

# Commonly Asked Questions About BANA

## Questions About Treatment

*Your name is Bulimia Anorexia Nervosa Association (BANA) do you support individuals with other food related issues?*

Yes, we support individuals affected by all types of Eating Disorders including, but not exclusive to:

- Night Eating Syndrome
- Binge Eating (of low frequency and/or limited duration)
- Purging Disorder
- Bulimia Nervosa (of low frequency and/or limited duration)
- Atypical Anorexia Nervosa
- Binge Eating Disorder
- Bulimia Nervosa
- Anorexia Nervosa



*Do I need a referral?*

No. As an individual:

- You can call toll free for intake at **1-855-969-5530**
- You can email our Clinical Intake Worker Dana Dupuis at **dana@bana.ca**
- You can fill out an intake request on our website.
- You can visit our office on Wednesday's for our Walk -in Clinic (**first come basis**)

*What is your confidentiality policy?*

The counselling relationship is intended to be a safe and private place where you can say freely whatever you feel you would like. Information you share with the BANA clinical team will be kept confidential. It will not be disclosed without your consent. However, there are some exceptions to confidentiality. In the following situations BANA's Clinical team is responsible to disclose information:

- If you disclose information that indicates you may be a threat to yourself or others.
- If you disclose information that indicates a child [under age 19] or a vulnerable adult is at risk for neglect or physical or sexual abuse.
- If you are, or become, involved in a legal case, the court has a right to subpoena your clinical record.

BANA will inform you if we need to make an exception to your right to confidentiality. The BANA team is under clinical supervision with experienced and qualified therapists. If I need to discuss therapy with a professional colleague, or in any other professional context, your identity will be disguised.

***Is treatment done individually or in groups?***

Treatment is done both one-on-one with an assigned Clinician and in group setting. Currently our Psychotherapy and Education and Cognitive Behaviour Therapy programs are offered in Group format.

***Will I be the only male there?***

No. Current industry statistics estimate that 10-15% of diagnosed cases are male. BANA actively supports both male and female clients.

***Are you accepting of all gender orientations?***

BANA is proud to be accepting of all gender orientations and preferences and is currently a leading partner on the **Service Alliance For Equality (SAFE) Windsor** – LGTB Youth Community Committee.

***What is the average age of your clients?***

As part of a community network of service providers, BANA has taken the lead in intake referrals for individuals of all ages who are affected by Eating Disorders. BANA's Clinical treatment is adult focused with an average client age of 31.4.

***What does treatment/services cost?***

BANA services are provided without cost to all Ontario residents with a valid OHIP card.

***Am I too old for services?***

No, our intake services are available for individuals of all ages

***How long does it take to get my first appointment?***

Depending on your availability and that of our intake worker we will do our best to ensure a timely process. Currently, the average wait time for your initial intake session is 8 business days (as of June 2015).

***Do you take walk-ins?***

In most cases, appointments must be booked ahead of time, however we do accept Walk-in's on Wednesdays during business hours on a first-come-first serve basis.

***Can I bring someone to the appointment with me?***

Yes. If you would like someone to attend your first appointment for support, they are more than welcome. Please be advised that some on the conversation might be personal in nature and we reserve the right to request the support person to leave if we deem it necessary to complete the appointment. Please be advised that our waiting room has limited space and out of respect for other clients we ask that you limit the number of guests that may be waiting for you. Guests cannot attend group therapy sessions.

***Children at appointments:***

Many of the discussions in treatment may not be appropriate for young children, and their presence may be distracting to the process. We require that you make every effort to make other arrangements for their care during your visit. If you are unable to find child care, please contact your clinician and you may be asked to reschedule your appointment. In addition, minors are not to be left unattended in the lobby.

***What can I expect during my first appointment?***

On your first visit you are required to provide contact and demographic information including your OHIP card.

***Our Clinical Intake Worker will discuss:***

- Your concerns around eating
- Reasons for coming to BANA
- Service options
- Provide next steps

***The average initial appointment is 45 minutes.***

***Do you provide services in French?***

BANA can provide staff for French translation service on request.

***Do you have Dietitian services?***

Yes. BANA currently has a Dietitian on staff to provide support to active clients.

***How long is treatment?***

Every client has their own unique treatment plan and needs that can affect the duration of treatment. Our Clinical staff will regularly work with you to develop and track your short and long term goals towards wellness.

***Does BANA accept pre/post bariatric clients?***

Yes, BANA both accepts and has experience with pre and post bariatric surgery clients. You do not need a medical referral to request services.

## **Questions About Facilities**

***Where are you located?***

The BULIMIA ANOREXIA NERVOSA ASSOCIATION (BANA)  
is located at:

1500 Ouellette Avenue, Suite 100,  
Windsor ON, N8X 1K7.



Our offices are on the main floor on the South East corner of Shepherd Avenue and Ouellette Ave.

***Phone*** 519.969.2112

***Fax*** 519.969.0227



***What's up with Parking?***

Yes, we have parking and it's FREE!

There is limited parking on the south side of the building with access to the lot off both Dufferin or Ouellette Avenues. There is also both paid and free street parking within walking distance.

***Is your office accessible to those with mobility issues?***

Yes. Our office is located on the main floor of 1500 Ouellette Ave, (Suite 100) for easy access. From time to time, the automatic doors may not be in operation, however there is an intercom located on the outside of the building (to the right of the main doors) that will page our staff to provide assistance during office hours.

***Do you have accommodations for all shapes and sizes?***

BANA makes every effort to serve and accommodate individuals of all sizes in relation to equipment, furniture and facility layout. If you believe you may require additional considerations to make you treatment more comfortable, please let our intake worker know and we will do our best to assist you.

***What is BANA's scents and allergen guidelines?***

Be Air Aware...because we share the air. Scented products can aggravate health problems for some people, especially those with asthma, allergies and other medical conditions. Please be considerate of body odors and when wearing scented products at BANA.

***Do you have Free WiFi? What is cell phone policy?***

Yes we have free Wifi in our lobby, however we do ask the your refrain from accessing social media during your appointments and any group sessions.

***Cell Phones When in treatment:***

- Phones are to remain on silent. (If there is a call you must take, please leave the room and move to the lobby)
- In the interest of client confidentiality, we ask that no photography, video or audio records be taken within BANA without consent from your Clinician and all parties present.



Monday 9:00am – 5:00pm  
Tuesday 9:00am – 5:00pm  
Wednesday 9:00am – 5:00pm  
Thursday 9:00am – 5:00pm  
Friday 9:00am – 5:00pm  
Saturday – Closed  
Sunday – Closed

**Please note the office is closed from 12:00pm – 1:00pm for lunch.**

Our BANA office (*summer hours*) are from 8:30am – 4:30pm EST, Monday through Friday and is closed Saturday and Sunday.

Group treatment sessions and Health Promotion presentations may occur outside these hours.