

HOW DO I GET HELP?

Call 519-743-6333 and ask for Intake. A professional social worker or credit counsellor will speak to you.

IS THERE A FEE FOR COUNSELLING SERVICES?

Regardless of ability to pay, no one is denied services at Mosaic. However, all services have costs. Every effort is made to ensure that the costs are not barriers to receiving help. Clients receiving individual, marital, family or group counselling services are charged a fee, however, to accommodate different circumstances, Mosaic has a sliding fee schedule based on gross family income and family size. Fees are negotiated when you first call or with your counsellor at your first appointment. Some counselling, such as sexual assault, family violence and credit counselling have no fees. In addition, subsidized counselling fees are possible through the generosity of the United Way and other voluntary contributions.

Many employers pay the counselling costs for their employees through an Employee Assistance Program. Employers may also have other benefit programs through group insurance that cover the costs of counselling. Check with your Human Resources department to determine if you have these benefits.

PROFESSIONAL, CONFIDENTIAL, ACCREDITED & ACCESSIBLE

All counsellors at Mosaic have a Master's degree and are members of professional disciplines, most frequently, social work. Credit counsellors fulfill the standards of the Canadian Association of Credit Counselling Services.

Mosaic treats personal information with respect and adheres to the federally regulated privacy standards outlined in the Personal Information and Electronic Documents Act. In addition, Mosaic meets the stringent standards of the Provincial Family Services Accreditation Program that evaluates the quality of services offered to families and individuals in the non-profit sector.

Mosaic's physical facilities are barrier-free. Mosaic also provides services for the hearing impaired who can access intake service by email at info@mosaiconline.ca.

HOURS OF OPERATION

Monday to Thursday 8 a.m. - 9 p.m.
Friday 8 a.m. - 5 p.m.
Saturday 8 a.m. - 4 p.m.

WHERE WE ARE

Mosaic Counselling and Family Services is located in the heart of the City of Kitchener at 400 Queen Street South, near Victoria Park. Mosaic also has offices in Cambridge and provides programs at various locations throughout the Region of Waterloo.

VISIT OUR WEBSITE AT

www.mosaiconline.ca

Where you will:

- Learn more about Mosaic Counselling and Family Services
- Find helpful, educational materials.

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counselling + family services

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519-743-6333 • 519-743-3496

info@mosaiconline.ca
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**MOSAIC COUNSELLING & FAMILY SERVICES
IS AN ACCREDITED MEMBER AGENCY OF:**



Family Service Ontario



Charitable Registration Number
#10688 0115 RR0001



HELPING PEOPLE FIND SOLUTIONS

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HELPING PEOPLE FIND SOLUTIONS

Established in 1952, **Mosaic Counselling and Family Services** exists so that people find the strength, skills and confidence to deal with life's challenges and opportunities. A registered, not-for-profit charitable organization, Mosaic provides a wide range of services throughout the Region of Waterloo.

WE CAN HELP!

COUNSELLING SERVICES

Mosaic's trained professionals provide individual, couple and group counselling, bringing hope and support to children and adults. In a warm and welcoming atmosphere, the Mosaic team assists clients of all ages with a wide array of issues including stress, anxiety, grief, depression, troubled relationships, job loss and family violence.

CREDIT COUNSELLING SERVICES

Mosaic's credit counselling team assists individuals and families in finding solutions to their financial worries. Professionally trained credit counsellors provide individual and group counselling including debt management and credit mediation, budgeting and money management, bankruptcy counselling and educational workshops.

COMMUNITY SERVICES

Mosaic provides a range of programs that meet the changing and diverse needs of our community, including:

Pathways to Education

This award-winning program provides a system of supports to youth in lower income neighbourhoods, supplying them with the tools, support and opportunity to break the cycle of poverty, successfully complete high school and attend college or university.

Families and School Together

A prevention-based program involving the whole family within the school setting, Families and Schools Together provides fun-filled activities that support parents and strengthen the bonds between families, schools and the community.

Community Action Program for Children

As sponsoring agency for this Health Canada program, Mosaic supports community-based projects that serve children ages 0 – 6 years including parenting and early childhood programs and rural outreach.

Outreach Programs

Mosaic outreach workers help families in identified city and rural neighbourhoods acquire basic needs, access community resources and learning, and participate in recreation and other special opportunities.

FAMILY VIOLENCE PROJECT OF WATERLOO REGION

The Family Violence Project is a collaboration of agencies that provides wrap-around seamless services to victims of domestic violence from a single location at Mosaic Counselling and Family Services. Services such as police trained to deal with family violence, personal counselling, safety planning, shelters, crisis/medical support for sexual assault, financial counselling, legal services, specialized elder abuse services – all under one roof.

WORKPLACE PROGRAMS

Mosaic EAP and Workplace Programs meet the needs of the business community by offering organizational wellness programs that focus on creating a positive and healthy working environment and increasing productivity. Mosaic workplace programs include custom Employee Assistance Programs, counselling, human resources consultation and wellness programs, critical incident workplace debriefing, and managerial training and resources.

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