

## Information about services at Catholic Family Services of Simcoe County

*This leaflet contains important information about the how we provide services. Please read through and let us know if you have any questions.*

### Service Philosophy

At Catholic Family Services of Simcoe County (CFSSC) we are committed to providing professional services to reduce emotional distress, enhance personal well-being and strengthen relationships. We recognize the unique needs and preferences of clients and work with them to develop a service plan based on consultation and best practice. Clients have the right to make decisions about the service options presented and refuse or discontinue service programs at any time. Programs are available to everyone living or working in Simcoe County or Muskoka. We recognize the importance of the family context and strive to be inclusive of persons of all abilities, religions, cultures, sexual orientation or gender identity.

### #ready2talk? CFS Counselling Clinics:

CFS Counselling Clinics provide single-session counselling to individuals, couples and families and operate on a first come, first-serve basis. Due to the significant number of counselling requests, we receive, and the limited amount of appointments we have available, you may be asked to reconnect with us at a later time if there are no longer appointments available. You can access a maximum of two (2) Single Sessions per month. Children who are not participants in your counselling session are not permitted in the session room and the agency does not provide childminding services. Prior to attending, please contact our team if you require assistance at (705) 726-2503.

### Individual, Couple and Family Counselling (ICF):

ICF Counselling is provided from a *Brief Clinical Service Delivery framework* for a period of up to 8 one-hour sessions. If it is determined during session 8 that further counseling is warranted, and a counselling goal identified, a client has the option to request that their name be placed on the waiting list for another block of up to 8 sessions once the initial block has been completed. While on the waiting list clients can access single sessions at the Walk-In Counselling Clinic. Access to virtual counselling may be available in some cases.

### Partner Assault Response Program (PAR):

The Partner Assault Response (PAR) program is a Domestic Violence Court initiative that delivers a specialized community-based group education/counselling program to offenders who have been mandated by the court to attend the PAR program in response to a criminal charge involving domestic violence. PAR program provides offenders with an opportunity to explore/examine their beliefs and attitudes towards domestic abuse, and to learn non-abusive ways of resolving conflict. Participants attend an intake/assessment session and a total of 12 group sessions. All participants are required to complete all sessions. Clients are also required to pay a fee on a sliding scale based on individual income. Fees must be paid in full for the closing report to be forwarded to the Court and/or Probation.

### Community Groups and Workshops:

CFSSC offers a variety of groups and workshops and our service offering and registration information can be found on our website at [cfssc.ca](http://cfssc.ca) or by telephone at (705) 726-2503 ext. 113. Groups and workshops are offered in-person and/or virtually. Please speak with a CFSSC staff member to determine suitability if you have an interest in attending a group or workshop.

### Direct Accountability:

This program is an alternative to prosecution for eligible individuals over the age of 18 who have been charged with minor criminal offenses. The program involves accused persons being held accountable through community-based sanctions. Participants must be screened by the Crown and Community Justice Worker as eligible for 1 of 2 program options. The 2 programs we currently offer are: Stop Shop Theft (SST) and the Anger and Substance Awareness Program (ASAP).

**Virtual Service Delivery:** CFSSC is currently offering a hybrid of in-person and virtual counselling and group programming. Virtual service can be provided via the telephone or by video platform. There are some cases in which staff might recommend in-person counselling, as the therapeutic work might be more beneficial. An example of this might take place when a client does not have a private space to meet for the session, or the

internet reception is not strong enough. In some cases, client and staffing consideration may factor into how services can be delivered.

## ***FAQ's about Counselling***

### ***What can I expect from my counselling?***

Skilled Masters-level, or in some cases Bachelors-level clinicians will work with you to attend to any potential risk factors if these exist and identify your counselling goal(s). Also, your strength and resiliency will be used as a focus that can help you begin to make changes and move towards your identified counselling goal(s).

### ***How can I get the most out of my counselling?***

Counselling can be a very beneficial experience, but it takes hard work and dedication. You may experience a range of emotions that you may not be used to expressing and may find it challenging to discuss some issues. It is not unusual to have some periods of confusion, disagreement and even a feeling of hopelessness about things changing. Counselling can help you achieve goals that you have identified, understand more about yourself, and learn new ways to cope with challenges and stress. It is important to attend all your scheduled sessions and to be open to new ways of looking at yourself. It is also important to be an active participant and to tell us what you find to be helpful or unhelpful throughout the counselling process.

### ***What if I cannot make a scheduled appointment?***

If you are unable to attend a scheduled appointment, please notify us at least 24 hours before your session and within business hours. This way we can offer your time to another client. If you do not give us at least 24 hours advance notice within business hours, we may ask you to pay for the session.

### ***Can I bring my child to a counselling session?***

Unfortunately, at this time Catholic Family Services does not have childcare available. Due to potential distractibility, and the tendency for children to attune to the emotional atmosphere in the counselling session(s), parents/caregivers will need to arrange childcare **before** attending counselling. Please call our intake worker, before attending, if you need assistance in coming for counselling.

### ***What if I cannot pay my fees?***

Our fee schedule ranges from \$5.00 to \$120.00 and is based on two factors: household income and household size. We will adjust your fees to fit your circumstances. You will be asked to pay your fee before each session. If you miss two payments, we will have to stop your counselling sessions until your account is settled. If your financial situation changes at any time, please let us know right away.

### ***Do you want my email address?***

We collect email addresses to conduct some activity, such as scheduling of appointments, activating virtual platforms and conducting pre and post client surveys. Counselling or personal issues are not meant to be addressed via email.

