



Scan the QR code to learn more!

Child & Youth Quick Response

Parenting doesn't come with a manual, and sometimes we all feel stuck. For some parents, challenges can feel overwhelming, especially when a child is having frequent outbursts at home, struggling at school, or dealing with emotions too big to manage. What do you do when you've tried everything, but nothing seems to work?

This is where Camino's Child & Youth Quick Response Drop-in Counselling steps in. Designed for moments when parents, caregivers, or youth feel lost and unsure of what to do next, this program offers immediate, practical support.

Imagine walking into a space where you're greeted with warmth and understanding. That's what to expect at Camino. From the moment they arrive, clients have shared they feel safe speaking about their struggles and are reassured that help is available. During their session, they meet a skilled therapist who helps them uncover the root of their family's challenges, and

shares tools they can use right away. Parents and youth often leave with a clear plan and a sense of relief they haven't felt in weeks.

Sometimes just that one session is enough to regain clarity and confidence. Parents frequently tell us how much they lean on the advice and strategies they gained through this program. Camino's Quick Response Drop-in Counselling is the safety net when navigating those unexpected and difficult moments, ensuring they're never alone in finding the best path forward. No long waits. No barriers. Just immediate support when it's needed most.

To help meet the growing needs of families, we recently centralized and expanded our Child & Youth Quick Response (CYQR) Counselling. Since its expansion in the Fall, we've supported dozens of families through our same-day drop-in counselling clinic.

DID YOU KNOW?



Our Child and Youth Quick Response Drop-in Counselling is funded, however, many children require ongoing counselling after their initial session, and this critical service has a significant funding gap.

You can make a difference in the life of a family in this community today! Whether it's a one-time donation or a monthly gift, every dollar counts. Thank you for helping create a community where families can thrive.

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To learn more about us, visit
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WINTER 2025

The Winter edition of The Path has arrived! Dive in to discover updates, stories, and resources from Camino Wellbeing + Mental Health.

Winter invites us to pause, reflect, and consider where we are on our individual journeys. The colder, shorter days and lack of light can feel daunting, but they also hold the promise of renewal. At Camino, we believe everyone deserves the tools and support needed to find their way, no matter how challenging the path ahead may seem. Just as winter's stillness prepares the earth for new growth, this season offers an opportunity to nurture your wellbeing and mental health. Thank you for being on this journey with us.



caminowellbeing.ca

Our New Website: Enhancing Access

Every journey starts with a single step—and for many accessing Camino services, that step begins online. Last December, we proudly launched our new website, the result of months of collaboration, intentional engagement, and a deep commitment to ensuring that people in our community have easy access to wellbeing and mental health support.

Shaped by the voices of program participants, youth, employees, volunteers, donors and community members, this website is a reflection of their insights, experiences, and hopes. It's not just a website built for the community – it's built *with* the community.

Wayfinding is at the core of how we've reimaged access to our services at Camino. It's our commitment to ensuring that no matter where someone begins their journey with us, they'll find open doors to the services and support they need. The new website embodies our "No Wrong Door" approach, offering intuitive navigation and a streamlined experience.

Behind this seamless experience is our Wayfinding Team, ready to make your journey as easy as possible, guiding you every step of the way. Their dedication, combined with the intuitive design of our new website, ensures that accessing our wellbeing and mental health resources is always within reach.

Look inside to see how our website makes finding support simpler →

WEBSITE HIGHLIGHTS

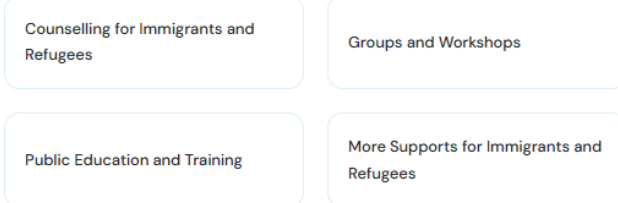
Camino offers programs and services for every step of your journey

Along with our full range of programs and services, we invite you to explore our tailored supports:



Camino for Immigrants and Refugees

Through our Newcomer Wellbeing Program, we support the wellbeing and mental health of immigrants and refugees to enhance their sense of belonging in the community, navigate local systems and connecting with community resources.



Easy Navigation & Tailored Supports

With the 140+ services we offer, we know it can be overwhelming to know where to start. With our new, simplified navigation menu, you can find the supports you need easier than ever. Not sure where to begin? Check out the Audience buttons on our home page to easily explore supports tailored to you.

Wayfinding

Whether you want to explore services, register for a program, or are seeking direction, our Wayfinding team is here to make your journey simple. They'll guide you to the supports that fit your unique needs.



Groups & Workshops

Looking to connect and build new wellbeing tools? Our groups and workshops offer opportunities for learning, growth, and connection at any age. With our improved layout and tagging system, it's now easier than ever to explore your options.



Finding a Path Forward

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Life can change in an instant. That's what happened to Safiya when her son passed away suddenly, leaving her to care for her seven-year-old granddaughter, Amina. Both were grieving deeply—Amina struggling to understand why her father was gone, and Safiya overwhelmed by her own sorrow while trying to be there for her grandchild.

Not knowing where to begin, Safiya turned to Camino. We know these moments are crucial. That's why our **Wayfinding Program** is here - to make accessing the supports as simple as they can be. Safiya took the brave first step, and our team was there to listen and connect her and Amina with the right supports.

Safiya found encouragement, understanding and community in our Grandparents Raising Grandchildren group, learning how to create a sense of safety and stability for Amina. Amina joined a group where she learned ways to manage her grief and handle big feelings.

Wayfinding is there to help individuals and families in Waterloo Region find the mental health services they need, when they need it. And now, with our enhanced website, people can explore services available to them, book appointments, and more – all with improved accessibility features such as language translation, font adjustments, and dark/light mode options.



Accessing mental health support should be simple and barrier-free. At Camino, we're committed to ensuring everyone feels supported when taking that first step toward wellbeing. Whether you're seeking guidance for yourself or a loved one, our resources are designed to meet you where you are and help you find the path forward.

THE POWER OF PARTNERSHIP: REIMAGING ACCESS TO SUPPORT

At the heart of our decision to become a unified agency was the belief that there had to be a better way to connect with participants – and ensure that connection opened the right doors to support.

We were fortunate to have two key funders join us at the start of our journey to reimagine our intake process: The **Lyle S. Hallman Foundation** and the **Ontario Trillium Foundation**. Their support made it possible for us to invest the time, expertise, and resources needed to boldly explore how we could best serve this community.

Today, Wayfinding stands as an innovative and ambitious approach to connecting participants with the right supports at the right time. Now, whenever anyone reaches out for help, our integrated approach ensures there is no wrong door to accessing the mental health services that strengthen lives.

With continued support from The Lyle S. Hallman Foundation, we are excited for what the future holds for Wayfinding and eager for it to continue to evolve, always reflecting our value of putting people at the centre of our work.