



Durham Counselling Walk-In Clinic

Welcome to the Durham Counselling Walk-In Clinic. We are glad that you are here.

- We are a voluntary child and youth centred Counselling Walk-in Clinic providing service for the age range 3-19 years, for individuals residing in Durham Region.
- We provide Single Session counselling and operate on a first come first served basis.
- At a Walk-in Single Session, a clinician will work with you to create a plan and identify possible next steps to begin desired change. Clients are able to engage in a discussion regarding their concerns.
- A Single Session may take up to two hours depending on the clinic day, presenting issue, etc. This includes the intake process, as well as the therapy session. Clients are generally seen in order of arrival, although some may be seen on a priority basis depending on their presenting issue. In the event of a high volume of individuals attending, we may have to ask you to return to the next clinic.
- Please plan to be at the clinic for longer than the length of a session, due to possible wait times.
- There is no charge for our services.
- We ask that you complete the Walk-in Package to the best of your ability. ***If you require any help, please ask.***
- Once completed, please let us know, and an Intake Worker will meet with you to discuss what you are seeking help with today.
- Not all issues are appropriate to address in a single session, and you may be referred to other community resources.
- The Walk-in Clinic is not appropriate for clients who are in crisis. We will support you by referring you to more appropriate community resources and/or hospital.
- At the end, we ask that you take the time to complete a survey to let us know how you felt about the single session you attended. This anonymous information is used to help us continue to improve the Walk-in Clinic.
- You are welcome to return to the Walk-in Clinic, however, you should not expect to see the same clinician twice.
- Observers are sometimes part of the clinic team, and observe sessions as part of clinic training.
- We do not provide court letters or reports for clients of the Walk-In Clinic.
- We do not sign consents with external providers for exchange of information. Clients will be given a session record, and any information shared regarding the session is the sole responsibility of the client.
- Childcare will not be provided, and please keep in mind that some conversations during counselling sessions may not be appropriate for younger siblings. Parents or guardians accompanying a child under the age of 12 are required to remain at the clinic throughout the service.

The Durham Counselling Walk-in Clinic is run by a community collaborative, staffed by providers from:

Catholic Family Services of Durham

Lakeridge Health

- *Pinewood Centre*

- *Child Youth and Family Program*

Carea Community Health Centre

Frontenac Youth Services

Family Services Durham

We look forward to working with you.



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RISKS & BENEFITS

Of receiving service from the Durham Counselling Walk-in Clinic

Benefits

- the information shared is private and will not be shared with others (unless there is a concern that the client is at risk of hurting themselves or someone else, or a child under 16 is at risk of harm, or as directed by subpoena or other legal orders)
- provides participants with an “objective” listener
- adolescents can have a safe space to deal with issues they don’t want to discuss with their parents
- we will try our best to give all family members attending the opportunity to express their thoughts, feelings etc.
- family members can learn about the views, observations and concerns/cares of others
- expands a person’s thinking about themselves and others
- assists family to change perceptions of those in their family
- helps families clarify their thinking about themselves and issues they have
- observing family dynamics may lead to better understanding and resolution of family issues
- family may get opportunity to bring issues to the surface so they can be resolved
- can work on issues unique to the individual
- changes in an individual contribute to changes in family
- helps families face issues and learn to cope in healthier ways
- teaches empathy, creativity and authenticity
- adolescent may learn age appropriate and concrete strategies for dealing with their problems
- provides support to all family members
- gains made/problems resolved are seen as collective effort, thereby enhancing sense of family
- healthier communication and better understanding can result
- parents can learn strategies of effective parenting
- strength of the family system can bring about behaviour change
- may preserve the integrity of the family system
- family members have a common goal and can keep each other “honest” in facing issues
- in a non-judgmental environment, they can develop problem solving strategies and more mature ways of dealing with difficult feelings
- opportunity to learn from experience of many and build on each other’s strengths
- development of skills (e.g. social) in a safe setting
- adolescent may experience a sense of belonging and being valued



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Risks

- long-standing complex dynamics/issues can be difficult to unravel
- things may feel worse before they get better
- family roles may be challenged
- anticipated outcomes may not always be the actual outcome
- not recommended when one member of family is profoundly emotionally/psychiatrically ill or has a serious problem with aggression or control
- all family members may not be committed to change
- individual may be viewed as “the one with the problem” by the family leading to potential isolation
- individual changes may affect other individuals in the family and may result in additional stress
- therapy can be emotionally challenging and sometimes painful
- family members may not be present to clarify/explain what adolescent discusses



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COMPLAINT PROCESS

The Durham Counselling Walk-in Clinic is committed to provide a voluntary, single session counselling opportunity for youth and families in Durham Region. We respect your right to make final decisions for yourself unless superseded by court order.

It is hoped that all complaints and conflicts can be dealt with as they arise. Member agencies of the Durham Counselling Walk-in Clinic will work to ensure that families are satisfied with the service being provided.

To do this, the Durham Counselling Walk-in Clinic has a Complaint Process, that outlines the steps for identifying any complaints or conflicts that you may have.

The steps are as follows:

1. Any client of the Durham Counselling Walk-in Clinic who has a complaint or conflict with the service they are receiving or with suggestions that they have been given, are encouraged to communicate this to the staff that they worked with at the clinic. An attempt should be made to settle the matter at this level.
2. If unable to resolve the matter, the client should then address the problem immediately with the staff who is designated as Clinic Supervisor at that time. The Supervisor will confirm the original settlement or suggest an alternative course of action.
3. If the matter remains in dispute, the client should then address the problem to the Clinic Coordinator, of Carea Community Health Centre, Lead Agency, of the Durham Counselling Walk-in Clinic. The complaint may be given verbally, in writing or electronically to the Clinic Coordinator: Yukti Widge (289-509-0603 ext. 3203 or by email; ywidge@careachc.ca)
4. The Clinic Coordinator will act as the conduit for the Walk-In Clinic's complaints process to the Operations Committee. The Operations Committee will review all information provided and will come to a final decision. The Operations Committee will consult with the Advisory Committee as necessary.
5. Clients may involve the Child Advocate at any time.