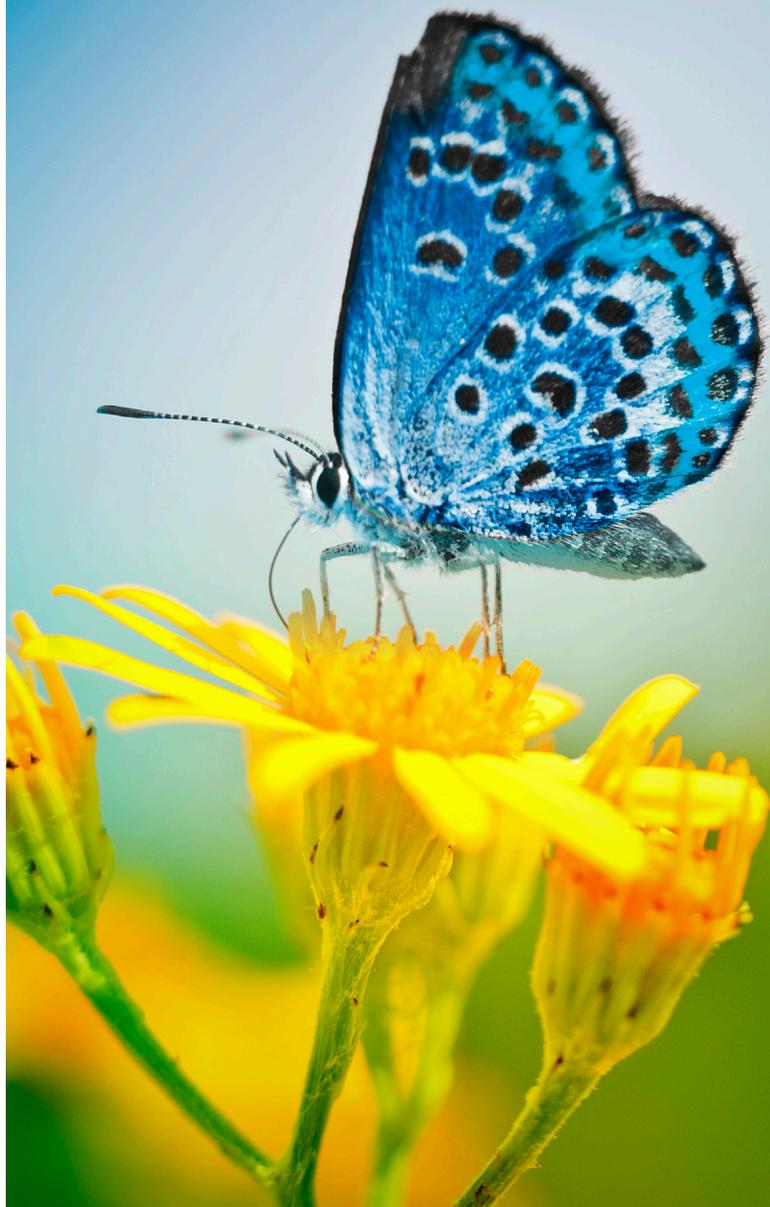


Welcome

to Thunder Bay Counselling

Introduction to Services

Changing lives,
one individual
and one family
at a time.



SOLUTIONS THAT CHANGE LIVES

www.tbaycounselling.com

THUNDER BAY

COUNSELLING

Changing lives,
one individual
and one family
at a time.

Thunder Bay
Counselling provides
counselling,
education and
support services to
help people make
positive changes in
their lives.

Our clients are from
diverse backgrounds
and cultures. They
are men, women,
children, youth,
seniors, couples,
families, employees
and employers.

All of our programs
and services are
offered in confidence
and address many
personal, family or
work life issues.

If you're ready
to talk, we're
ready to listen.



Programs & Services

Thunder Bay Counselling works to strengthen and support people's quality of life through a variety of responsive programs and services. Services are client-centred and founded in the belief of self-determination and the potential of all people. We are guided by compassion, dignity, respect and by a desire to help change lives.

Services are voluntary and you are under no obligation to continue; however, we do appreciate you letting us know. It is typically beneficial to have a final session focused on the end of service and next steps.



