

BRIGHT LIGHTS AWARDS

2024

4. Mental health and addictions Norfolk Family Health Team

Talk-In Clinic: Providing Equitable and Timely Access to Brief Counselling Services and Case Management/Systems Navigation Supports for Unattached Patients.



Unattached individuals, couples and families were provided with mental health support and assistance with systems' navigation in a single-session therapy appointment, when they needed it, without sitting on a waitlist. Participants requiring additional support were advised of external resources and/or referred to community services. Complex cases were allotted up to 3 sessions and all participants were provided with a written session summary for further reflection. Nearly 200 individuals from a variety of age groups, socio-economic backgrounds, genders and cultures accessed the Talk-In Clinic within the first 12 months. Participants presented with varying issues:

relationship/family conflict, grief/loss, depression, anxiety, personality disorders, domestic violence, involvement in the criminal justice system, financial troubles, food insecurity, trauma, and many more, and they were provided with validation, support, and impactful and effective strategies and resources in a timely manner.