



# WELCOME

Catholic Family Services Peel-Dufferin is a non-profit family service agency. We offer individual, couple, family counselling and group counselling on various issues.

The Mission of Catholic Family Services of Peel and Dufferin is to strengthen and enrich individual, family, and community life.

The Vision of Catholic Family Services of Peel Dufferin is: An inclusive community of healthy individuals, strong relationships and resilient families.

We serve people of all races, religions, creeds, sexual orientations, ages, abilities or economic backgrounds. Our services are available to anyone who lives or works in the Region of Peel or Dufferin County.

## What can I expect from my counselling?

People seek counselling because they want change. We believe that counselling is a relationship in which clients and counsellors work together to develop solutions. Counselling can be a very empowering experience. Because it involves change, there also may be times, when you experience some increase in distress or uncertainty. One of our goals is to support you through this process.

At your first meeting, your counsellor will speak with you about your concerns, goals, the kind of help we can offer, and whether Catholic Family Services Peel♦ Dufferin is the best source of help. Your counsellor will write a report of this meeting which you will have the opportunity to review.

Sessions are typically fifty minutes long. How often you attend sessions is based on your needs and counsellor availability. Sessions can be weekly, bi-weekly, or even monthly. Your counsellor will also provide you with crisis and emergency contact numbers for community services to call outside of agency hours.

All of our counsellors have professional training with a Masters or Doctoral Degree, and are bound by professional codes of ethics. You may ask to see your counsellor's Code of Ethics or the Agency's Code of Ethics at any time. All of our counsellors also receive regular supervision of their work to ensure its quality.

Your counsellor may ask you for permission to video or audio-tape a session. **This is your choice.** All tapes are stored securely, used for the purposes of supervision only, and are erased afterwards.

## **Proud to be a training facility**

Catholic Family Services Peel♦Dufferin is proud to be a training centre for counsellors, caseworkers and group facilitators. All interns receive professional education and clinical supervision in order to ensure our clients receive the highest quality service.

## **What is my counselling fee and when is payment due?**

Our regular fee is \$100 per session. However, fees can be subsidized based on a fee subsidy because of support from funders. The fee subsidy is based on household income and the number of dependents. Proof of income may be required. The fee is set at the time of intake. If you cannot pay the fee, please let our staff know and your fee can be reviewed. No one is denied service because they are not able to pay the assessed fee. Fees are paid at the reception desk, before the start of the session. Clients are not permitted to be in arrears more than one session.

Written reports and letters requested by you will be billed at your full hourly session rate to a maximum of \$300. Letters and reports requested by a lawyer or other 3rd party professional will be billed the rate of \$50 per hour.

## **What if I cannot make my appointment?**

There may be times when you need to cancel a session. You will not be charged for the session if you give us 48 hours notice. If you provide less than 48 hours you will be billed 50% of your session fee.

## What are my rights?

- ◆ To be treated with respect and dignity at all times.
- ◆ To receive services that are sensitive to my culture, class, religious beliefs, ability, sexual orientation, age and gender.
- ◆ To decide what to tell my counsellor.
- ◆ To know my counsellor's qualifications and counselling approach.
- ◆ To ask questions.
- ◆ To leave counselling whenever it makes sense to do so.
- ◆ To request a review of my agency record. To add and/or correct information by writing a note to be attached to my file.
- ◆ To receive a photocopy of session notes with appropriate signed consent if requested.
- ◆ To appeal and/or lodge a complaint if I consider decisions concerning services provided to me to be unsatisfactory.
- ◆ To expect that all information concerning me and my counselling will be kept confidential within the limits of confidentiality outlined in this **WELCOME** document.
- ◆ To be fully informed about agency policies, programs and conditions of service that may effect the counselling that I receive.

