

# Counselling

At Kitchener Downtown Community Health Centre, our vision is to build on strengths to achieve health and well-being for our clients, their families and our community.

We offer counselling services to adults, children, teenagers, couples and families.

KDCHC counsellors have Master's Degrees in Social Work and are registered with the College of Social Workers and Social Services Workers.

Counselling is a shared working relationship between you and your counsellor.

This relationship is directed toward achieving your goals through the identification of strengths, information, resources and coping strategies.

**Appointments are for approximately one hour and interpreters are available if required.**

# Values

*We value each other and our community through*

- *Respect*
- *Excellence*
- *Partnerships*
- *Accessibility*
- *Integration*
- *Diversity*



**Kitchener Downtown Community Health Centre**  
44 Francis Street South., Kitchener, ON N2G 2A2  
Phone: (519) 745-4404 [www.kdchc.org](http://www.kdchc.org)

# Frequently Asked Questions

**What can I see a counsellor for?**

- Depression
- Anxiety
- Relationship difficulties
- Family Problems
- Self-esteem
- Managing anger, worry, frustration or sadness
- Changes in a child's behaviour
- Trauma

**Is there a cost for counselling?**

No. The service is funded through the Local Health Integration Network .

**When can I see a counsellor?**

Counsellors are available Monday through Friday, 9:30—4:30 and Wednesday and Thursday evenings until 7.30 pm.

**What if I am not satisfied with my counselling?**

If you have concerns with your counselling, please speak with your counsellor, our Director of Client Services or Executive Director.

**Are my problems kept confidential?**

Yes. All information shared with a counsellor is kept \*confidential. Nothing can be shared without your written consent.

**\*Exceptions:** We are obliged by law to report child abuse or neglect. A court subpoena will permit KDCHC to release your medical records including counselling; any dangerous act to yourself or others will be referred.

# Counselling Services

## **KW-Counselling Services**

480 Charles St. E., Kitchener, ON  
519-884-0000

Email: info@KWCounselling.com

Walk-In ONE counselling session Thursdays Only  
9-6pm

Child, teen family and parenting programs for all  
ages

\*Fee can be waived due to lack of income or  
being on OW or ODSP. Fee also negotiated.

## **Mosaic Counselling & Family Ser- vices**

400 Queen St. S., Kitchener, ON  
887 Langs Drive, Cambridge, ON  
519-743-6333

Email: info@mosaiconline.ca

Psycho-educational and supportive child/family  
groups. Time-limited sessions (6-10)

Fee can be waived because of income or receiv-  
ing OW or ODSP. Fee also negotiated

## **Grand River Hospital-Child and Adolescent Services**

835 King St. W., Kitchener, ON

519-749-4310 (press 1 for children's services)

Referrals from health care provider; covered by  
OHIP

\*Short-stay inpatient (up to 19 yrs old)

\*Outpatient (preschool diagnosis; Child and  
Family; Adolescent; young adult school program;  
psychiatric consultation and collaboration with  
MDs & NPs (6-8 wk waiting period)

## **The Front Door (formally CMHAC)**

Unit 1-1779 King St. E., Kitchener, ON  
519-749-2932

Walk-in, single session service Wednesday eve-  
nings from 3:00pm to 8:30pm

# Community Resources

## **24-Hour Crisis Lines:**

Canadian Mental Health Assoc. Distress Centre: 519-745-  
1166

Youth Line: 519-745-9909

Kids Help Line: 1-800-668-6868

K-W Sexual Assault Support: 519-741-8633

Ears for Men: 519-570-3277

Mobile Crisis Team 24/7: 519-744-1813

## **Resources:**

### **COUNSELLING AGENCIES:**

Mosaic Counselling & Family Services: 519-743-6333

K-W Counselling Services: 519-884-0000

### **MULTICULTURAL:**

K-W Multicultural Centre: 519-745-2531

YMCA of Cambridge Settlement & Integration Services: 519-  
621-1621

### **SHELTERS:**

Anselma House: 519-742-5894/ 1-800-410-4482

Haven House: 519-653-2422

YWCA Residence—Mary's Place: 519-744-0120

### **HOSPITALS:**

St. Mary's General: 519-744-3311

Grand River: 519-742-3611

Cambridge Memorial: 519-621-2330

### **POLICE:**

Waterloo Regional Police: 519-653-7700

### **MENTAL HEALTH AGENCIES:**

Canadian Mental Health Assoc.: 519-744-7645

Lutherwood CODA: 519-884-1470

Community Health Department: 519-883-2000

Waterloo Regional Homes for Mental Health: 519-742-3191

### **SEXUAL ASSAULT/DOMESTIC VIOLENCE:**

Sexual Assault/Domestic Violence Treatment Program: 519-  
749-6994

K-W Sexual Assault Support Centre: 519-571-0121

Victim Witness: 519.653.7700 Ext.858

# *KDCHC Counselling Services*



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