

**Clinical Services
Brief Counselling Clinic**

Purpose of the Brief Counselling Clinic

The Brief Counselling Clinic will provide timely, single-session counselling and consultation to individuals seeking clinical services. When challenges or concerns arise the Brief Counselling Clinic can help a person build resilience, cope and managing next steps in their lives. When appropriate, the clinicians will provide information about community resources to assist people in meeting their needs.

Who can attend the clinic?

Any child or adult deemed eligible for developmental services may attend the clinic. Initially appointments will be offered to individuals on the waiting list for clinical services. Individuals may attend with a family member or support person if they choose.

Please note this is not a crisis service. Individuals in crisis should call 911 or go to the emergency room.

Hours of operation

The Brief Counselling Clinic is open every Wednesday from 9am to 4pm.

Scheduling appointments

Appointments may be scheduled by contacting Community Living's main reception line at 705-476-3288. Appointments are available on a first-come, first-serve basis. A limited number of appointments are available each day. Should you wish to access the service, and no appointments are available, an appointment may be scheduled for a subsequent Wednesday

Can people attend the clinic more than once?

People may attend the Brief Counselling Clinic more than once; however, a limited number of appointments may be available to each person in a calendar year to help make the service available to everyone. Should a person attend the clinic and then wish to make another appointment, we ask that you wait two weeks from your last session before calling to schedule another appointment.

What to expect at an appointment

Sessions are approximately one hour in length. The focus of the session is determined by each person's unique needs. The clinician will assist the person in identifying and working towards a session goal. The clinicians will help clients identify issues, provide understanding in a non-judgmental environment, recognize and build on the person's strengths and abilities, and where appropriate help them develop strategies to address concerns.

Brief Counselling Clinic Administrative Processes

Clinic Coverage

- Clinicians will work a rotating schedule to ensure the clinic is operational each Wednesday.
- Scheduled for the calendar year?
- If you are unable to work your clinic day clinicians may trade with another clinician
- If you are sick on your clinic day notify the clinical services manager so she can replace you

Appointment times

8:30-9:00	Prepare and review schedule
9:00-10:00	Appointment 1
10:00-10:30	Admin
10:30-11:30	Appointment 2
11:30-12:00	Admin
12:00-1:00	Lunch
1:00-2:00	Appointment 3
2:00-2:30	Admin
2:30-3:30	Appointment 4
3:30-4:30	Admin

Process for Appointments

1. Introduce self
2. Review Confidentiality Statement
3. Review Session Structure and obtain consent to proceed
4. Determine the goal for the session
 - a. *What are your best hopes from our talking*
 - b. *What will have changed for you upon completing our talk today?*
 - c. *What brings you in today?*
 - d. *If multiple goals, Which do you feel is most important?*
5. Discussion of existing strategies/skills
 - a. *What have you tried?*
 - b. *What has been helpful, even a little bit?*
6. Session content (variable depending on goals and modality used by clinician)
 - a. Miracle question and exploration of best hopes

- b. Problem solving
- c. Empathic listening
- 7. Break-review notes and prepare feedback. Print copy of community resources if appropriate.
- 8. Provide feedback and resources if appropriate. You may provide feedback in writing (e.g. on a cue card). Elicit feedback from person (*What was helpful about our chat today?*)
- 9. End session
- 10. Write progress note
- 11. Save progress note to electronic file [Clinical Team] → [Clinic] → [SupportedPeople] → [last name,first name]

Department Administration

If no appointments are scheduled during a time slot, the clinician can work any of the following administrative tasks

- Filing closed clinical files
- Contacting individuals on the waiting list for services. Are they still interested in services, has anything changed, are they interested in attending the Brief Counselling Clinic.
- Administrative tasks as assigned by the clinical services manager
- Reviewing eligibility assessments for children