



Welcome to counselling. It takes courage to apply and to show up. Having made it to your first appointment, you have already accomplished many important steps on your journey.

What is counselling?

When a person is having difficulty and wants to make changes in their life, counselling can be both beneficial and challenging. Your counsellor is there to take you through a process of self-learning. While we cannot guarantee the outcome of counselling, we will do our best to create a space where you feel supported to do the work you want to do.

Feminist approach to counselling

WHC counsellors use an intersectional feminist approach to therapy paired with other therapy methods. Intersectional feminist approaches view the personal problems we experience as resulting from societal problems. WHC counsellors work with clients to gain skills and insight. We do not tell you what to do. Instead, we help you to figure out your own advice.

Feminist counselling sees you as the expert on your own life. We will work with you to create your own counselling goals and will revisit them throughout counselling.

You can help get the most out of counselling by:

- » Taking what we talk about during our time together, reflecting on it, and applying it to your life in creative ways.
- » Journaling or making notes after our sessions. This will help you remember what we talked about, and to make reflections and connections that you can build on. It will also provide you with a record of what you have worked on – a great future resource for you!
- » Knowing that ultimately counselling is meant to end. We will work together on your goals and then develop a plan for what to do after counselling.

Your wellbeing is important to us. Please express any feelings or thoughts you have about your experience in counselling with your counsellor.



Confidentiality

Counsellors need to keep a record of the services provided at WHC. We keep all information you give us confidential. The only exceptions would be if your life or someone else's is in danger, if there is a concern about the wellbeing of a minor (age 17 or under), or by court order.

Counsellors receive confidential individual and group supervision to help guide their practice. This means they may discuss aspects of their work with you in supervision.

Urgent counselling

We are unable to provide immediate counselling or do counselling over email. Please refer to the "Urgent Services" list in the counselling services pamphlet (this is also available on our website).

Third-party requests

We do not provide clinical assessments for third parties.

Missed appointments

Sessions are 50 minutes long. Please give as much notice as you can to cancel or reschedule and we will do the same. If you do miss an appointment, we respect your right to not attend and will wait for you to contact us and ask to reschedule. Your counsellor may place a limit on repeated no-shows.

Contacting us

Your counsellor will book your appointments. If you need a reminder of your next appointment, you can also call the front desk reception.

Length of service

Some people come for counselling only once or a few times, while others come for longer. We offer up to 12 sessions of counselling; brief-focused counselling is up to 6 sessions. You or your counsellor may decide to end counselling at any time.

Donations

We encourage clients using free counselling to donate to WHC (at the front desk or online) as you can afford it. This will help us continue to provide free counselling services to those who need it.

Please sign if you agree to the above terms:

Print: _____ Sign: _____ Date: _____

Witness: _____ Sign: _____ Date: _____

***For Office
Use Only***

Name: _____ Date of Birth: _____

PHIN: _____ Client Number: _____