

Cancellations



We ask that you give at least 24 hours notice if you need to cancel appointments. If you miss appointments without cancellation, this is considered to be a no show. If you continue to not show for your appointment then your counsellor will have a discussion with you to determine causes for this. Termination of service or other alternatives may be considered if this does not change.

We ask that you treat this service with respect by attending appointments that you schedule, and communicating any concerns you have with your counsellor. We try not to make people wait to access counselling when they need it, and we need your cooperation to do this by attending appointments when scheduled and letting us know if you don't feel you need counselling anymore. We will also do our best to respect you by conducting appointments on time and respecting your goals for counselling.

Who Can Access Services?

Individuals living within our geographical catchment area are able to access our programs and services, including counselling. If you are a patient, you are eligible to access counselling at Langs Farm. If you have an Employee Assistance Program through your work, we will ask you to check this service out as well before beginning appointments at Langs Farm.

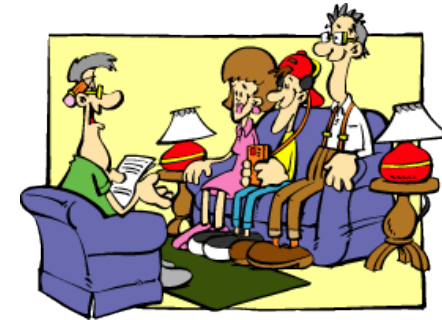
	Concession	
Bishop		Eagle
	Industrial Rd	

Questions or Concerns about the Service

If you have any concerns about the counselling that you receive, we ask that you speak with your counselor first. If you feel that your concerns are still not resolved, please contact: *Kerry-Lynn Wilkie, Director of Programs, Partnerships and Evaluation at 519-653-1470, ext. 234.*



Langs Farm Village Association



Social Work Services

Counselling at Langs

As a part of the holistic approach to your health care- Langs Farm Village Association offers free, confidential counselling to individuals, couples and families wanting to improve their well-being. We will work with you in moving forward with this goal in mind, knowing that life struggles often affect many aspects of your life and your health. We also recognize that you often have your own coping skills and ways of dealing with these struggles and we want to support you to recognize and develop those characteristics that are helpful to you.

Getting Started

You can refer yourself for counselling or be referred by one of your health care providers or another staff at Langs. At this point, you will be asked to book an intake appointment at the reception desk.

The intake appointment will allow you to connect with a counsellor and learn more about the counselling process. During this appointment the counsellor will ask questions to learn a bit about the problem you are dealing with, and will assess and recommend resources and supports if needed, and also answer any questions you may have. After this appointment, you may be assigned to a counsellor or you will be placed on a waitlist until there is a counsellor available to meet with you. Your availability may impact this wait time.



How Does Counselling Work?

People use counselling as a way to talk about a number of issues - anything that is really challenging to deal with or even something that has been affecting you for a long time.

Some examples of issues that might be addressed through counselling include:

- Depression
- Anxiety
- Relationship Issues
- Traumatic Experiences
- Stress
- Feeling Unmotivated
- Family or Parenting Issues
- Suicidal Thoughts

People typically attend 6-12 sessions of counselling to explore the issues and work on goals that might help them to move forward or feel better about whatever issues you are dealing with.

Our staff come from a variety of backgrounds and approaches, and work hard to support you in the counselling process. We also have student interns who are supervised closely and who may also be involved in your care.

What if my child or Youth Needs Counselling?

If your child is under the age of 12, we will need parent/guardian consent before we are able to provide service. We ask that a parent/guardian be available during the counseling sessions, so that there is opportunity to communicate about the issues that your child is dealing with. Parental involvement is also encouraged in most sessions because we believe that a parent/caregiver is a child/youth's primary support and teacher in life. As a parent/guardian, you have a right to know about the content of discussions, unless a child/ adolescent (age 12 and above) requests otherwise. In such circumstances the counselor must respect the need for confidentiality while encouraging open communication when it's appropriate.

Counselling Fees

This service is offered at no direct cost to you as part of the services that are offered at Langs Farm Village Association.

Child Care

We are able to offer childcare for appointments when needed. Please speak with your counselor about this option.