

## Do you offer services in languages other than English?

Yes, just ask.

## How much does it cost?

All of our services are free.

## How long do I have to wait for a counsellor to be assigned to my family?

It depends. When your family is referred for service, our Intake Worker will explain the next steps and what to expect. If you are currently on-wait and your needs or circumstances change, let us know right away so that you can be connected to the services that best match your needs.

## What if you don't offer what I need?

If our agency is not appropriate for you or doesn't match your needs, we would be more than happy to connect you to another agency that might be better suited to what you are looking for.

## What training does Linck staff have?

All our staff are trained professionals with a variety of educational backgrounds, experience and expertise. If applicable, staff are required to maintain membership within their respective professional regulatory bodies.

## Client Rights

To participate in voluntary service

Privacy and Confidentiality

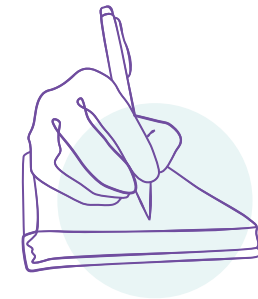
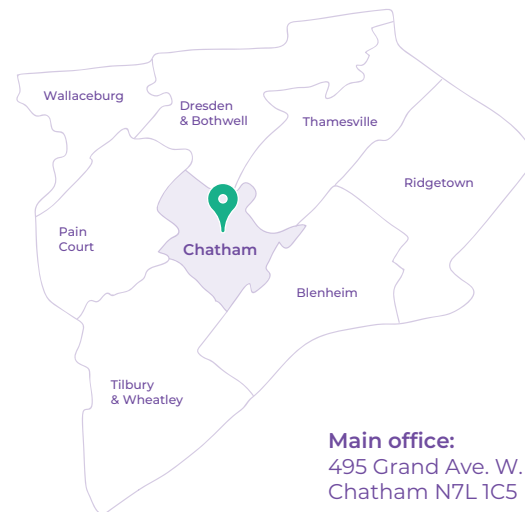
To be treated with dignity and respect

A safe and secure environment

Complaint Policy



# Child & Youth Mental Health Services



## Frequently Asked Questions FAQ

Accredited by  
Canadian Centre  
for Accreditation



Agréé par  
Centre canadien  
de l'agrément

Linck has been recognized by the Canadian Centre for Accreditation as having achieved established quality standards in governance, management, service delivery.

Email [info@linck.org](mailto:info@linck.org)  
Phone (519) 352-0440 (Press 2)

