



**WOODSTOCK HOSPITAL**  
Woodstock, ON

MENTAL HEALTH

**BRIEF COUNSELLING  
WELCOME INFORMATION**

**Who can access Brief Counselling?**

- Brief counselling is available to residents of Oxford County (or those affiliated with an Oxford County physician) who are seeking mental health support and have received a referral from an Oxford County Walk-In Counselling clinician.

**What can I expect from my counselling?**

- The Brief Counselling program provides time sensitive therapeutic care to persons seeking mental health support
- In 1 to 3 sessions, you will have the opportunity to present and address your immediate problem with a trained mental health professional. Your counsellor will help you explore and understand your problem and assist you in developing potential solutions
- The goal of Brief Counselling is to begin to dissolve the problem by noticing and identifying strengths. By creating positive and achievable outcomes/goals, Brief Counselling facilitates access to appropriate services and resources to improve your overall functioning
- You may be asked to complete some questionnaires/assessments. This helps you and your counsellor identify a good starting point for counselling and will help you notice any progress along the way!
- In the event that you do not attend a scheduled Brief Counselling session without notifying your counsellor, your file may be closed and you will be invited to return to any Oxford County Walk-In Counselling location for support as needed
- As part of the Brief Counselling program, you have the opportunity to see your counsellor for up to 3 sessions. You might not even need all 3!

If you still require additional support after your 3 sessions, you may be asked to complete an Intake Assessment with your counsellor, or you may be referred to another service/program in the community that can better support your needs

- If you are referred for additional individual counselling sessions after completing the Brief Counselling Program, note that:
  - There is a chance you may not see the same counsellor that you are seeing for your brief sessions.
  - Typically there is a waitlist for long-term counselling. Your counsellor can discuss with you some options for support during this waiting period
- We do not provide child-care facilities. Children may not wait unsupervised in the waiting room.
- It is the responsibility of each parent/guardian to wait while young children are in session and to pick up child/adolescent promptly afterward

**What if I have feedback?**

- We want to know what you think of our service! All of our staff welcome and encourage your comments. You can also call and ask to speak to a Walk-In Counselling representative should you have additional feedback, questions or concerns. The Intake Coordinator can be reached at 519-421-4223.



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### How private is my counselling?

Consent is required

- a) **To initiate Brief Counselling.** This service is voluntary, you are not mandated or obligated to engage in Brief Counselling
- b) **To release and/or disclose personal information.** Outside of the "circle of care" it is the policy of the Brief Counselling program to maintain confidentiality by not obtaining or releasing any information, written or verbal, regarding a client without consent. Client consent can be obtained verbally (to be documented in the client's chart) or by written consent indicating clearly who the information will be obtained from and/or provided to
- c) **To be part of research and/or service evaluation.** Prior to your involvement in any evaluation you would be informed of the evaluations purpose, how to withdraw, and where you can access the findings. Once you are informed of this information verbal or written consent will be obtained

### **Privacy and Personal Information**

- Involvement with the Brief Counselling program may require communication with other professionals. As such, in accordance with the Ontario Privacy Legislation, it is our policy to share client's personal health information as needed with physicians, health care providers at other hospitals, health care agencies, etc. who are part of a client's "circle of care." You may revoke consent at any time
- **Limits of confidentiality:** There are times when confidential information can be shared with others without consent.
  - a) If requested by court order or subpoena
  - b) Where there is a disclosure made regarding a child abuse, neglect, and/or is at risk of harm or neglect according to the Child, Youth and Family Services Act (2017). Such information must be reported to the Children's Aid Society
  - c) A client reveals a desire or intent to harm themselves or others
  - d) You have been/are being abused by a regulated health professional. Such information must be reported to the College of which the professional is a member