

family services
WINDSOR - ESSEX
COUNSELLING & ADVOCACY CENTRE



services à la famille
WINDSOR - ESSEX
CENTRE DE COUNSELING ET D'INTERVENTION

Counselling Welcome Package





Welcome to FSWE!

Thank you for choosing Family Services Windsor-Essex (FSWE).

Deciding to reach out to speak with a counsellor can be a big step and we want you to know we are here to help.

Our priority is to provide you with an excellent level of care.

Our team at FSWE understands how hard life can be and our goal is to help you create meaningful change in your life.

We look forward to working with you.

Ciara Holmes

Counselling Manager

Joyce Zub

Executive Director



Your mental wellness is our priority.

At FSWE we are committed to delivering personalized, professional and responsive counselling.

We don't believe in a "one size fits all" approach.

Each person – and their situation – is unique, and so we will work with you to use the most appropriate therapeutic intervention to help you achieve your goals.

For everyone we support, we offer a compassionate and non-judgmental approach, with an emphasis on growth.



Frequently Asked Questions



What kind of counselling do you offer?

Our counselling program is short-term, solution-focused.

Our counsellors are trained in a variety of types of therapy, such as Cognitive Behavioural Therapy (CBT), solution-focused therapy, narrative therapy and more.

Depending on your goals, we will assess the most appropriate type of therapy. All of our counsellors have their Masters of Social Work, or Masters of Counselling Psychology, and are registered with the OSSSW.

How long are counselling appointments?

Scheduled counselling appointments run for 50 minutes.

What payment options do you accept?

We accept cash, debit, Interac E-Transfer and credit cards (Visa/Mastercard).

What happens if I have to cancel an appointment?

Your appointment is reserved for you. If you do not give 24 hours' notice of cancellation, you will be charged \$25.00. This must be paid before another appointment can be made.

Special circumstances may be considered by the Counselling Program Manager. If you have an Employee Assistance Program the late cancellation is handled as per the EAP contract guidelines.

How is my information kept secure?

No information about you is given to anyone without your permission, except if required by law. Information may be used by Family Services Windsor-Essex (FSWE) for research or program evaluation such as accreditation. All requests for information are directed to the Access & Privacy Officer.

Will I have homework?

Not all counselling interventions require homework but where necessary, your counsellor will work collaboratively to assign realistic takeaways at the end of each session.

The takeaways you are assigned are an important component of counselling, as it allows you to rehearse new skills and coping strategies. Knowing which skills work, will help to ensure you achieve the best results from therapy.



Helping people become mentally well

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