

Is This _____ Good for Me?

Service or Support

It can be hard to know where to start when evaluating whether a service or support is a good match for your needs. You might not be able to have control over the services available to you, however it's important to talk about your needs and preferences. We hope this checklist will empower you to do so, and might even inspire change.



DETAILS

Do I know their basic service information?

- Contact information, hours of operation, location
- Wait times
- Costs (including if they do free consultations)
- Privacy and confidentiality policies
- Eligibility criteria (i.e. requirements for using the service)

Do I know what the service involves?

- What happens during the first appointment
- Type of therapy (e.g. Cognitive Behavior Therapy (CBT), Dialectical Behaviour Therapy (DBT), Exposure Therapy)
- Duration of service (e.g. single visit, short term, or long term)
- Format of service (e.g. individual, group or family therapy)
- Would anything be expected of me (e.g. weekly diary card, worksheets, no substance use)
- Communication outside of appointment
- Who can be present for my services (e.g. just me, a guardian, a support person)
- Possible risks and benefits



OPTIONS

What type of service(s) are offered?

- Information or resources
- Screening, assessment, or diagnosis
- Crisis support
- Counselling or therapy
- Indigenous forms of healing or medicine
- Alternative therapies (e.g. herbal remedies, acupuncture, light therapy)
- Referrals to other services or providers
- Medication prescriptions
- Other

What ways are services offered?

- In person
- Online
- Phone
- App
- Other (e.g. text, email)



NEEDS AND PREFERENCES

Does the service or provider have qualities that are important to me?

- Area(s) of expertise (e.g. 2SLGBTQI+, trauma, autism)
- Qualifications or training (e.g. degree, member of a professional college, certifications)
- Background, personal characteristics or lived experience (e.g. race, cultural-sensitivity, 2SLGBTQI+ friendly)
- Online reviews of the provider or service to learn about others' experiences

Is this service accessible for me?

- Options for scheduling an appointment
- Referral is/not required; Possibility of getting a referral
- Options for transportation or parking,
- Payment options (e.g. insurance coverage, credit card, e-transfer)
- Communication outside of appointments
- Physically accessible
- Safe and inclusive environment
- Language translation services available

For more prompts and guidance to help you reflect on the topic, find an expanded version in the [PARTicipating in My Mental Health Care](#) toolkit.