

**Updated: Friday April 3, 2020 - “Closed doors but Open Ears”**

At Interfaith Community Counselling Centre, our priority is for the safety and wellbeing of staff, clients and our community. The act of physical distancing is one of the most important recommendations made by Public Health to reduce the transmission of the COVID-19 virus and we are taking this recommendation seriously. We are committed to doing our part to keeping people across Wilmot Township, Waterloo Region and surrounding townships safe while still offering mental health supports to those who need them. As we adhere to physical distancing it is inherent that we remain socially connected to each other.

- Our offices remain closed and will remain so until further notice.
- However, we are OPEN, all our counsellors are working remotely offering ongoing counselling and support to individuals and families through telephone and video counselling as we seek to promote wellness in our community.

At this time of unprecedented challenge, and uncertainty -- as always -- we recognize that mental health is health. ICC a partner in the Counselling Collaborative of Waterloo Region is here to help! We are working together to lessen the financial stress of accessing counselling services. We believe that cost should never be a barrier to getting help. While there is a fee for counselling, the Collaborative is working to secure a variety of forms of funding, including United Way grants, and donations from individuals, to help out with these costs. When setting the rate, we take your income into consideration and then apply any available funding sources. Some of our programs may be subsidized or fully funded based on the type of services you are seeking. Counselling services may also be reimbursed by your insurance provider or covered under workplace wellness services depending on your employer (employee assistance program – EAP).

- Please reach out today for mental health supports because we are all in this together! To make a telephone or video appointment, please call (519) 662-3092.
- Spring groups are postponed until further notice.

As the situation continues to evolve, we will post any new updates on our website and Facebook.

Please do all you can to follow Public Health physical distancing guidelines all the while doing all that you can to remain socially connected with others. For updates on the recommended COVID-19 responses, we suggest individuals rely on trusted sources of information including the [Region of Waterloo Public Health](#) and [Ontario government](#) websites. You may also want to check the tips posted on the [Public Health Agency of Canada](#) website that will help you and your family be prepared. The safety and wellbeing of our staff, our clients, and our community is at the forefront of all our decisions right now, and we will continue to be guided by this.