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## WoodGreen's Walk-in Counselling Service

### Frequently Asked Questions

#### **What should I expect when I come to the Walk-in Counselling Service?**

Registration begins at 4:15pm; clients will be seen on a first come, first serve basis.

When you arrive you will be asked to sign in and complete the intake forms. There are two purposes for the forms: a) help us improve our service and b) better understand what brought you in tonight and offer the best help possible. These forms are not mandatory. When you are done completing the forms you can give them back to the Walk-in staff/volunteer.

You can expect to wait to meet with a counselor depending on how busy the night is. Once your name is called you will meet with the counselor(s) for a period of 45 minutes to an hour. During the session there will be a brief break so that the counselor(s) can consult the team and gather any resources that may be helpful. The session will then resume for approximately 15 minutes to wrap-up.

#### **How long are the wait times?**

When you attend the Walk-in, you can expect a wait before seeing your counsellor. The wait times vary. And although wait time estimations can be provided, they are not exact. We can however guarantee, that if you have been accepted as a client for the evening that you will be seen before 8pm. If you don't wish to wait in our waiting area, you may leave, and we can call you when there is a counsellor available to see you.

#### **How long are the counselling sessions?**

Counselling sessions are 60 – 90 minutes, which includes a 15 minute break for consultation during the session.

#### **Every time I return to the Walk-in, will I see the same Counsellor?**

The Walk-in provides single session counselling for people in need. We are not able to guarantee that you will see the same counsellor each visit. Counsellors' sign up for different shifts within the month and there is no guarantee that any one counsellor will be available on any given night.

#### **How often can I use Walk-in Counselling services?**

Clients may access the service as much as they need. However, clients may only access the service once per week (1 session per week).

#### **Can I sign up beforehand?**

Pre-registration is not an available option.



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### **Can I get a letter to say that I attended the Walk-in Counselling Service?**

Yes, letters can be drafted for you by the Walk-In Counselling Supervisor. Please make sure to let your counsellor know that you need a letter in your session.

### **What are the hours of the service?**

Walk-in takes place on Tuesdays and Wednesdays from 4:30pm-8:30pm. Registration opens at 4:15pm. The latest time someone can arrive for counselling is 6:45pm. However, the number of sessions do vary from night to night and registration may close before 6:45pm, if capacity is reached sooner.

### **Do you work with couples?**

Yes, couples and families are welcome.

### **How old does my child have to be to attend the Walk-in?**

Children as young as 12 years old, can attend with the consent of a guardian.

### **What are the average number of counsellors scheduled per evening?**

The number of counsellors vary from evening to evening, which determines how many clients can be seen per evening.

### **Will the service help me to get a permanent counsellor if I need more assistance?**

Accessing the Walk-in will not help clients get permanent counsellors. Through the Walk-in, clients can be connected with WoodGreen's intake line or other services that offer ongoing counselling supports, where they can register and be added to a wait list. The Walk-in often serves as an outlet for clients to access counselling supports while they wait for their connection to an ongoing counsellor to happen.

### **What are the qualifications of the counselors?**

All of the counsellors of the Walk-in are registered professionals, i.e., Social Workers and Psychotherapists. You may also come in contact with student counsellors or counsellors in training.

### **What modalities are used at the Walk-in?**

Modalities that are often used in the Walk-in are: CBT (Cognitive Behavioural Therapy), DBT (Dialectical Behavioural Therapy), Narrative Therapy, Motivational Interviewing, Trauma Informed, Emotion focused, Internal Family Systems, Attachment based, Self-Compassion, Strengths-based, Psycho-Education, Normalization/Validation, Solution-Focused Counselling, Grief Counselling, Mindfulness and Breath and body work.

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