



Family Counselling and
Support Services
FOR GUELPH-WELLINGTON

Fostering well-being to build a resilient community

FCSSGW Move to Shelldale – Frequently Asked Questions

March 2020

When are you moving?

The office will close at 5 p.m. on Thursday, March 26 and reopen at the new location of 20 Shelldale Crescent at 9 a.m. on Tuesday, March 31.

Will FCSSGW be closed while you're moving?

Yes, FCSSGW will be closed Friday, March 27 through Monday, March 30 before reopening at 9 a.m. on Tuesday, March 31 at 20 Shelldale Crescent. The Mount Forest and Fergus office will continue to operate.

What if I need to change an appointment while the office is closed?

Our phone system and email service may not be available while we are closed and our equipment is relocated. Clients can attempt to call or email info@familyserviceguelph.on.ca to notify us of the need to reschedule. If the phone system is available when you call, leave a message which we will return as soon as we are able. Otherwise, email or call when our offices are open on Tuesday, March 31 to change your appointment time.

What if I have an emergency while you're closed?

If in distress, call HERE 24/7 at 1-877-437-3247, TTY 1-877-688-5501, or ConnexOntario at 1-866-531-2600 for mental health support. In case of emergency, go to the nearest emergency department.

Why are you moving?

Over the years, our programs have expanded and we have outgrown our current space. Our new location will have more office space and parking. As well, all services will be available on one level to make it accessible to everyone. The new location is accessible by Guelph Transit on Route 11 at the Dawson at Shelldale Northbound stop.

What is the new address?

The new address is 20 Shelldale Crescent, Guelph, ON N1H 1C8. The phone number and email addresses remain unchanged.

Will the phone numbers change?

All of our phone numbers will remain the same. As always, our main phone line is 519-824-2431, toll free 1-800-307-7078.

How do I get there?

The new location is accessible by bus on Route 11 at the Dawson at Shelldale Northbound stop. By car or foot, you can access the location at the end of Shelldale Crescent, located off of Dawson Road, north of Willow Road and south of Speedvale Avenue West.

Will the walk-in clinic change?

No, the walk-in clinic will continue to run from 1-7 p.m. every Wednesday at the 20 Shelldale Crescent location.

Will the location of group programs change?

The locations of our upcoming groups are being confirmed, but are not yet finalized. Some groups may be at Shelldale, some may be held offsite at other locations. Group members will be contacted when that information is available.

Will you still provide the same services?

We will continue to provide the same services from the new location at 20 Shelldale Crescent, though some groups may be offered at other sites. We will continue to offer existing services at Fergus and Mount Forest locations.

Does the move affect the Mount Forest or Fergus offices?

No, the Mount Forest and Fergus offices will continue to run from their existing locations, though email and phone may be disrupted or temporarily unavailable on Friday, March 27 and/or Monday, March 30.