

## How do I Access a School Support Services Counsellor?

To access a School Support Services Counsellor a request will be sent to the School Support Services department by a teacher or principal. This means that a student can talk to any teacher, guidance counsellor, vice-principal or principal to get help setting up counselling. Once the request has been submitted the School Support Services department works with Kenora Rainy River Districts Child and Family Services to assign the next appropriate and available counsellor to the student. Parents and guardians are also able to request School Support Services Counselling for their child by speaking with the school principal or classroom teacher.



“Mentally healthy students supported in learning, resiliency, and positive relationships by a community of caring adults.”

*Rainy River District School Board's  
Mental Health Vision*

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Fort Frances, ON P9A 1N4

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## School Support Services Counselling



**A Guide for Students,  
Parents, and Families**



## What do School Support Services Counsellors Do?

School Support Services Counselling Services are contracted through Kenora Rainy River Districts Child and Family Services.

School Support Services Counsellors can work with students on a variety of personal problems. Counsellors can:

- Provide short-term supportive counselling and /or therapeutic services to a student or groups of students
- Provide crisis intervention
- Help students at risk for suicide develop a plan to stay safe
- Assist with referrals to other community services
- Consult with students, families, school staff, and community services (with consent)
- Assist with conflict resolution
- Inform school personnel of student-school-family-community relations which affect the student's school performance

## What Type of Problems do Counsellors Help With?

Anger	Mental Health Support
Anxiety	Self-Esteem
Attendance Difficulties	Separation & Divorce
Behavioural Concerns	Sexual Identity Support
Bullying	Self-Harm
Crisis Intervention	Social Skills
Depression	Stress
Family Conflict	Substance Use
Gender Identity Support	Thoughts of Suicide
Grief	Tragic Event Response

## What to Expect

### Students:

You will be treated with respect and included in the treatment planning process. Seeing a counsellor is voluntary which means that you decide if you see a counsellor and you can also decide to stop seeing a counsellor.

### Parents/Families:

When appropriate, your child's counsellor may request your involvement in the treatment process. This might entail supporting your child in practicing new skills they learn in counselling or supporting them in some other way. Your child's counsellor will communicate with you as needed.

## Confidentiality

Your counsellor will maintain confidentiality which means your information, like the things you tell the counsellor, will be protected, kept private, and not shared without your permission.

### Two Exceptions:

1. When you give consent (permission) for your information to be shared. You will have the right to inform your counsellor of what information they can share, who they can share it with, and how that information can be used.
2. Situations where the law says that the counsellor must share your information. These situations include when your counsellor believes that you may hurt yourself or someone else, if child abuse or neglect is suspected, or if the courts order your counsellor to release the information.

## Consent

Consent is the process through which you agree to participate in the service. Students under the age of 12 will not be required to sign the consent form, only the parent or guardian will sign the consent form. In addition to parent/guardian signature, students between the ages of 12-17 will also sign the consent form. Students who are 18 years or older are able to provide their own consent without the parent/guardian being notified. The consent process will be further explained by the counsellor at the first meeting.

## Is this a Medical Emergency?

**Call 911**

**Need Someone to Talk to Right Now?**

**Kids Help Phone: 1-800-668-6868**

