

## FOR YOUR FIRST CONTACT

**No appointments are required** for first-time contacts – simply call in during the hours listed. Please note that you will need to complete an information form over the phone before being connected with a mental health clinician for a phone interview within the hour. Clinicians may also call to schedule a interview time later in the same or next business day.

Parents/caregivers are encouraged to call the intake clinic when alone (if possible) when referring for **elementary-school age** children. We find that it is easier to speak openly about a younger child's symptoms if that child is not over-hearing the conversation.

**Middle- and high-school age** children and youth are encouraged to join the call with their families—or take turns—whenever possible. Our goal is be as family-centered as possible during the screening conversation.

Youth also have the option of calling the clinic on their own as a private self-referral if they so choose.

### PHONE INTAKE SCREENING CLINIC

No appointment necessary

Ages 6-18

**TUESDAYS**

9:00 — 3:00 pm\*

*\*greater capacity available earlier in the day.  
Morning calls are recommended.*

**Please call 604-870-5880  
to begin the process**

*The intake clinic is not a crisis counselling service.  
It is for new referrals only. Our focus is on  
connecting families with treatment resources  
through our services or others in the community.*

*In case of a mental health crisis,  
please call **START (1-844-START-11)**  
to avoid a trip to the hospital.  
If necessary, visit your local hospital  
or call 9-1-1.*

**For children 5 years of age and  
younger please call 604-852-2686  
to schedule a mental health intake appointment  
with our Early Childhood team**

### ABBOTSFORD

## CHILD & YOUTH MENTAL HEALTH SERVICES



**By Phone**

### INTAKE CLINIC FOR FAMILIES

**TUESDAYS  
604-870-5880**

# WHO WE ARE

Our publicly-funded Child and Youth Mental Health teams provide a range of assessment and clinical counselling treatment options for children, youth (0-18 years) and their families.

Our programs are designed to support children and youth who are experiencing significant difficulties related to their thoughts, feelings and behaviours.

CYMH supports family capacity skill-building activities that engage and empower families to be active partners in supporting responsive relationships with their child or youth, to strengthen the core life skills needed to become healthy functioning adults, and to reduce sources of stress in the family.\*

# WHAT WE DO

## OUR SERVICES INCLUDE:

- Intake and referral
- Consultations
- Parenting programs
- Group treatment
- Family treatment
- Individual treatment
- Educational events
- Community planning

## CONCERNS MOST COMMONLY ADDRESSED BY OUR CENTRES:

- Feeling of anxiety
- Low moods
- Symptoms of trauma
- Suicidal thinking & self-harm
- Symptoms of psychosis



# HOW IT WORKS

During physical distancing measures, children, youth and families can begin accessing our services by calling the CYMH intake clinic for a screening phone interview. Once the initial client information form has been completed, a clinician will call back to complete a screening interview that can take approximately 60-90 minutes.

Upon completion of this phone interview, a CYMH clinician will email you a written **Initial Plan of Service** which you can request be forwarded to other care providers.

In the Abbotsford area, the phone-based intake clinic is provided each Tuesday from 9-3 pm. No appointment is necessary.

Morning calls are recommended when possible. Late afternoon calls will be received and some initial info gathered. A clinician will follow up the same or next business day to schedule an intake call at your convenience.