxford County walk-In counselling?**

- Walk-in counselling is available to residents of Oxford County (or those affiliated with an Oxford County physician) who are seeking mental health support.
- A legal guardian MUST provide consent by signing the consent to service forms for a child that is less than 12 years old.

### **What can I expect from my counselling?**

- The Walk-in Counselling program provides time sensitive therapeutic care to persons seeking mental health support. In a single session, you will have the opportunity to present and address your immediate problem with a trained mental health professional. Your session counsellor will help you explore and understand your problem and assist you in developing potential solutions.
- Wait times can fluctuate depending on how busy we are. You may have to wait to see a counsellor if all the counsellors are already meeting with other clients.
- Attending Walk-In is not "signing up for counselling" or coming in to set-up an appointment. Your immediate needs will be assessed by the counsellor and together you will make a treatment plan that is best for you!
- It is not guaranteed that you will continue with counselling after your single session. You may be asked to return to Walk-In for more support.
- If you have been to Walk-In before you will need to fill in the forms each time to ensure we have the most up-to-date information.
- You may request to see a specific counsellor, however this cannot be guaranteed. You may have to wait longer for a specific counsellor.
- We do not provide child care facilities (children may not wait unsupervised in the waiting room).
- It is the responsibility of each parent or guardian to wait while young children are in session and to pick up the child or adolescent promptly afterward.

### **Can I be seen for couples walk-in counselling?**

- If you have come for Walk-In counselling with your partner, you will not be seen together. We only provide separate, individual counselling to each partner so we can focus on issues in your relationship and your individual strengths. This can be an excellent starting point for making changes in your relationship.

### **What happens to my session information?**

- The Walk-In Counselling program is offered by Woodstock Hospital and other community partners in collaboration. The privacy policies of each respective organization are upheld and maintained by the Walk-In program.

### **What if I have feedback?**

- We want to know what you think of our service! All of our staff welcome and encourage your comments. You will be asked to complete an anonymous feedback form at the end of your session. You can also call and ask to speak to a Walk-In counselling representative should you have additional feedback, questions or concerns (Intake coordinator can be reached at 519-421-4223).

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**OXFORD COUNTY WALK-IN COUNSELLING  
WELCOME INFORMATION****How private is my counselling?**

Consent is required to:

- a) **Initiate Single Session Therapy.** This service is voluntary, you are not mandated or obligated to engage in Single Session Therapy.
  
- b) **Release and or disclose personal information.** Outside of the "circle of care", it is policy of the Walk-In Counselling program to maintain confidentiality by not obtaining or releasing any information, written or verbal, regarding a client without consent. Client consent can be obtained verbally (to be documented in the clients's chart) or by written consent indicating clearly who the information will be obtained from and or provided to.
  
- c) **Be part of research and or service evaluation.** Prior to your involvement in any evaluation you would be informed of the evaluation purpose, how to withdraw, and where you can access the findings. Once you are informed of this information, verbal or written consent will be obtained.

**Private and personal information**

- a) Involvement with the Walk-In Counselling program may require communication with other professionals. As such, in accordance with the Ontario Privacy Legislation, it is our policy to share client's personal health information as needed with physicians, health care providers at other hospitals, health care agencies, etc who are part of a client's "circle of care."
  
- b) **Limits of confidentiality:** There are times when confidential information can be shared with others without consent;
  - 1) If requested by court order or subpoena.
  - 2) Where there is a disclosure made regarding child abuse, neglect, and/or is at risk of harm or neglect according to the Child, Youth and Family Services Act (2017). Such information must be reported to the Children's Aid Society.
  - 3) A client reveals a desire or intent to harm themselves or others.
  - 4) You have been/are being abused by a regulated health professional. Such information must be reported to the College of which the professional is a member.