**You will be informed of these rights during your first meeting with a counsellor.**

**You will be asked to sign a copy of the '*Counselling Services Agreement*', acknowledging that these rights have been reviewed with you.**

## **What are my responsibilities?**

- ◆ To be an active participant in counselling
- ◆ To provide at least 48 hours notice of cancellations
- ◆ To report a change in income or family size which may affect fees
- ◆ To update my contact information
- ◆ To pay my fee before the beginning of each session
- ◆ To treat agency staff with respect and dignity

## **What are my counsellor's responsibilities?**

- ◆ To treat me with respect and dignity at all times
- ◆ To explain therapy to me, including possible risks
- ◆ To explain his/her counselling approach and availability
- ◆ To acknowledge his/her professional limits and refer me to someone else when necessary



## **How private is my counselling**

Everything discussed in your counselling sessions is private and confidential. It will only be shared with your counsellor's supervisor, and, in order to be helpful to you, with members of our counselling team. All staff are ethically bound to keep information private and confidential.

**There are, however, some circumstances when there are exceptions to confidentiality. They are described on the following page.**

### **Electronic Communication**

We recognize that while email and text are commonly used, they are not the most secure means of communication. CFSPD uses these only for cancelling or scheduling appointments.

**CFSPD does not use electronic communication for clinical purposes or for sharing confidential information.**



## Exceptions to confidentiality

### The law requires the following exceptions to confidentiality:

- ♦ If a child under the age of 18 years is considered in need of protection when there is physical or sexual abuse or serious emotional abuse, which may include neglect or exposure to violence in the family. *In these situations, Catholic-Family Services of Peel♦Dufferin must contact the Children's Aid Society.*
- ♦ If a client tells us that they were abused in childhood and there is a possibility that the person who was abusive to them may be a danger to children now, this may also be reported to the Children's Aid Society.
- ♦ If a judge orders the release of information during legal proceedings, files can be subpoenaed and counsellors may be required to testify in court.
- ♦ If you tell your counsellor that you were abused by a helping professional who is regulated by legislation, your counsellor may need to report this.



## Exceptions to confidentiality

### Agency Policy Exceptions to Confidentiality:

- ♦ If you give written permission to share information with another person(s).
- ♦ If you are clearly at risk to hurt yourself or someone else. For instance, *if there is a danger of suicide or assault, then we need to call on others to help assist in supporting safety.*
- ♦ Every few years the work of Catholic Family Services Peel♦Dufferin is reviewed by its professional accrediting organization that ensures that the Agency meets the highest ethical and quality standards. Your file may be randomly selected for review during these audits. ***Any person who might see your file during this review is required to keep all information confidential.***



- ♦ At Catholic Family Services Peel♦Dufferin we work as a team. If you are in more than one program (i.e. individual and group counselling) counsellors may share information with one another to help to support you in achieving your goals.



## Can I see my record ?

Your counsellor will document your sessions. Most often this will be done collaboratively with you and you will be offered a copy or you may request one.

Once your paperwork is created and signed we cannot alter it. However, if you disagree with what is written, we invite you to document your concerns. We will add this document to your file.

Normally your records will be kept for ten years from date of your last contact. After this your records will be destroyed.

*In certain circumstances however, you may want the agency to keep the files longer. If there is some reason (e.g. further legal or compensation hearings) you would like us to retain your file longer than ten years, please advise your counsellor of this.*



## **Feedback, concerns & complaints**

We always welcome feedback about our services.

Client feedback is regularly collected and used as a tool for improving our services.

Should you have a concern, we encourage you to speak with your counsellor or your counsellor's supervisor. Catholic Family Services Peel ♦ Dufferin also has a formal complaint procedure. You can request a copy of this at any time.



### **What if I want a different counsellor?**

It is important to feel comfortable with your counsellor. We encourage you to get to know your counsellor before deciding whether she or he is right for you. If you still think he/she is not the best fit for you, you can ask to speak to your counsellor's supervisor about a transfer to another counsellor.



We Are Family

# Locations

## **Brampton**

60 West Drive  
Suite 201  
Brampton, ON  
L6T 3T6

Tel: 905.450.1608  
Fax: 905.450.8902

## **Mississauga**

10 Kingsbridge Garden Circle  
Suite 400  
Mississauga, ON  
L5R 3K6

Tel: 905.450.1608  
Fax: 905.450.8902

## **Orangeville**

Dufferin Child & Family Svs  
655 Riddell Road  
Orangeville, ON  
L9W 4Z5

Office Hours:  
Thursday 9:00am-9:00pm

**Dufferin & Wellington Counties Toll Free:  
1.888.940.0584**

***THANK YOU TO OUR FUNDERS:***

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