

# VIRTUAL WALK-IN COUNSELLING

Welcome



Opportunity made here.

## Welcome to WoodGreen's Walk-in Counselling Service!

### About us

The Walk-in Counselling service was established in 2010. We provide free, no restrictions counselling to all members of the community. No appointment is necessary and everyone is welcome!

The counselling that is offered is based on a **strengths-based, solution focused** model. We cannot solve all of your problems but we will work together to identify what is most important to you today and discuss strategies that can lead to positive change.

All of our counselors are registered professionals (Social Workers, Psychotherapists, etc.); some are WoodGreen staff and some are volunteers. WoodGreen is a teaching facility and has a long-standing tradition of preparing and training the next generation of mental health professionals. As such, you may come in contact with students and/or volunteers-in-training. All of the staff, volunteers, students, and volunteers-in-training receive supervision from a registered professional.

### What to expect

As we navigate the COVID-19 pandemic, all Walk-in services have been moved to the phone. You may call the intake line on Tuesdays and Wednesdays starting at 4:00 PM to book a phone session for that evening. During intake, you will be asked several questions to prepare yourself and our team for the session.

After intake, you can expect to wait to speak with a counsellor depending on how busy the evening is. We recommend that stay close to your phone with your ringer on so you will be ready for the session once a counsellor becomes available. 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. Your counsellor will then call you back for approximately 15 minutes to wrap-up.

WoodGreen is committed to providing inclusive, barrier-free service(s). If you require accommodation please speak to the program assistant or the assigned counselor(s). A full copy of WoodGreen's Accessibility policy can be found on our website at [www.woodgreen.org/Aboutus/Accessibility](http://www.woodgreen.org/Aboutus/Accessibility)

### Privacy

WoodGreen will ensure that all client personal information is properly collected, used only for the purposes for which it is collected, stored securely and disposed of in a safe and timely manner when no longer required. In using our services, we ask that you are aware and comfortable that as volunteers, our clinicians will be using their personal devices (both phone + computer) for the session and to document session notes. As such, there are privacy limitations beyond WoodGreen's control. While the contents of your session will remain confidential between you, the clinician, and the counselling team, we are bound by law to report situations that suggest a child under the age of 16 is being harmed or has been harmed. If we are concerned that someone is at significant risk of hurting

themselves, being hurt or hurting someone else, we will work together to come up with a safety plan, and that may require breaking confidentiality. We may also be required to release information contained in your records should we receive a court order (summons or subpoena) issued by the courts. We will always be transparent when discussing safety concerns.

A full copy of WoodGreen's privacy statement is available online at [www.woodgreen.org](http://www.woodgreen.org). For more privacy enquiries, contact WoodGreen's Privacy Officer at 416-645-6000 ext. 4455 or via email at [privacyofficer@woodgreen.org](mailto:privacyofficer@woodgreen.org).

## **Consent to service**

In order to proceed with a session, you will be asked to provide verbal consent during the intake process and/or at the beginning of your session related to the use of the clinician's personal devices, and the confidentiality requirements that clinicians are bound by. You understand that information will be shared, where necessary, amongst staff, volunteer counselors and supervisors working within the WoodGreen Walk-in Counselling. You also understand that a client file will be opened at WoodGreen Community Services, and that only non-identifying demographic information and client feedback will be used for reporting, program evaluation and funding applications.