

One-on-One Counseling Policies

SNIWWOC's Mental Health Support Program provides one-on-one counseling and/or career support. Eligible clients are low-income racialized women including transgender women and two-spirit community members who reside in Northeastern BC, including residents of Fort St. John, Fort Nelson, Dawson Creek, Tumbler Ridge and Chetwynd.

Before you apply, please read this document carefully and apply only if you agree to the terms below. We reserve the right to change these terms of use in the future.

Proof of income & dependents:

You need to submit proof of family unit income and/or proof of dependent(s) that are eligible for the program.

Examples of proof of income: last pay stub, letter of termination from your last job, income assistance statement, tax return from last year.

Examples of proof of dependent(s): care card, birth certificate, childcare statement, passport, school registration forms, custody document, vaccine document, letter from doctor and/or social worker, recreational activity registration form from community centre.

Confidentiality:

Your information: name, address, phone number, proof of income and relevant information will only be shared with your therapist and SNIWWOC, unless required by the law.

Once you are approved for the program, we will match you with a therapist/career supporter who will set up an appointment with you directly. Your therapist/career supporter will be your point of contact moving forward and any information you share will be confidential.

Cancellation/No-Show Fee:

One-on-one counselling: SNIWWOC will only cover session fees (up to 8 sessions and extended session fees if applicable).

Career counselling: SNIWWOC will terminate your eligibility if you do not show up to your scheduled sessions.

SNIWWOC will not cover any cancellation/no-show fees. It is your responsibility to pay any cancellation/no-show fees and communicate with the counselor about cancellation/no-show fees.

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Harassment of SNIWWOC Staff or Counsellors:

Mistreatment of SNIWWOC staff or volunteers will result in immediate termination of all SNIWWOC services. We may report the incident(s) to appropriate authorities.

Reasons for Service Termination:

1. Harassment of SNIWWOC staff or volunteers
2. Not complying with the policies above
3. Not providing eligibility documentation