

Introduction TO *Services*

Welcome to Thunder Bay Counselling! Thank you for choosing us. We are committed to creating a welcoming, inclusive, and person-centred experience where you feel respected, supported, and valued every step of the way.

PEOPLE ~ COMMUNITY ~ INTEGRITY

Collection of Information

Thunder Bay Counselling collects personal information about you, including your name, date of birth, contact details, and other demographic information that helps us deliver quality services.

This information helps us determine eligibility for specific services, understand the diversity of the community we serve, and support program planning and evaluation.

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

Client Records

Anyone who engages in our services and provides consent will have a client record. The information in this record belongs to you; however, Thunder Bay Counselling is the guardian of the record and is responsible for maintaining and safeguarding it.

There are policies in place that guide how you may access your information. Your record will include demographic information, summaries of sessions with your worker, consent forms, service plans, and closing notes.

Information will be stored electronically. All records are kept confidential, and access is limited to authorized individuals. This may include staff involved in your care, as well as, in certain circumstances, researchers, accreditation reviewers, administrators, or those involved in supervision and audit processes.

Participation in Service

Appointments may be offered in person at one of our locations, within the community, or virtually. Please speak with your worker to discuss your preferences and available options.

We strongly encourage you to attend your scheduled appointments to continue your progress. If appointments are missed, your file may be closed or there may be a delay in resuming services.

If you need to cancel or reschedule an appointment, please contact us at least 24 business hours in advance. This allows your appointment time to be offered to another client who may be waiting for service and helps us provide timely and efficient care.

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.

Confidentiality & Privacy

Everything you share with us is kept private and confidential. We will only release or collect information about you with your permission.

There are, however, limits to confidentiality required by law. In certain situations, information may be shared without your consent. These include situations where:

- There is a risk of serious harm to yourself or others
- Information is needed in an emergency situation to ensure safety
- There is a suspicion of child abuse or neglect
- Records are required by a court subpoena or court order
- Reporting is required by the government related to serious occurrences
- Information is shared with Thunder Bay Counselling staff involved in your care

Whenever possible, your worker will review and discuss the information being shared before it is released. If you have any questions or concerns about privacy or confidentiality, please speak with your worker.

Please note that Thunder Bay Counselling is not responsible for the privacy or security of information stored on personal devices (e.g., mobile phones, computers, or tablets).

Our Service Model

Our counselling, case management, and outreach services are designed to provide short- to medium-term support that helps you build skills and make meaningful progress toward your goals. We believe lasting change happens when you have the opportunity to learn new strategies and practice applying them in your daily life.

As part of this approach, services may include periods of active support followed by time for you to independently use and strengthen new skills. This allows you to build confidence and momentum outside of sessions.

You are always welcome to return for support if you need it in the future. Our goal is to provide the right level of support at the right time, while empowering you to build on your strengths and maintain your progress over time.

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

Ethical Conduct

Thunder Bay Counselling staff, students, and volunteers are required to uphold ethical integrity and accountability in their conduct. They must act in a manner that protects clients and the public from harm or potential harm.



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 12:00 – 6:30 pm
at the following locations:
(no clinic 5th Wednesday)



1st & 3rd Wednesday
Thunder Bay Counselling, 544 Winnipeg Avenue



2nd & 4th Wednesday
Children's Centre Thunder Bay, 283 Lisgar Street

Services en français disponibles

We Want to Hear From You!



Your feedback helps us improve our services at Thunder Bay Counselling. At any point in your experience, you are welcome to share a compliment or complaint about the service you received. Where possible, we encourage you to speak to the staff you are working with. Complete our feedback survey above.

You may formally share a compliment, complaint, or concern you have through our website or by contacting our CEO, Nancy Chamberlain at 807 684-1881

Our services support individuals, youth, families, and workplaces. Talk to your worker at any point if you're interested in accessing other services with us. Most of our programs are funded, meaning there is no cost for you to access them.

Thunder Bay Counselling offers counselling and support through our programs and specialized services including:

- Financial Health
- Substance Use Health
- Support for Victims of Abuse
- Child & Youth Mental Health Support
- Court Support for Children and Youth
- Gender Affirming Care
- Walk-in Counselling



- Ministry of the Attorney General
- Ministry of Children, Community and Social Services
- Ministry of the Solicitor General
- Ontario Health North



Department of Justice
Canada

Ministère de la Justice
Canada

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