

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, narrative** model. We cannot solve all of your problems but we will work together to identify what is most important to you today and discuss ideas 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 – In-person sessions

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.

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 ideas/resources that may be helpful. The session will then resume for a wrap-up.

What to expect – Virtual sessions

You may call the intake line on 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 <https://www.woodgreen.org/programs/walk-in-counselling-wic>

Please turn the page over

Privacy/Limits to confidentiality

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. As a client, you have the right to ask to see a copy of your record, have errors or omissions to your record corrected, change your mind about sharing your information or make a complaint about WoodGreen's privacy practices.

In using our VIRTUAL 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.

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 will always be transparent when discussing safety concerns.

A full copy of WoodGreen's privacy statement is available online at 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.

Compliments, Complaints, Enquiries

WoodGreen welcomes all feedback about our organization and our work. At the end of today's session, you will be provided with a feedback form. Your feedback assists us in reviewing and improving the way we do things and the services we offer.

For any feedback you wish to provide beyond the session feedback form please contact:

Walk-in Counselling
Community Care Unit, WoodGreen Community Services
815 Danforth Ave
Toronto, ON M4J 1L2
wic@woodgreen.org
416-645-6000 ext. 1990

All complaints will be kept as confidential as possible and only shared with the staff members and/or volunteers who need to be informed in order to solve the problem. Feedback made in person or by phone will be acknowledged immediately; feedback made by voicemail or in writing will be acknowledged as received by staff within 3 business days.

For more information about WoodGreen's complaints policy please contact 416-645-6000 or via e-mail at customerservice@woodgreen.org

Consent to service

You are consenting to receive service at WoodGreen's Walk-in Counselling service. 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, research purposes, and funding application.