

Counselling Services

Canadian Mental Health Association - Yukon Division (CMHA-YT) provides single session and counselling support to youth and adult clients. Services are provided from a client-centered, strengths-based approach to support the needs of clients. Sessions are 50 minutes.

Cost

All counselling services are provided free of cost.

Screening and Referral

Clients accessing counselling services through CMHA-YT will complete a brief intake. Individuals with more complex needs may be referred to additional services as determined between client and counsellor.

Single Session Counselling

Single session counselling is brief intervention provided on a first-come first-serve basis and is solution-focused in nature. Individuals are welcome to access the single session service as needed although there is no guarantee they will be able to meet with same counsellor on subsequent visits.

Counselling

Clients accessing regular counselling services will complete an intake session with an intake worker or counsellor. The general number of sessions available is up to eight (8). Session frequency and client goals for counselling will be determined through collaboration between client and counsellor. As a client, you have the right to choose a counsellor that you feel is a good fit for you. Please advise your counsellor or a CMHA-YT staff member if you would like to change counsellors.

In the event of no contact, the client file will be closed after 3-months from the date of the last session. Clients are welcome and encouraged to re-access services and will be added to the waitlist at the time of re-initiating contact for sessions. To provide the most appropriate service possible, a new intake process will be required and as the client, you will have the opportunity to request a specific counsellor or accept an appointment with the first available counsellor.

Appointments and Cancellations

Appointments can be scheduled by calling **867-668-6429** or by coming into the office at 415 Baxter St. Session times are based on counsellor availability. If you are unable to attend or are ill, please call to reschedule or request a telephone session. If you are absent, without notice, for your scheduled session, your session may be counted towards your available 8 sessions.

Record Keeping

Records and personal health information kept by CMHA-YT are kept private and confidential and in compliance with the HIPMA. Sessions and notes related to treatment planning may be discussed within the clinical team and/or Clinical Supervisor to ensure holistic and best care. In this circumstance, information shared will be for the purpose of case and treatment planning. Please inform your counsellor if there are explicit exceptions to consider. Clients may have access to their personal records, upon request to their counsellor. If a client requests to access their records, time will be allowed for CMHA-YT to prepare the

requested information which may take a minimum of two weeks. Records are kept for a minimum of 7 years following the date of the last client session. At this time, CMHA-YT is the file custodian with Yukon Government holding legal ownership of files.

Confidentiality

We respect the client's right to have their personal information held in confidence. This applies whether you are actively attending sessions, or not. Limits to confidentiality include:

- A subpoena issued by a court.
- When there are reasonable and probable grounds to believe that you or another person faces imminent risk of harm.
- In compliance with the Child and Family Services Act, when there is reason to believe that a child is in need of protection.

Disclosure of Information

Individuals: Except in the circumstances above, I will need written consent from you in order to disclose any information from your record to any external third party.

Couples Counseling: When you attend couples therapy sessions, there is one client. "The client" is both of you together and your mental health records therefore belong to both of you. This means that except in the circumstances above, I will need written consent from both of you in order to disclose any information from your record to either of you or to a third party.