

Privacy Statement

Catholic Family Services of Toronto complies with legislation regarding personal privacy. All client records are the property of the Agency and they are securely stored. They are kept indefinitely in an electronic format. Questions or concerns may be addressed directly to the Agency's Privacy Officer, who is the Executive Director, at (416) 921-1163 ext. 2243.

Right to Raise a Concern or Make a Complaint

We take pride in the services that we provide. If you have a concern about our services, please speak with your counsellor who will try to resolve it with you.

We are committed to being responsive to your concerns and complaints and to resolving them. Our brochure, "Guidelines and Procedures for Concerns and Complaints from Clients and Wellness Group Participants" is available to you upon request. It is also available on-line at www.cfstoronto.com in the Welcome to CFS, Agency Documents section.

Evaluation of our Services

Please read the "Consent to Participate in Service Evaluation" form that is included in this package.

Accessibility for Ontarians with Disabilities Act (AODA)

Catholic Family Services of Toronto complies with the Accessibility for Ontarians with Disabilities Act. We try to remove barriers to service that may affect people with disabilities. Support animals and support persons are welcomed. We invite your feedback on our service accessibility. You may ask the receptionist for an "Accessible Services Feedback Form". You may choose to complete it on-line at www.cfstoronto.com in the Welcome to CFS, Accessibility for Ontarians with Disabilities Act section.

Central Toronto Office

The Catholic Pastoral Centre
1155 Yonge Street, Suite 101
Toronto, Ontario M4T 1W2
(416) 921-1163

*Located at Shaftesbury Avenue
And Yonge Street, next to the
Summerhill Subway Station*

North Toronto Office

245 Fairview Mall Drive
Suite 201
Toronto, Ontario M2J 4T1
(416) 222-0048

*Located east of the Fairview Mall.
Don Mills is the closest Subway Station.*

Executive Director: Brenda Spitzer, MSc, RP, RMFT

MEMBER OF

Catholic Charities of the Archdiocese of Toronto
Family Service Ontario

Catholic Family Services of Toronto is a scent-sensitive environment.



Counselling Services

Welcome!

Your Rights and Responsibilities

Catholic Family Services of Toronto is a Catholic Charities member agency supported by ShareLife.



Welcome To Catholic Family Services of Toronto

Working With You

Catholic Family Services of Toronto is an accredited family service agency. Our professional counsellors offer counselling and psychotherapy for individuals, couples and families. They belong to a regulated College (social work, psychotherapy, psychology). We work with mild to moderate mental health issues (e.g. depression, anxiety, stress), and relationship issues. We do not treat severe mental health issues, acute addictions and eating disorders since they require specialized treatment.

Counselling honours individual, couple and family values and goals. We welcome people from all ethnic, cultural and religious backgrounds, and are sensitive to and respectful of diversity.

Our Philosophy

We believe that with help, people can change and live happier and healthier lives.

Using Services

Counselling/psychotherapy is a purposeful conversation. You and your counsellor will explore your concerns and work on the goals that you have established.

We do not offer E-counselling. The purpose of e-mail is for arranging or changing appointments.

We do not provide after-hours crisis or emergency services. Your counsellor can provide you with a list of phone numbers for these services.

Walk-In Counselling Clinic

We have a Walk-In Clinic that provides a one-hour counselling session. The Agency offers this on Tuesdays at the Central Office and on Thursdays at the North Office. The Clinic is open at 9:00 am and the last person to be seen must arrive by 7:00 pm. Single session counselling is highly effective. Most people find that they do not need further service. If needed, you can access the Walk-In Clinic once every 30 days.

Length of Time in Counselling or Psychotherapy

While our services are time-limited, the duration depends on your life experiences, the nature of your problems and your goals.

A person may benefit from a single session. There may be a contract for a specific number of sessions. A review of service and decision about continuing service occurs every 3 months.

Access to Records

You have the right to see the part of your client record that has information about you. Your counsellor will explain the procedure to request this.

Right to Confidentiality and Privacy

All information given by you is private and confidential. It cannot be released without your informed and written consent. However, there are some exceptions: where we have a duty to report child abuse/neglect; when there is a threat of harm to yourself or others; or when the Agency is served with a court order. Managers review files for supervision and for quality assurance. Your records may be reviewed for Accreditation purposes.

Your Rights

You have the right to receive service in a safe, accessible and inclusive environment. You have the right to be treated with dignity and respect. You have the right to be informed of your responsibilities.

Your Responsibilities

You have a responsibility to understand your rights. You may speak with your counsellor if you do not understand the information that you are given.

You have a responsibility to treat Agency staff with respect and without discrimination. Your other responsibilities are covered in this brochure (e.g. paying the agreed-upon fee, keeping your appointments and providing feedback about our services.)

Fee for Service and Payment

Catholic Family Services of Toronto is funded by ShareLife, the Archdiocese of Toronto, the Ministry of Community and Social Services, the Ministry of Children and Youth, the Ministry of the Attorney General, and through fees for service that are paid by clients.

We charge a fee for counselling services on a sliding scale. The funding that we receive from ShareLife helps to subsidize clients who are unable to pay the full fee due to their financial situation. No one is denied service if they are unable to pay a fee.

If you are paying a fee for service, keep your receipts and you may claim the fees paid as a medical deduction on your Income Tax return.

You may have an insurance benefits package at work that covers the services provided. Please inform your counsellor of the details of your benefit plan.

During the first interview a fee agreement is completed. Please pay for every appointment where you are charged a fee, including the first appointment. After the first appointment, please pay the fee when you arrive at the office.

Missed or Cancelled Appointments

We need twenty-four hours notice when you cancel an appointment. If you do not give this notice, you will be charged the negotiated fee.