

CLIENT RESPONSIBILITIES

1. Counselling is a working relationship based on mutual respect. We ask that clients be polite to staff and come to sessions prepared to work on their issues.
2. We ask you to arrive clean and sober for counselling sessions.
3. If you are unable to come to a scheduled appointment, please phone us to let us know, preferably 24 hours in advance.

CLIENT SATISFACTION

In order to ensure that you have received the best possible service, we encourage you to complete our client satisfaction survey.

If you wish to talk confidentially with someone at Community Counselling & Addiction services about your experiences, we encourage you to contact us at (807)737-1275 or Toll Free at 1-877-737-1275

COUNSELLING HOURS

MONDAY TO FRIDAY

8:00 a.m. to 4:30 p.m.

Closed Noon Hour

[12:00 p.m. -1:00 p.m.]

LOCATION

MAIN OFFICE:

Meno Ya Win Health Centre

1 Meno Ya Win Way

P.O. Box 506

Sioux Lookout, ON

P8T 1A8

Tel: (807) 737-1275

Toll Free: 1-877-737-1275

Fax: (807) 737-5270

On line brochure and referrals:

<http://www.slmhc.on.ca/ccas.htm>

ADDITIONAL COMMUNITY CRISIS SERVICES AVAILABLE

SIoux LOOKOUT MENO-YA-WIN

HEALTH CENTRE (807) 737-3030

Ask for the Emergency Department.

CRISIS RESPONSE SERVICE

TOLL-FREE HOTLINE 1-866-888-8988

24 hours a day, 7 days a week

Confidential and anonymous help when you're feeling overwhelmed or unable to cope.



SIoux LOOKOUT

Meno Ya Win

HEALTH CENTRE

**COMMUNITY
COUNSELLING**

AND

ADDICTION SERVICES

Together, we can make a difference.

WHO WE ARE

As an integral part of the Sioux Lookout Meno-Ya-Win Health Centre, and funded by the Ministry of Health, our programs are designed to respond and meet the needs of those affected by mental health and addictions issues.

We are a multidisciplinary group of mental health and addictions counsellors with years of supervised clinical experience.

VISION

Working in partnership with our community to provide:

- Accessible
- Welcoming
- Accountable
- Integrated
- Comprehensive
- First class mental health and addictions services through implementation of best practices.

MISSION

Committed to highest quality counselling, education, assessment, treatment and referral for persons experiencing mental health and addictions issues.

These services are offered on a voluntary basis.

WHAT CAN I EXPECT DURING MY VISIT

Recognizing that it takes courage and determination to seek help, you will be treated in a respectful manner by a skilled team of professional counsellors.

The goal of the initial screening is to review your concerns and match you with the right counsellor to maximize positive counselling outcomes.

When necessary, we will facilitate referral to other appropriate resources or our visiting psychiatrist.

Please Note: the psychiatrist typically visits our office six (6) times per year, two (2) days per visit.

SERVICES OFFERED

Our services are based on mental health and addictions best practices and include:

- Mental Health & Addiction Counselling
- Problem Gambling Counselling
- Needle Exchange Program
- General Information
- Community Outreach
- Assessment
- Treatment Referral
- Case Management
- Forensic Case Management
- Follow-up
- Mental Health & Addictions Day Program

OUR SERVICES ARE FREE AND CONFIDENTIAL

CONFIDENTIALITY

Our staff respects a client's right to privacy and confidentiality. A staff member will reveal information only when authorized by the client and/or when legally required to do so. There are three main exceptions to confidentiality:

1. When a client threatens harm to self or others.
2. When the client is involved in maltreatment or neglect of a child under 16.
3. When a case file or counsellor is subpoenaed.

Prior to disclosure the counsellor will have the client provide written or verbal consent. A client may withdraw consent at any time.

TARGET POPULATION

- 16 years of age or older and their families for mental health
- Youths 12 years of age or older for addictions services.*

We encourage participation of partners and family members in the counselling process.

***All addictions clients under the age of 16 must have a "Consent to Treatment of Youth" form signed by a parent or guardian prior to their intake appointment.**