

Q. Who are your counselling services for and how does it work?

- A. We offer free counselling for youth between the ages of 12 and 29 years old. Family sessions can be offered with the youth client's consent and if they support the youth client's counselling goals. We primarily serve those in the Malvern community, including the Scarborough Rouge River and Scarborough North riding area, however, we have served many across the GTA. You will not be turned away if you do not reside in the outlined catchment area.

We operate from a short-term counselling model, offering anywhere from 10-12 sessions per client. Counselling is goal-based, meaning your counsellor will collaborate with you to determine what you want to achieve in your sessions and work towards that with you. This helps guide and structure your counselling journey and provides a helpful gauge to celebrate your progress.

You may receive additional referrals or resources to better support you and provide you with wraparound supports.

Q. I want to register for services. When can I expect a reply after signing up?

- A. Please use the [MFRC Counselling Service Registration Form](#) to register. You can fill it out for yourself if you are the youth requesting services, or you can fill it out on behalf of a youth you want to have registered. Our team will add you to our counselling waitlist once you submit the digital form. You will be contacted directly once a spot opens to be seen by one of our counsellors.

We receive a high volume of requests at certain times of the year; in these instances, turnaround time may be slightly longer.

If directly emailing one of our counsellors for general inquiries, they will do their best to get back to you within 1-3 business days or at their earliest convenience (whichever comes first).

Please note that messages submitted through our website's "Contact Us" form are not connected to our counsellors' inboxes. Our staff will do their best to connect you to the right person based on your inquiries. Kindly note the turnaround time for this may take slightly longer than directly emailing our counsellors.

Q. Can I be seen for immediate counselling appointments?

- A. We receive a high volume of requests and currently have a waitlist for services. Current waitlist time is approximately 8 months to 1 year. You will be contacted when a space becomes available.

We understand the wait can feel lengthy, so while you are on the waitlist, a member of our team will provide personalized referrals to services, agencies and mental health support that you may find helpful to access in the meantime.

Q. What services do we not provide or are not covered by your programs?

- A. We are currently unable to provide:
- Long term counselling
 - Crisis/emergency counselling
 - Group counselling
 - Walk-in counselling, same or next-day counselling
 - 24/7 mental health support

Q. What should I do if I need immediate help and can't wait for a reply?

- A. If you are worried about your own safety or on behalf of someone else, please use any of the following services:
- Call 911 and/or head to the closest hospital with an emergency room
 - Call or text 9-8-8 from anywhere across Canada for 24/7 suicide crisis support
 - Available in English and French
 - Gerstein Crisis Support: Call (416) 929-5200 for 24/7 support
 - Available in 180 languages via Remote Interpretation Ontario
 - Toronto Distress Centres: Call 416 408-4357 or 408-HELP for 24/7 support
 - Multilingual Distress Line: Call 905-459-7777
 - Services in Cantonese, Mandarin, Portuguese, Spanish, Hindi, Punjabi and Urdu, open Monday to Friday, 10am to 10pm
 - Crisis Services Canada: 1-833-456-4566
 - Mental Health Crisis Line: 1-888-893-8333
 - Kid's Help Phone: 1-800-668-6868 Text: 686868
 - Support in over 100 languages including Plains Cree, Severn Ojibwe, Ukrainian, Russian, Pashto, Dari, Mandarin and Arabic

- For support in an Indigenous language, call 1-800-668-6868 and press 3
- For support in other languages call 1-800-668-6868 and press 4