

# What to Expect at Walk In

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## Registration

Please sign in at Reception. You are given a *Terms of Service* document to read.

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## Intake

(10 to 15 minutes)

An Intake Worker comes to the waiting room to take you to a private office to create your counselling file.

They ask you a series of questions to determine:

- if KW Counselling Services is the right place for you
- which counsellor is best able to assist you
- how your counselling session will be funded. If you live in Waterloo Region, you might be eligible for a sliding fee scale or funded programs.

The Intake Worker asks you to sign that you have read and understood the *Terms of Service* document.

They bring you back to Reception where you will pay the fee (if applicable) and wait for your counsellor.

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## Counselling Session

(60 to 90 minutes)

A counsellor meets with you for your counselling session soon after you have completed your intake.

Together with your counsellor, you develop a plan that is written on a Counselling Summary form that you take with you.

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## After Session

**Feedback** – You are given a feedback form. If you are willing to share your feedback, please fill it out and deposit it in the box at Reception.

**Next Steps/Plan** – We encourage you to work on the plan outlined on your Counselling Summary form as most people find the plan helpful in being able to take action towards positive change in their lives.

If you have questions about ongoing counselling, please call 519.884.0000 and ask for Intake.

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**Thank you for using our services!**

