

## Privacy & Confidentiality

We are committed to protecting your personal information. This information is given to us in trust and will remain confidential. The WOCRC may report information to third parties without consent only if required by law.

Examples:

- If we believe you are at risk of harming yourself or others;
- If we suspect a child under 18 is at risk;
- If our records are legally requested.

The Privacy and Confidentiality Policy is available upon request. Please call **613-591-3686** or visit **www.wocrc.ca**



## The WOCRC's Programs and Services

Counselling Services

EarlyON Child and Family Centre –  
Kanata/West Carleton

Services for Children and Families

Services for Youth and Families

Violence Against Women Services

Chrysalis House

Community Development

Services for Seniors and Adults with  
Physical Disabilities

Volunteer Services



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*Bringing care and community together*



## Counselling and Walk-in Services

Free confidential short-term and  
crisis counselling services.

**613-591-3686 ext. 269**  
**2 MacNeil Court, Kanata**

# Counselling Services\*

## Our Services

The WOCRC provides short-term counselling services (6-8 sessions), crisis walk-in, phone support, and information and referrals to all members of our diverse community. The areas we serve include: Kanata, West Carleton and Goulbourn.

Our Counselling Services Team provides free, confidential and non-judgmental services in both French and English to children, youth and adults. We are LGBTQ+ positive and strive to create a safe place for all, regardless of gender, race, age, ability, sexual orientation.

Depending on your needs, our experienced counsellors can assist with a wide variety of issues, including:

- *Traumatic stress*: violence against women, family stressors, assault, grief and loss, onset of illness, etc.
- *Life transitions*: separation/divorce, job loss, relationships, parenting, retirement, etc.
- *Mental wellness*: anxiety, depression, self-esteem, suicidal ideation, anger, stress, addictions, etc.
- *Practical supports*: housing and shelters, Ontario Works, Ontario Disability Support Program, Essential Health and Social Supports, energy assistance programs, bus tickets, baby cupboard, advocacy, etc.

## What to Expect

- When you arrive, let the receptionist know you have an appointment with a counsellor.
- The counsellor will greet you and you will spend about an hour together talking about the issue that brought you in to the Centre.
- The counsellor will offer to refer you to such programs as the Violence Against Women or Child Witness Program, to community resources and to long-term counselling as needed.
- The counsellor will invite you to make another appointment if you feel it is necessary or provide you with their contact information for support at a later date.

## Limitations of Counselling

The WOCRC does not offer couples or family counselling. The WOCRC is, however, committed to working to help couples and families, by assessing individual needs of family members and making appropriate recommendations/referrals.

Please be aware that research and clinical experience show that when there is ongoing abuse in a relationship, couples counselling is not only ineffective but potentially dangerous. We encourage women and their children who have experienced abuse to access our Violence Against Women services for support and assistance.

## Client Rights

It is the policy of WOCRC to recognize and respect the rights of our clients. The Client Rights Policy is intended to empower clients by giving them information about what they should expect of service providers;

A complete Statement of Client Rights is available upon request. Call 613-591-3686 or visit [www.wocrc.ca](http://www.wocrc.ca).

## Hours

During the hours below, our counsellors will be available for crisis calls, crisis walk-ins (if you feel you are in crisis you can come to the centre in person and meet with one of our counsellors), scheduling appointments, and general inquiries:

**Richmond Medical Centre:**  
**Tuesday 3 p.m. to 5 p.m.**

**MacNeil Site:**  
**Wednesday:** 4 p.m. to 7 p.m.  
**Thursday:** 9 a.m. to 11:30 a.m.  
**Friday:** 1 p.m. to 3:30 p.m.

For more information or to schedule an appointment please call 613-591-3686 and ask to speak to a counsellor.

\*Available in French and English/  
Disponible en français et en anglais