



Guide to MOSAIC Client Referral to Mental Health Support

To access our Mental Health and Wellness Program, **clients need to be connected to a MOSAIC program and referred by a MOSAIC staff member.** Our services are designed to support Mosaic clients who may be experiencing mental health concerns and would like help navigating these experiences. 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. 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. Looking for formal medical or psychiatric assessments and diagnoses.
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.