



OXFORD COUNTY TALK-IN COUNSELLING

WELCOME INFORMATION

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Who can access Oxford County Talk-In Counselling?

- Talk-in counselling is available to residents of Oxford County (or those affiliated with an Oxford County physician) who are seeking mental health support.

What can I expect from my counselling?

- The Talk-in Counselling program provides time sensitive therapeutic care to persons seeking mental health support.
In a single session, you will have the opportunity to present and address your immediate problem with a trained mental health professional. Your session counsellor will help you explore and understand your problem and assist you in developing potential solutions.
- Attending Talk-In is not "signing up for counselling" or coming in to set-up regular appointments. Your immediate needs will be assessed in the session by the counsellor, and together you will make a treatment plan that is best for you!
- It is not guaranteed that you will continue with counselling after your single session. You may be asked to return to Talk-In for more support.
- If you have used the Talk-In clinic before you will be asked to fill in the forms each time to ensure we have the most up-to-date information.
- You may request to see a specific counsellor, however this cannot be guaranteed.
- We do not provide child care facilities if attending in person (children may not wait unsupervised in the waiting room).
- It is the responsibility of each parent or guardian to wait while young children are in session and to pick up the child or adolescent promptly afterward.

Can I be seen for couples Talk-In counselling?

- If you have come for Talk-In counselling with your partner, you will not be seen together. We only provide separate, individual counselling to each partner so we can focus on issues in your relationship and your individual strengths. This can be an excellent starting point for making changes in your relationship.

What happens to my session information?

- The Talk-In Counselling program is offered by Woodstock Hospital and other community partners in collaboration. The privacy policies of each respective organization are upheld and maintained by the Talk-In program.

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 may be asked to complete an anonymous feedback form at the end of your session. You can also call and ask to speak to a Talk-In counselling representative should you have additional feedback, questions or concerns (Intake coordinator can be reached at 519-421-4223).



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How private is my counselling?

Consent is required to:

- a) **Initiate Single Session Therapy.** This service is voluntary, you are not mandated or obligated to engage in Single Session Therapy.
- b) **Release and or disclose personal information.** The Talk-in Counselling program will maintain confidentiality by not sharing any information (written or verbal) with anyone outside the "Circle of Care" unless you have given consent. Client consent can be obtained verbally (to be documented in the clients's record) or by written consent indicating clearly who the information will be obtained from and/or provided to.
- c) **Be part of research and or service evaluation.** Prior to your involvement in any evaluation you would be informed of the evaluation 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.

Private and personal information

- a) Involvement with the Talk-In Counselling program may require communication with other professionals. In accordance with 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."
- b) **Limits of confidentiality:** There are times when confidential information can be shared with others without consent such as, but not limited to;
 - 1) If requested by court order or subpoena.
 - 2) Where there is a disclosure made regarding child abuse, neglect, and/or is 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.
 - 3) A client reveals a desire or intent to harm themselves or others.
 - 4) 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.



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Risks of Using Virtual Services

Woodstock Hospital Mental Health Services may provide services virtually, if required. This may include using virtual platforms such as the telephone, Ontario Telemedicine Network (OTN), webex or others. Services provided via these platforms are compliant with privacy legislation regarding personal health information and do not store any of your personal health information. By agreeing to access a virtual service you (the user) are consenting to engage in the virtual platform. The user also consents to using their own internet and/or phone service and technological device, and any associated costs will be paid for by the user.

All patients will be required to provide two patient identifiers at the beginning of their appointment (ie full name and date of birth) and may be asked the reason for their appointment. It is the patient's responsibility to not misrepresent their identity in any way.

There is a risk that services could be disrupted or distorted by unforeseen technical problems. Please provide the clinician with feedback, should you find the quality of sessions insufficient for your needs. There is also a risk of being overheard by anyone near you if you do not place yourself in a private room. You, the patient, are responsible for creating a comfortable and safe environment for the duration of your appointment. It is the responsibility of your clinician to do the same. They will complete all virtual services in a secure and protected space. By agreeing to virtual services you are also agreeing to maintain the privacy of the appointment by not recording or taping the appointment. You are required to be physically located in the province of Ontario at the time of each respective appointment. This is to comply with professional college standards such as the Ontario College of Social Workers and Social Service Workers (OCSWSSW), College of Physicians and Surgeons of Ontario (CPSO), and College of Nurses of Ontario (CNO). By not being in the Province of Ontario, your appointment may be cancelled and/or rescheduled to a later date.

Mental Health Stigma

Regardless of which outpatient program you are involved with, we want you to know that your care is a priority and safety is paramount. To ensure continuity, our safety measures will apply to ALL patients involved in our programs, with no exceptions. Your care is managed by the policies and procedures governed by the Mental Health Act.

Fear and misunderstanding can lead to stigma for people suffering with mental health issues. This can lead to feelings of hopelessness, helplessness and shame in those struggling to cope with their symptoms, which can create barriers for treatment. Woodstock Hospital is challenging stigma associated with mental health by understanding, educating and taking a closer look at perceptions toward mental health.

There are many reasons why people develop mental illness. Some are genetic or biological. Some are a result of trauma or overwhelming stress at school, work or home. Some stem from environmental injustice or violence. Sometimes, we simply don't know.

Our goal is to reduce stigma by utilizing a person-centered approach to provide a safe environment for recovery.

We encourage your feedback about our involvement with our programs. Please reach out with thoughts, ideas and ways to improve your treatment with us.