

NEXUS BELIEVES IN YOUTH ENGAGEMENT

This means that your voice matters! At Nexus Youth Services, we believe in the value of working together with youth. We respect your opinion and we want to hear your ideas. Your energy and expertise help us to make our services right for you! Youth are what makes Nexus a safe and unique place to be.

WHAT HAPPENS TO THE INFORMATION I SHARE?

Information that you share in your counselling sessions is private. Any information we get from you, and anything that your counsellor writes down about you, is kept securely in a confidential file called a Clinical Record. By law, you have the right to see your Clinical Record at any time.

WHAT DO I DO IF I HAVE A CONCERN?

If you ever have a concern, feel free to talk to your counsellor. If your issue continues, please ask your counsellor about speaking with the Nexus supervisor. If this still doesn't help, you can call our office at **905-795-3518**. Your voice is important and we will do everything to ensure that you are heard.

*Lots of support
& information
available.*



nexusyouth.ca
foryou@nexusyouth.ca

Main Office

85A Aventura Court
Mississauga, ON L5T 2Y6
905.795.3518

Nexus Youth Centre

301 Burnhamthorpe Road West
Mississauga, ON L5B 3Y3
905.566.1883

For You. With You.

Nexus Youth Services creates opportunities for youth that are inclusive and responsive to the needs and voices of youth.

Nexus Youth Services is a **fully accredited** youth mental health agency.

Charitable Business Number: 13039 7631 RR0001



For You. With You.

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ARE YOU, OR ANYONE YOU KNOW:

- Feeling sad, anxious or angry?
- Struggling to get along with others?
- Getting into trouble?
- Having problems with drugs or alcohol?
- Feeling bullied?
- Having trouble dealing with difficult things from the past?

If you want to talk, we are here to listen.

Nexus counsellors take the time to get to know you. We want to hear about your needs, your interests and your strengths, and we'll work with you to explore solutions to your problems. Nexus counsellors understand that your privacy is important and will only involve your family if you want us to.

Our services are free and confidential. You don't need your parent's permission to come to Nexus. You just need to be between 14 and 24 years old and live in Brampton, Mississauga or Caledon. Call **905-451-4655** today to learn more about why our Community Counselling program might be right for you.



“Felt really comfortable with the counsellor, who was awesome! Felt safe to speak the truth without being judged.”

“They took time to understand how I felt and what I needed. They respected me and were very nice.”

“I was able to speak my mind, feelings and thoughts freely, I was able to focus on myself for once and understand that I come first.”

Made me laugh and understand my feelings in a different way.



WHAT SHOULD I EXPECT?

Your first appointment with us will be by telephone. We'll ask you to answer some questions to make sure Nexus is right for you.

Your second appointment will be face-to-face. We call it Step One to Success, or SOS for short. In this appointment you can talk with a counsellor who will want to learn about your strengths and your needs, and explore resources that might be helpful to you.

Our counsellors are professionally trained to give you the type of support that has been proven to help youth achieve their goals. Nexus counsellors really care, and enjoy working with all youth and young adults.

After an SOS session, if you decide you need counselling for a longer period of time, you may be put on a waiting list. We know that waiting can be hard so you can always come back for more SOS meetings with the same counsellor or try a different counsellor if you want. If needed, we can also help connect you to another community service..

In longer-term counselling, Nexus is all about working with you to set and work toward your personal goals. Counselling will finish once you achieve those goals, but you are always welcome to come back to Nexus if you need help in the future.

Helped me to take power back in my life.

My thoughts & ideas were respected.

For You. With You.