



Guide to MOSAIC Client Referral to Mental Health Support

We accept clients who may be experiencing mental health concerns and would like support navigating those issues. The concerns can look like but are not limited to:

1. Life changes (such as moving to a new country, grief, becoming a parent, starting a new job, separation, or housing stress)
2. Stress, burnout, depression and/or anxiety
3. Difficulties with substance use
4. Current or past effects of trauma (e.g. flashbacks, nightmares, insomnia, panic attacks)

We **do not** accept clients who:

1. Are in immediate crisis (**Please call 9-1-1 or crisis line at 1-800-784-2433**)
2. Struggle with eating disorders
3. Require an ADHD assessment
4. Have active suicidal/homicidal ideation and/or engage in self-harm behavior (e.g. cutting, burning, hair pulling etc.)
5. Already engaged with a counsellor elsewhere

Process:

Step 1: Please fill out the referral form and fax the completed form to **604-262-0571**. Please note we cannot receive client information by way of email per MOSAIC policy

Step 2: The Mental Health team will review all referrals; we may contact you for more information.

Step 3: The Mental Health team will contact your client directly to screen them and if appropriate, we will either book the client with a RCC or a practicum student on the team or will provide the client with resources that may be a better fit for them.

We do our best to connect clients appropriately to a counsellor on the team or resources outside of MOSAIC. Thank you for your support and patience.