

Manual	Counselling Service Policies
Section	SP – 2.5
Subject	Walk-in Clinic Service Statement
Date Approved:	September 12, 2016
Revision/Review Approved:	



Walk-in Clinic Service Statement

Policy

Family Service Thames Valley is a not-for-profit community based agency that offers a variety of community based counselling and support services to individuals, couples, families & groups who live in the defined catchment area. Offered services are available to all living in London & Middlesex County. Services are accessible to persons with physical challenges, and we access language translation services when required.

We, at Family Service Thames Valley, provide a professional, single session, goal focused & client directed change process involving exploring & understanding strengths, difficulties, problem solving & skill building. Confidentiality is key - anything discussed between you and your clinician stays within the Family Service Thames Valley team of professionals. The counselling process can be emotionally upsetting; please you have a right to interrupt, stop or withdraw from it at any time. Counselling at Family Service Thames Valley is compliant with provincial and federal regulations and legislations as applicable.

We encourage those accessing the Walk-in Clinic to recognize that the focus is on single-session therapy. There exists great value and positive impact related to this model. Should you find that you are in need of more frequent or ongoing services, our clinicians will be happy to discuss available and appropriate services with you.

The primary focus of the program is counselling aimed at assisting the client(s) to understand, resolve and meet their identified goals. Family Service Thames Valley utilizes a professional, short-term, goal focused & client directed change process involving exploring & understanding strengths, difficulties, problem solving & skill building.

Approved by:

Executive Director