

## COUNSELLING HOURS

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### OPEN DAILY

8 am- 8 pm

### LOCATION

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#### MAIN OFFICE:

Meno Ya Win Health Centre  
1 Meno Ya Win Way  
P.O. Box 506  
Sioux Lookout, ON P8T 1A8

Phone: (807) 737-1275  
Toll Free: 1 (877) 737-1275  
Fax: (807) 737-5270

#### WELLNESS & RECOVERY CENTRE:

Phone: (807) 737-5880  
Fax: (807) 737-5276

#### OUTPATIENT WITHDRAWAL SERVICES:

Phone: (807) 737-5881  
Fax: (807) 737-5276

#### OTHER EMERGENCY SERVICES

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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.

## MISSION

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Caring for people  
Embracing Diversity  
Respecting Different Pathways to Health

## VISION:

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We will be a Centre of Excellence in First Nations and northern health care by working together to improve the health status of individuals, families and communities now and for generations to come.

## VALUES

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We promise to provide care that is compassionate and reflects humility, caring, dignity, empathy and love.

We promise to be respectful and embrace honesty, integrity, humility, engagement, accountability, responsiveness and truth.

We promise to provide high-quality, individualized care that is innovative, meets best practice standards and reflects our awareness of cultural safety.

We commit to working as a team and collaborating in a care planning that involves the patient. We value leadership, wisdom, and bravery



SIoux LOOKOUT  
**Meno Ya Win**  
HEALTH CENTRE

## MENTAL HEALTH

AND

## ADDICTIONS PROGRAM

**Assault Care and**

**Treatment (ACT)**

**Counselling**

Compassion, Respect, Quality & Teamwork

## **WHO WE ARE**

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As an integral part of 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.

Our ACT counseling, is a component of our 24/7 Assault Care and Treatment Program, one of the province's recognized SADVTCs. For more information on the nursing and forensic components, please see our ACT brochure.

## **WHAT CAN I EXPECT**

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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. These services are offered on a voluntary basis.

**OUR SERVICES ARE FREE AND  
CONFIDENTIAL**

## **WHO CAN ACCESS SERVICES**

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Counselling is available to clients living both in the Sioux Lookout Zone and in the Northern Region. It is available to both victims and perpetrators of sexual assault, domestic violence, or intimate partner violence; whether acute or historic.

Clients of all ages are accepted into this program, including Pediatric and Senior populations. Referrals for this service can be received from a Physician, or a nurse.

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

Acute clients are often connected directly to the ACT Program Nurses prior to counseling and every effort is made to accommodate them ASAP.

Historic clients will be booked based on the availability of our specialized ACT counselors.

## **MANDATE**

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Our Mandate for this program includes a maximum of 20 sessions. These sessions can be provided over the course of year, with a maximum of 8 sessions per visit.

## **CLIENT SATISFACTION**

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

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

## **CONFIDENTIALITY**

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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.