

## What if I want to see a counsellor in person?

Call 784-4067 to learn about Klinik's Community Drop-In Counselling Program. This program offers free counselling at different places across Winnipeg.

## What if I want to volunteer?

Call 784-4006 to find out about volunteering on the Crisis Line.

## Working Together

The Crisis Program is part of Winnipeg's crisis response system. We work with other agencies to provide the best possible service.

Klinik is a member of the

- Manitoba Network for Suicide Prevention
- Canadian Association for Suicide Prevention
- American Association for Suicidology.

Klinik is accredited by the Canadian Council on Health Services Accreditation. It is funded by the Winnipeg Regional Health Authority.

This document has been modified to plain language to benefit all readers.

# KLINIC SERVICES

*Klinik adheres to all privacy and personal health information legislation. All medical and counselling services, whether received in person or by phone, are documented. It is the right of any client of Klinik to access their personal health information.*

- Information ..... 784-4090
- Health Services Appointments ..... 784-4090
- Teen Klinik ([teenklinik@klinik.mb.ca](mailto:teenklinik@klinik.mb.ca)) ..... 784-4090
- Public Education & Training ..... 784-4066
- Teen Talk ..... 784-4010
- Volunteer Information ..... 784-4006
- Drop-In Counselling ([dropin@klinik.mb.ca](mailto:dropin@klinik.mb.ca)) . 784-4067
- Family Violence Counselling (Evolve) .... 784-4070
- Dream Catchers ..... 784-4042
- Post Trauma Counselling Appointments .. 784-4059
- Sexual Assault Crisis Counselling Appointments ([sacpwpg@klinik.mb.ca](mailto:sacpwpg@klinik.mb.ca)) ..... 784-4049
- Speakers/Education ..... 784-4048

## 24-Hour Telephone Services:

- Manitoba Suicide Line Toll Free ... 1-877-435-7170
- Crisis Line ..... 786-8686  
Toll Free .... 1-888-322-3019
- Sexual Assault Crisis Line ..... 786-8631  
Toll Free .... 1-888-292-7565
- TTY Deaf Access Counselling ..... 784-4097

**If you have comments or concerns  
please call and leave a message at 784-4018**

870 Portage Avenue, Winnipeg, MB R3G 0P1  
Administrative Fax: 772-7998 / Medical Fax: 784-4013  
[www.klinik.mb.ca](http://www.klinik.mb.ca) / E-mail: [klinik@klinik.mb.ca](mailto:klinik@klinik.mb.ca)

March 2008

# CRISIS COUNSELLING PROGRAM



**Klinik**  
Community Health Centre

## *What is the Crisis Program?*

The Crisis Program operates the crisis phone line that offers confidential counselling, support and referral. Counsellors are there to help improve the quality of life of our callers and to prevent suicides.

## *When does it operate?*

The Crisis Line and Manitoba Suicide Line operate 24 hours a day, 7 days a week.

## *What is a crisis?*

A crisis is a time in your life when you feel like you can't cope.

### **You may experience**

- Feelings of fear, failure, uncertainty, powerlessness, hopelessness, confusion, hurt and sadness
- A sense of losing control
- Thoughts of ending your life
- Headaches, muscle tension, chronic fatigue or other physical problems
- Changes in eating or sleeping habits
- Isolating yourself
- Difficulty relaxing
- Difficulty concentrating
- Anger or other mood swings
- Alcohol or drug problems

## *Who can call the Crisis Line?*

Anyone who wants to discuss a problem can call. You do not have to be in crisis or suicidal to call. The Crisis Line is open to anyone who needs help.

### **People call to talk about**

- Depression
- Anxiety
- Loss
- Separation
- Family and relationship problems
- Grief
- Self-esteem
- Suicide
- Childhood abuse
- Family violence
- Substance abuse
- Life changes
- Feelings of shame, failure, guilt or helplessness

Calling the Crisis Line can be a good place to start when trying to sort out a problem. We can also refer you to another service.

## *Are calls confidential?*

Yes. Counsellors may ask for your first name and other personal information. This is to help them understand your needs better and help you.

One of our goals is to prevent harm to anyone. If we believe that someone is in danger, we may have to share information with another service in order to keep them safe.

## *What if I'm Having Thoughts of Suicide?*

The Mantioba Suicide Line is available for people who:

- Are experiencing thoughts of suicide
- Are concerned about someone they believe may be at risk of suicide
- Are grieving the loss of a loved one by suicide

## *Who are the counsellors that answer the phone?*

They are either staff counsellors or skilled volunteer counsellors.

Staff counsellors have extensive training and experience. They are certified crisis counsellors through the American Association of Suicidology.

Volunteer counsellors have been trained at Klinik in crisis intervention, suicide prevention and counselling. They are supervised by a team of staff counsellors.

## *What can I expect when I call?*

The counsellors will help you understand your problem and provide support. They will help you find new ways of coping and understand your own personal strengths and values. They will treat you with compassion, and without judging you.

The counsellors can also refer you to other specialists and resources.