

Welcome to the Drop-In Counselling Clinic. Please complete the Information package to the best of your ability. **If you need any help, please ask.**

Once completed, please give your package to reception and then your counsellor will meet with you to discuss what you are seeking help with today.

What is Drop-In Counselling

- A place for individual adults to come when you need someone to talk to.
- A professional counsellor will listen to you and work with you to create a plan with next steps to begin the change you are looking for.
- This service is free and no appointment is needed.
- A counselling session is about 1.5 hours long. In many cases, a single visit is all that is needed.
- You will be seen on a first-come, first-seen basis. No appointments are booked in advance. Bring your favourite magazine or book to read while you are waiting or go out and grab a coffee.
- We are not able to provide childminding while you are in your session.
- If the counselling slots are full for the day, we will ask you to return on another day. You can come back to the clinic over time, but you cannot request a specific counsellor.
- At the end of a session, we ask that you complete a brief survey to let us know how you felt about the session. This anonymous information helps us understand how we can make this program better and helps us develop continuing funding.

What can I expect from my drop in single counselling session?

- The Drop-In counselling clinic offers an encouraging and supportive environment. We help you identify issues, recognize and build on your own strengths and abilities, and we help you develop strategies.
- Please discuss with the counsellor you are seeing today if you wish to be referred to our individual, couple, family, or youth counselling services. If you and your counsellor decide this is appropriate, your name may be placed on the waiting list until space becomes available.
- All our Counselling and Support Services staff receive clinical supervision allowing us to provide quality service to clients. Our skilled counsellors are bound by their professional codes of ethics.

Please note: We do not provide letters or reports for clients of the Drop-In Clinic.