

## What is One Stop Talk/Parlons maintenant?

One Stop Talk/Parlons maintenant (OST/PM) offers **free virtual counselling services** and **seamless entry into child and youth mental health services** across Ontario. The program serves as a **single access point to mental health services for children and youth aged 0-17**, connecting them with registered and experienced therapists across the province. Our agency's therapists and an integrated network of province-wide infant, child, and youth mental health agencies support this program.

### Service Details

- Counselling by **registered therapists** spanning Ontario, including our agency's therapists
- Immediate access to **free therapy**; **no prior booking or appointment required**
- Focuses on addressing **one issue at a time** and provides the freedom to **access** the service **as many times as needed**
- OST/PM is **not anonymous** – the program requires children and youth to provide information about themselves, including their name, date of birth, and postal code, to receive service
- Start with a conversation, leave with a plan. No matter why you connect, children and youth co-create a **personalized plan** with their therapist, which is shared with them
- **Navigation services** are available if additional assistance beyond the session is needed. OST/PM **directly refers clients to additional services as close to them as possible** in the child and youth mental health sector
- OST/PM has dedicated **Francophone therapists** and **interpretation services** to over **200+ languages**, including ASL

### Who can contact One Stop Talk/Parlons maintenant?

- Children and youth (aged 0-17 years) located in Ontario
- Parents and caregivers located in Ontario are recommended to access the service with their child(ren)

### When is the service available?

- Monday to Friday, 12 PM to 8 PM EST
- Saturday 12 PM to 4 PM EST

***Entry to the service closes 45 minutes before posted closure time to allow all clients to be served by end of service***

### What can we help with?

No issue is too big or small. If it's important to you, it's important to us.

To connect with a therapist, visit [onestoptalk.ca](https://onestoptalk.ca) or call us at [1 855 416 8255](tel:18554168255).