

Background

In the 2022 Community Needs Assessment Report completed in Norfolk County, participants identified the need for more equitable access to mental health services and identified the following barriers: hours that did not fit their schedules, long waitlists, the need for a doctor's referral, lack of technology and/or transportation, and cost. We created a service that addressed the concerns and the barriers.



Free

No Waitlist

No Referral Required
In-Person, Virtual
or by Phone

Individual, Couples and
Family Counselling

Can attend up to 3
sessions

Moving forward: Our goal is to partner with local mental health agencies and work with them to create their own single-session therapy program so that Talk-In can be offered 5 days per week.

The Process

1. Patient self-refers and is scheduled an appointment within 1 week
2. Patient completes the pre-screen with clinician or admin person
3. Patient attends the appointment*
4. Patient is provided with a written summary of strategies and mutually-agreed-up next steps
5. Clinician makes referrals as needed
6. Patient is asked to complete a feedback form

*Individual sessions are 60 minutes. 90 minutes for couples/family sessions.

Program Description

We provide equitable and timely access to brief counselling and systems navigation services to unattached adults and families.

Using a person-centered, strengths-based, anti-oppressive and trauma-informed approach, clinician explores the issue(s) identified by patient and provides therapy using the most appropriate modality and works collaboratively with patient to identify next steps. Clinician can also assist with system navigation, such as applying for government assistance.



Success Factors

182 patients accessed services: 85% counselling/15% systems navigation).

Diverted Services: 55% of patients said they would have called their doctor, gone to a medical walk-in, or presented at Emergency if Talk-in had not been available.

100% reported on the feedback form that they found the session(s) to be useful and they left feeling hopeful.

You Do The Talk-In, We'll Do The Listening