



Young Adult
Mental Health
stellasplace.ca

THE FUTURE OF MENTAL HEALTH



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Drop-In Virtual Counselling Program

Tuesdays and Thursdays 3:00 pm - 6:00 pm

Stella's Place Drop-In Virtual Counselling is a free, low barrier single session counselling program for young adults between the ages of 16 and 29.

Frequently Asked Questions About Drop-In Virtual Counselling

What is your service catchment area?

Stella's Place offers services to participants who reside within Toronto (any M postal code).

What platform do you use for virtual counselling?

All virtual counselling sessions take place over Zoom for Healthcare. This platform is secure and congruent with the Personal Health Information Protection Act of Ontario (PHIPA).

Can I do a phone session instead of video?

Yes, phone sessions are available.

What are the qualifications of the Clinicians?

All of our Clinicians are Registered Social Workers and Psychotherapists. Stella's Place is a teaching facility and is committed to preparing and training the next generation of mental

health professionals. As such, you may come in contact with MSW students and/or volunteer counsellors-in-training.

How do I book a Drop-In Counselling session?

Participants may phone or email to book a session. We recommend reaching out prior to noon on Tuesday or Thursday to secure your spot.

- Phone: 416 461 2345 ext 1. to connect with staff
- Email: connect@stellasplace.ca

Once you connect with one of our Access Coordinators, you will be asked a few pre treatment intake questions in order to collect some preliminary information about you. This information will be kept securely within your file. The answers to these questions help us to best match you with a clinician, evaluate our programs, and improve our services, so that we can continue to offer free counselling to the community.

18 Camden St. Toronto M5V 1V1 | 416.461.2345 | www.stellasplace.ca

Charitable Registration #: 817186935RR0001



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How long are the wait times?

When you are booked for a session the Access Coordinator will provide you with the approximate time of your session. Generally sessions are on time, but every so often you may experience slight delays. There is no waitlist for drop-in virtual counselling, as we book same-day appointments only.

How long are the counselling sessions?

Counselling sessions are 45 minutes.

Every time I return to the Drop-In, will I see the same Clinician?

The Drop-In Counselling Program provides single session counselling only. We are not able to guarantee that you will see the same clinician each visit.

How often can I use Drop-In Counselling services?

Participants may access the service as much as they need.

Can I get a letter to say that I attended the Drop In Counselling Service?

Yes, letters can be drafted for you. Please let the Access Coordinator know by email.

What are the hours of the service?

Drop In Virtual Counselling takes place on Tuesdays and Thursdays between 3:00 pm - 6:00 pm. The number of sessions available vary weekly, so it is recommended to reach out early

in the day to register for the program as session availability may reach capacity sooner.

Do you work with couples?

No. At this time, we only offer individual sessions.

Will the service help me to get a permanent Clinician if I need more assistance?

Accessing the Drop-In Counselling Program will not help participants get a permanent Clinician. Through the Drop-In Counselling Program, participants can be connected with information for how to access the Stella's Place Intake. Through a formal intake process participants can be connected to longer term counselling services through Stella's Place or referred to other services within the community.

What therapeutic modalities are used in the Drop In Counselling?

The counselling that is offered draws primarily from Focused Acceptance and Commitment Therapy (FACT), which is a brief solution therapy that centres value based behavioral change. Depending on your needs the clinician may integrate other approaches such as; CBT (Cognitive Behavioural Therapy), DBT (Dialectical Behavioural Therapy), Narrative Therapy, Motivational Interviewing, Trauma Informed, Emotion focused, Attachment based, Self-Compassion, Strengths-based, Psycho-Education, Solution-Focused, Grief Counselling, and Mindfulness.



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I am a registered participant at Stella's Place, can I still access the Drop-In Counselling Program?

If you are currently working with a Stella's Place Clinician through our Individual Counselling Program or through one of our therapy groups please contact your Clinician to book a follow up session instead of using the Drop-In Counselling Program.

What types of issues can I talk about with a Clinician?

We support young adults living with mental and emotional health issues including but not limited to: anxiety, depression, self-esteem, emotion regulation, relationship challenges, self harm, suicidal ideation, life transitions, compulsions, perfectionism, overcontrol behaviors, the impacts of homophobia, transphobia, racism, sexism, and other structural oppressions, support with struggles relating to identity, and mild to moderate substance use.