

# Welcome

to Thunder Bay Counselling

## Introduction to Services

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



SOLUTIONS THAT CHANGE LIVES

[tbaycounselling.com](http://tbaycounselling.com)

THUNDER BAY   
**COUNSELLING**

Accredited by  
Canadian Centre  
for Accreditation



Agréé par  
Centre canadien  
de l'agrément

## Our Vision

Inclusion, support, and well-being.

## Our Mission

To support people's quality of life through the provision of community-based services that contribute to mental health and well-being.

## Our Values



### People First

We believe all people have the right to accessible care that puts their needs first.



### Social Inclusion

We believe in dignity, respect, compassion, and self-worth for all people in all that we do.



### Flexibility

We believe in evolving in response to change.



### Quality

We believe in high quality in everything we do.



### Shared Responsibility

We believe we are stronger together in working to promote individual and community wellness.



## Collection of Information

Thunder Bay Counselling will collect information about you. This includes your name, birthdate, contact information and other demographic information, including your identity data. This information is collected to assist us in determining eligibility for particular services, the diversity of the population we serve, and, program planning and program evaluation.



## Client Records

Everyone who has engaged in service and 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. Your record 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

Appointments may be available in-person or virtually, at our location or in the community. Speak to your worker about your options and preference.

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 have the responsibility and are expected to 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

Thunder Bay Counselling is not responsible for the privacy and security of information on personal devices, i.e., mobile phones, computers, tablets.

## Clients' Rights & Responsibilities

You have the right to:

- Be treated with dignity and respect without discrimination
- Receive equitable services that take into consideration your personal preference, culture, background, status and beliefs.
- Privacy and confidentiality of all the information we professionally acquire about you
- See your record or have copies of your file
- Participate in setting goals for your service
- Receive services in a safe environment
- Help us help you with any special needs
- 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 services, 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
- Be available to attend and participate in appointments without distractions
- 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



The Walk-In Counselling Clinic provides quick access to single-session counselling services to people of all ages, on a first come, first served basis, at no cost to the participant. To call in, please dial 807-700-0090.

**TALK TO ONE OF OUR PROFESSIONAL COUNSELLORS.**  
Wednesdays 12noon-6:30pm at the following locations:  
(no clinic 5th Wednesday)



**1st & 3rd Wednesday Each Month**  
Thunder Bay Counselling  
544 Winnipeg Avenue



**2nd & 4th Wednesday Each Month**  
Children's Centre Thunder Bay  
283 Lisgar Street

*Services en français disponibles*



## Participation in Service

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.





# 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



**Thunder Bay Counselling**  
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 T: 807-684-1880  
 E: info@tbaycounselling.com

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## Our Commitment to Our Community

Thunder Bay Counselling is dedicated to honouring our diverse community. We believe everyone deserves accessible, fair, and personalized care that respects their goals and needs.

## We Want Your Feedback

Your input is important! Please share your experience with us by completing our brief survey.



If the survey requests an agency code, please use TBC123.



Ministry of the Attorney General  
Ministry of Children, Community & Social Services  
Ontario Health North