Client Records

Everyone who has engaged in service and who has signed a Consent to Service, will have a client record. The content of this record belongs to you; however, TBC is the guardian of the record. There are policies that guide how you can access the content. It will include demographic information, summary notes from discussions with your counsellor, consents, service plans and closing notes. The information may be stored electronically or in print. Our data systems are confidential and access is limited to authorized personnel which may include researchers, accreditation reviewers, administrators or for the purpose of supervision and audit.



Appointments

We strongly encourage you to keep your scheduled appointment to ensure continuity of service. If you don't keep your appointment, your case may be closed or you may need to wait to resume service.

If you need to change or cancel your appointment, we ask that you contact us at least 24 hours in advance to make alternate arrangements.



Ethical Conduct

All staff, students and volunteers conduct themselves in a manner that maintains ethical integrity and accountability to protect the public from harm or potential harm.

Confidentiality and Privacy

Anything discussed is private and confidential and we require your permission to release or obtain information about you. There are limits to confidentiality and privacy, required by law where information may be given without your consent.

These include:

- A threat to harm yourself and/or others
- Sharing information in an emergency situation
- Reporting a suspicion of child abuse or neglect
- Court subpoenas or court orders
- Reporting required by the government related to serious occurrences
- Sharing with others in TBC who need to know



Clients' Rights & Responsibilities

You have the right to:

- Be treated with dignity and respect without discrimination
- Privacy and confidentiality of all professionally acquired information
- See your record or have copies of your file
- Participate in setting goals for service
- Receive services in a safe environment
- Help us help you with any special needs
- To make a complaint or raise a concern or compliment our service

You have the responsibility to:

- Be respectful and act without discrimination
- Provide us with the information we need to provide you with excellent service
- Understand your rights respecting confidentiality and the limits of confidentiality
- Be actively involved in your counselling, including the development of a plan for service, including setting goals
- Tell your worker if services are not helpful, no longer wanted or no longer required
- Let us know in advance if you are unable to attend an appointment
- Tell us as soon as possible if you have a complaint or concern



Walk-In Counselling

Our free Walk-In Counselling clinic is open every Wednesday from noon to 8:00 p.m. for immediate counselling services on a first come, first served basis.

The location is at Thunder Bay Counselling the 1st & 3rd Wednesday of the month and at Children's Centre Thunder Bay the 2nd and 4th Wednesday of the month.

Free child care is available.



Feedback



We are interested in learning about your experience with Thunder Bay Counselling and your answers will provide us with valuable information to improve our services. Feedback surveys are available on our website at tbaycounselling.com or by asking at reception.

Making a Complaint

We support the right of clients to make complaints about service they receive and for other stakeholders to make complaints on behalf of clients. Complaints are accepted verbally or in writing. Where possible, you are encouraged to speak first to the staff you are working with. Complaints are also accepted by TBC's Executive Director. Service will not be denied based upon a complaint.



Risks & Benefits of Participating in Service

Before starting a program or service at Thunder Bay Counselling it is important that you are aware of some of the potential risks and benefits.

Potential Risks include:

- remembering unpleasant events may arouse strong emotions and feelings
- change may be uncomfortable or even frightening
- some people may not support you in the changes you are making
- things may actually feel worse before they improve
- change may not occur right away even though you are trying hard
- learning things about yourself can be hard to hear and to deal with
- past issues may be brought up and discussed
- thinking about things in a different way may feel uncomfortable
- if you are in a group, you may be impacted by hearing others' stories

Potential Benefits include:

- improved relationships
- less tension, stress or worry
- motivation to change and maintain changes
- learn about yourself and your strengths
- see your struggles and problems in a new way
- develop new skills and learn healthier ways to cope
- feel less alone and isolated
- feel heard, respected, understood, and supported in your current situation
- function more effectively at home, school, work and with friends
- experience more hope, optimism and joy in life

SOLUTIONS THAT CHANGE LIVES

How Can I Learn More?

For information about any of our programs and services, please speak with one of our staff or visit us online.

Thunder Bay Counselling

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