

## Maltby Centre Child and Youth Mental Health Walk-In Clinic FAQ

### **1. What can I expect at the Walk-In Clinic?**

You will have a counselling session (usually around 1 hour) with a Mental Health Therapist in a private, welcoming office. The therapist will discuss your mental health and wellbeing concerns with you and help you come up with some strategies to help you cope with and/or overcome these challenges. You can use the Walk-In Clinic as often as you like for single session counselling. If you decide you need more focused, ongoing counselling services, your walk-in therapist can start that process for you.

### **2. What is the average wait time for the Walk-In Clinic? When is the best time to come?**

We can never guarantee what your wait time will be given the nature of the Walk-In Clinic. Over the last 12 months, the average wait time has ranged from 16 to 19 minutes depending on the site. The busiest times at the clinic tend to be right when the clinic opens at 11am and after school around 3-4pm. Free WiFi and children's play areas are available in all of our waiting areas.

### **3. Can I come to the Walk-In Clinic without my parents? Will they find out?**

If you are 12 or older, you may access the Walk-In Clinic without parental consent. If you do not want your parents to know, we will not tell them.

### **4. I'm coming to the Walk-In regarding a concern about my young child. Should I bring them with me?**

For younger children (ages 0-12), many parents find it easiest to attend their first session without children so they are able to have an uninterrupted conversation with a therapist. That being said, your kids are always welcome to attend with you if that is more convenient for you.

### **5. Can I bring my child in if I am not the custodial parent? What if I have split custody but the other custodial parent doesn't know?**

It depends. Only a caregiver with custody, or a child or youth who can make decisions for themselves (normally ages 12 or older) can provide consent for Maltby Centre treatment services. So if your child is over 12 and is seeking mental health services, you can bring them in.

If they are under 12, the custodial parent needs to be part of the consent process. When custody is shared, we work to be transparent about delivery of services and make sure that both parents of a child who has not self-referred are aware of the opportunity to access assessment findings and participate in treatment decisions.

We make it clear to both caregivers that we do not make recommendations pertaining to custody or access, nor do we prepare materials for use in court proceedings.

### **6. I am the parent of a teenager under 18 who will not come to the Walk-In Clinic. Can I come in without them?**

Yes. While we would require the child/youth to participate in any kind of ongoing service, our therapists can chat with a parent at the Walk-In Clinic and hopefully offer some strategies to help you and your child/youth.

#### **7. What should I bring with me to the Walk-In Clinic?**

You don't have to bring anything with you to the Walk-In Clinic. When you get here, you will be asked to fill out a few forms to capture some demographic data (e.g. name, date of birth) and some information about the nature of your visit. These forms can be accessed on our website [\[link\]](#) if you want to print them off and bring the completed forms with you.

#### **8. Is the Walk-In Clinic available in French?**

Yes. However, we do suggest calling ahead if you are hoping to have your appointment in French, as we do not always have a French language therapist available.

#### **9. Can I request to have a male or female therapist?**

Yes, and we will always do our best to accommodate your request. However, we can't *always* guarantee that there will be a male/female therapist available. If this is important to you please feel free to call us ahead of time and we can let you know the availability for that day.