### ***How private is my counselling?***

Anything discussed between you and the clinician or documented in the agency's client file is confidential. It may be shared with your clinician's supervisor and possibly the clinical team for your clinician to effectively assist you in working towards your identified counselling goal(s).

We will not release any information about you to people outside our agency without your written, or in some cases, verbal consent. However, there are circumstances when we are legally obligated to release information you give us:

- If we learn of or have reasonable grounds to believe that you or someone else is in imminent danger of harm
- If we learn of or have reasonable grounds to believe that a child under 16 years old may be in need of protection. This includes if we learn of or have reasonable grounds to believe that a youth 16 and 17 years old has been or is being sexually exploited
- If we learn of or have reasonable grounds to believe that a vulnerable adult (senior, dependent adult) is in need of protection
- If we learn of or have reasonable grounds to believe that a regulated professional that you have received or are receiving care from, has or is causing harm

- If we receive a court order to release client records or are subpoenaed by a court of law to testify in court
- If we are presented with a search warrant

Please be aware that as part of quality control review, agency client files may be randomly selected from time to time and reviewed for audit purposes by non-staff personnel who will respect the confidentiality of file contents. As part of our commitment to delivering a high quality of service, our agency participates in an accreditation process with the Canadian Centre for Accreditation every four years. This includes the random review of clients' files by a representative of the site review team to determine if we meet the standards for recording our service with clients. **Please let us know if you do not wish any written information pertaining to you to be part of the random selection review process.**

Please be aware that agency client files may be randomly selected from time to time by a regulatory body for quality assurance purposes. An example of this is the "Peer and Practice Assessment" conducted by the College of Registered Psychotherapists of Ontario. **All files randomly selected by a regulatory body are reviewed.**

### ***Can I see the client file?***

You may request to see a copy of written information pertaining to you. Please speak to your clinician or the clinician's supervisor to do so. We will set up an appointment for you to review the client file here at the agency with a clinician or the clinician's supervisor present to provide clarification and support. If you disagree with the content of the file, you will be provided with an opportunity to have that change noted in the file.

### ***How long does the Agency keep client files?***

Client files are retained for a period of 10 years from the time of the last date of service and 10 years after the 18<sup>th</sup> birthday of a child or the child's last date of service, whichever is later. After this period the client file will be securely destroyed.

### ***What if I want a different clinician or staff member?***

We understand how important it is for you to feel comfortable with your clinician, or staff member, and this can take time. That is why we encourage you to take time to work with your clinician before deciding whether his/her style is right for you. If you still think you will have trouble working together, you can ask to speak with the staff member's supervisor to discuss the concern.

### ***How do I request a letter?***

A letter of attendance confirming that you have participated in services at CFSSC can be provided by the agency at your request. Please speak with the staff member working with you to request an attendance letter. To appropriately address the letter, we will need to know the name of the person (third party) and organization with whom you intend to release the letter to. Attendance letters are provided for individual, couple, and family (ICF) counselling sessions, group programs and diversion programs – not for Walk-In counselling sessions. A \$15.00 fee is payable at the time the request is made. Please be advised that it may take up to 5 business days to provide this letter.

## **Client Rights and Responsibilities:**

When you receive services from CFSSC we will:

- give you high-quality service
- serve you without discrimination
- treat you fairly, honestly and respectfully
- listen to you
- give you information and support to help you make decisions
- keep your information private and confidential, except in specific circumstances as described in CFSSC's Privacy Statement
- apply program rules and expectations consistently
- provide service in offices that are safe, clean and accessible
- discuss the progress of your service with you
- respond to concerns or complaints you make

**As a service provider we ask that you:**

- Treat the staff and others at CFSSC with courtesy and respect, including maintaining the privacy of other clients
- Actively participate in all aspects of your service
- If accessing services virtually, please ensure that you have a safe and confidential space to attend your counselling or group session.
- Inform staff of any need that requires our awareness or accommodation when providing service
- Let CFSSC know 24 hours before if you can't keep an appointment.
- Pay the agreed upon fee for programs that charge for service

You should know that CFSSC does not tolerate discriminatory, threatening, harassing, or aggressive behaviours or actions. If these occur, they may be grounds for CFSSC to terminate our relationship with you.

**How to provide compliments or make a complaint:**

If you would like to provide us with a compliment or want to make a complaint about your service, please speak with the staff person with whom you are working. If this is uncomfortable for you, you can speak to the staff person's supervisor. Please call our Barrie Office at 705-726-2503 and speak with reception to be directed to the supervisor.

**Support Catholic Family Services of Simcoe County: Make a Donation**

Your donation makes it possible for us to provide professional counselling services to those in Simcoe County who cannot afford to pay. No amount is too small. **With \$120 we are able to provide a counselling session for someone in your community that is asking for help.**

Catholic Family Services of Simcoe County is deeply committed to promoting the well-being of our community's children, individuals and families regardless of religious affiliation or ability to pay. We're an agency that's based on love, compassion, respect, hope and a belief that regardless of the difficulties that people are facing there are solutions.

As the overwhelming majority of our clients cannot afford to pay for the full cost of their service, CFSSC relies on the generosity of donors, in addition to specific allocations from our sponsors, to meet growing community demand for its programs and services. You can help by making a donation today over the phone using your credit card at (888) 726.2503, online by going to our website at [www.cffsc.ca](http://www.cffsc.ca) or by mail at:

Catholic Family Services of Simcoe County  
20 Anne Street South  
Barrie, Ontario  
L4N 2C6

**CFSSC is a federally registered charitable organization: 10809 0341 RR0001.**