

The Renfrew County Collaborative E-Walk-In Counselling Clinic (WICC)

INFORMATION SHEET

Who can access the WICC?

Our virtual walk-in clinic provides quick and easy access to mental health and addiction therapy services for adults, children, teens and families.

We recognize, welcome and accept the diversity of our clients and their families with respect to race, national or ethnic background, place of origin, religion, citizenship, creed, sex, sexual orientation, age, marital status, family status, mental or physical disability, or language.

What is the focus of the WICC counselling sessions?

The focus of the counselling session is based on what you want to achieve from the meeting. We support you in voicing your therapy needs or desires and taking an active role in the creation of your goals. Although many people find one session is enough, you may return to the WICC at any time, even while you are on a wait list for other services with this agency or others.

How can I access the WICC?

The WICC is currently open every **Thursday from 11:30 a.m. to 6 p.m.** Individuals who need same-day support, can call **1-844-441-0981**. The receptionist will go through a series of questions to help match the person with the right counsellor and book a session time for that day by video or phone (based on the client's preference). To ensure immediate access to mental health and addiction services outside of the WICC's operating hours, clients can access **Counselling Connect** online at www.counsellingconnect.org.

Who provides the counselling?

Through the WICC, clients are connected with a counsellor from one of our Renfrew County partner organizations who matches the individuals or family's needs.

Is the information I provide the WICC kept confidential?

Services at the WICC are confidential. However, there are exceptions when we must, by law, release information without your consent. The counsellor who sees you will review these exceptions with you at the beginning of the session and ask you to sign a form indicating that you understand these. The exceptions to our confidentiality are: suspected or disclosed child abuse and/or neglect, disclosed intention to harm yourself or someone else, and a court order (subpoena) to provide access to your file.

If you need referral(s) to other community services, we will require your written consent to release your information to persons / professionals outside the WICC. The counsellor who sees you can assist you with this.

Does the WICC provide counselling sessions in French?

Currently, the WICC does not offer counselling sessions in French. However, if you wish to access single-session counselling in French, you can do so online through Counselling Connect at www.counsellingconnect.org.

What is the cost?

There are **no fees** for the WICC. It is a **free service** funded by the Government of Ontario through the Champlain Local Health Integration Network as well as the United Way East Ontario.

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every Thursday from 11:30 a.m. to 6 p.m.
by calling 1-844-441-0981.

The WICC partners:

