

VIRTUAL CARE ACROSS ONTARIO

Your story matters.

Your culture matters. Your healing matters.

Healing begins with being heard, understood, and respected. Mental health and wellbeing are deeply connected to personal experiences, relationships, family, community, and cultural identity.

OUR APPROACH & VALUES

Grounded in respect

We combine evidence-informed psychotherapy with cultural humility, compassion, and deep respect for each person's unique healing journey.

Honouring your traditions

Therapy is one support among many and does not replace what already sustains you. We follow your lead on how Elders, Knowledge Keepers, ceremonies, and traditional practices fit into your care.

Paced by your readiness

You will never be asked to revisit painful memories before you feel prepared.

EXPERIENCES WE UNDERSTAND

Intergenerational & historical trauma

The continuing impacts of residential schools, disruption to family relationships, and patterns of distress carried across generations.

Systemic barriers

Disconnection from family, land, language, or cultural identity, alongside experiences of discrimination and marginalization.

Profound resilience

Recognizing that the strength of culture, language, and community is part of the work, not separate from it.

OUR SERVICES

BY SECURE VIDEO OR PHONE

PRIMARY FOCUS

Intergenerational trauma-informed psychotherapy

Working together to understand cross-generational patterns, build emotional safety, and strengthen relationships.

CORE SERVICE

Addiction & substance use

Non-judgmental support for alcohol, substances, cravings, relapse prevention, and emotional regulation toward goals you set.

We do not provide medical detox or withdrawal services.

ALSO AVAILABLE

General mental health support

Evidence-informed care for trauma and PTSD, depression, anxiety, stress, grief, life transitions, OCD, and family relationship strain.

ALSO AVAILABLE

Adolescents & young people

Welcoming enquiries for teenagers and young people navigating low mood, anxiety, trauma symptoms, identity, and school stress.

Services are offered according to each clinician's scope, training, and availability; not every clinician provides every service. Care for young people depends on clinician availability and applicable consent requirements.

REGISTERED PSYCHOTHERAPISTS SERVING ALL OF ONTARIO

Get to know your clinicians.



OUR CLINICIANS

Pouya Bakhshaei

MD, M.Psy | Registered Psychotherapist

CRPO #15729 | Sessions in English

The MD reflects educational background; medical services, diagnosis, or prescribing are not provided.



OUR CLINICIANS

Sara Gharibi

Registered Psychotherapist | CRPO #9902

Sessions in English and French

Both clinicians' registrations can be verified on the CRPO public register.

SIMPLE ACCESS & NIHB COVERAGE

Direct NIHB billing. Both Pouya Bakhshaei and Sara Gharibi are enrolled NIHB counselling providers who can direct-bill for eligible, approved services, so clients do not pay upfront. We help clarify eligibility and required authorizations.

Flexible delivery. Sessions are held across Ontario via secure video, with telephone options available when travel is difficult or internet is limited.

No physician referral needed. Individuals can reach out directly, or a community health partner can connect them with permission.

FOR COMMUNITY HEALTH PARTNERS

We welcome referrals from First Nations health centres, community health representatives, wellness coordinators, and social workers.

- 01 Connect.** Obtain the client's permission and confirm a safe way to reach them.
- 02 Engage.** Send the referral; we contact them respectfully to discuss their needs and scheduling.
- 03 Collaborate.** With specific client consent, we provide administrative updates back to you while keeping clinical details strictly confidential.

IMPORTANT SAFETY NOTE

Niwa is not a crisis service. If someone needs immediate support, call or text **9-8-8**, or reach the **Hope for Wellness Help Line at 1-855-242-3310** — available 24/7 with support in Cree, Ojibway, and Inuktitut.

If someone in your community is carrying something heavy, we would be glad to talk with them — at their pace, in their own words, with respect for everything that matters to them.