

Frequently Asked Questions

What is Trauma Counselling?

Trauma counselling involves working together with a counsellor to:

- Learn and practice skills to manage difficult emotions.
- Reaffirm your strengths, self-worth, and value.
- Make changes in your life that are important to you.

How Can Counselling Help?

Counselling is a process of helping someone to make the changes they would like to make in their life. Counselling can differ from talking to family and friends in that counsellors are trained to be neutral, keep information confidential and have skills to help people learn about themselves. In the non-judgemental environment of counselling sessions, people can receive the understanding and support that they need to clarify issues, explore options, develop strategies, practice new skills and ultimately, make change.

Our Team

The mental health team can support you if you are experiencing feelings of anxiety, loneliness, or stress. The team works with other service providers and professionals and can refer you to additional services if required. All services are provided by qualified staff.

Our team consists of an adult mental health specialist, a child and adolescent specialist, nurses, counsellors, and addiction specialists.

Our services include outreach, brief intervention, crisis response, mental health educational sessions, counselling, substance use and addiction services and follow up.

For help connecting to mental health resources:

Cayly Askin
Systems Navigator
ukrintake@klinik.mb.ca
431-489-1728 (Eng)

Nataliya Masyuk
Mental Health Coordinator
nmasyuk@klinik.mb.ca
204-804-3626 (Eng/Ukr/Rus)



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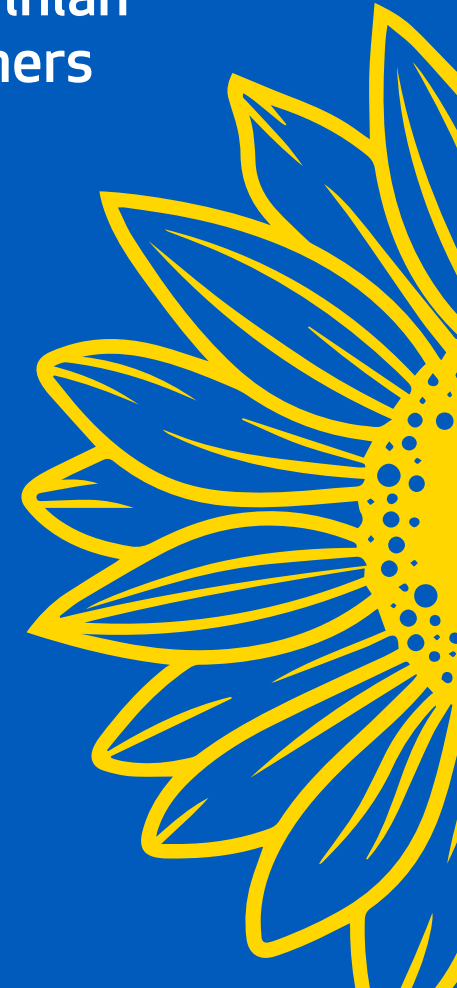


Klinik
Community
Health Program



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Manitoba

Free Mental Health Services for Ukrainian Newcomers



Mental Health Crisis Response Centre (CRC)

Available to people in Winnipeg, the CRC is open 24/7 for adults experiencing a mental health crisis. The CRC helps people experiencing:

- Personal distress, the risk of potential harm including suicidal behaviour.
- Signs and symptoms of a condition requiring urgent mental health assessment and treatment.
- Intense emotional trauma where assessment, crisis intervention and referral to other services can occur.
- An immediate mental health crisis after hours.

CRC Mobile Crisis Service

The CRC Mobile Crisis Service is available to provide on-site assistance with a mental health crisis, **in Winnipeg**. The team can respond to individuals and/or families and service providers to assist with individuals experiencing a mental health crisis.

The team can also meet with individuals in crisis at a location within Winnipeg that is comfortable for them, either in their home or a safe location.

Over-the-phone assistance with our mental health experts can also help get people back on track.

Contact: 204-940-1781

Website: sharedhealthmb.ca/services/mental-health/crisis-response-centre

Klinik Crisis Line

Available across Manitoba, the Klinik Crisis Line is a **phone service** open to people of all ages, genders and backgrounds. You do not have to be in crisis or suicidal to call. Calling the Crisis Line can be a good place to start when you're trying to sort out a problem. We can also refer you to other services or programs.

The Klinik Crisis Line is available 24 hours a day, 7 days a week:

204-786-8686 or toll-free: **1-888-322-3019**

Website: klinik.mb.ca/crisis-support

Trauma Counselling

Trauma counselling – available in Ukrainian, Russian and English to support individuals through any challenges they may face due to the trauma they've experienced.

Trauma counselling is available across Manitoba by video and phone, and in-person in Winnipeg.

For referrals, contact:

- 431-489-1728 (Eng) or
- 204-804-3626 (Eng/Ukr/Rus)

Manitoba Adolescent Treatment Centre (MATC)

MATC is a provincial service. MATC starts with a brief treatment model with family-focused care as a bridge until clients can access the formal system if required. MATC offers a wide range of programs and services to children, teens, and families in both community and hospital settings.

Treatment interventions with MATC may include:

- Individual sessions with client directly
- Parent-child and/or family sessions
- Parent support to assist with strategies to help the child/youth
- School consultations
- Psychiatry/Psychology consultation
- Referrals

For referrals, contact:

- 431-489-1728 (Eng) or
- 204-804-3626 (Eng/Ukr/Rus)

Website: matc.ca

Rapid Access to Addiction Medicine (RAAM)

Available in communities across Manitoba, RAAM clinics provide medical assistance to adults (age 18+) who want help with high-risk substance use and addiction. No referral is needed.

It can be difficult to accept that your substance use is problematic and it's normal to feel ashamed, frightened or angry. The good news is that medical treatment for substance use is safe and effective.

Initial RAAM assessments can be completed over the phone, or the RAAM team can come see you in the community. You don't need an appointment!

Contact: 204-792-7159

Website: afm.mb.ca/programs-and-services/raam

Translation services are available upon request.