



Canadian Mental  
Health Association  
Waterloo Wellington

Association canadienne  
pour la santé mentale  
Waterloo Wellington

## CHILDREN'S WALK-IN SERVICE FREQUENTLY ASKED QUESTIONS

### WHAT IS THE CHILDREN'S WALK-IN SERVICE?

The Children's Walk-In Service is an opportunity for you and your child/youth to meet with a Mental Health Clinician to discuss your needs.

**The Children's Walk-In Service is not a Crisis Service or access to Psychiatry!**

### WHO CAN ACCESS WALK-IN SERVICE?

The Children's Walk-In Service is for any child or youth, age 6-17 years old and caregivers who live in Guelph. If you live in Centre and North Wellington, you can continue to book single sessions through [HERE](#) 24/7 for our Children's Services.

### WHEN IS THE WALK-IN SERVICE AVAILABLE?

- Every Tuesday from 10am - 3:30pm (last appointment will be at 3:30pm) at our CMHA WW office at 737 Woolwich Street Guelph.
- Based on demand sometimes walk-in will be in full and we may have to ask you to return the following Tuesday.
- When you do arrive, we will try our best to give you an approximate wait time for when a clinician will be available to see your child, youth, and yourself.

### WHAT HAPPENS AT WALK-IN?

When families arrive at the office, they will be asked to complete forms to provide information regarding the presenting concerns.

The clinician reviews the information provided.

The clinician meets with child/youth and caregiver(s) to assess treatment needs.

If Children's Mental Health Services are needed, the child/youth and/or family will be placed on a wait list for services.

If Children's Mental Health Services are not needed, a resource information sheet regarding community resources will be provided. Referrals to other services may also be discussed.

### WHAT SHOULD I BRING TO WALK-IN?

Please bring your child/youth with you to the walk-in. It is important to have everyone provide information in the session.

If available, please bring any previous assessments and/or custody agreements with you.