

## Concerns and Complaints

We take pride in the services that we provide and are committed to responding to concerns and complaints and to resolving them. Our brochure, "Guidelines and Procedures for Concerns and Complaints from Clients and Wellness Group Participants", is available upon request or can be downloaded on-line at [www.cfstoronto.com](http://www.cfstoronto.com) in the Welcome to CFS, Agency Documents section.

## Privacy Statement and Confidentiality

Catholic Family Services of Toronto complies with legislation governing personal privacy. All clinical and wellness group records are the property of Catholic Family Services of Toronto and are securely stored. Electronic records are kept indefinitely. Questions or concerns can be addressed directly to the Agency's Privacy Officer, who is the Executive Director.

Counselling, psychotherapy and wellness services are private and confidential. Information cannot be released without your informed and written consent, except in circumstances where we have a duty to report child abuse/neglect, when there is a threat of harm to oneself or others, or when the Agency is served with a court order. Information may also be reviewed for routine management and professional supervision and for quality assurance purposes such as Accreditation.

In all group programs, information shared by participants must be treated as being private and confidential by all group members.

## Accessibility for Ontarians with Disabilities Act (AODA)

Catholic Family Services of Toronto is compliant with the Accessibility for Ontarians with Disabilities Act. We strive to eliminate barriers to services that persons with disabilities may face. Support animals and support persons are welcomed. We invite feedback on our service accessibility.

### Any Questions or Concerns?

Please contact us at the numbers below or visit our website at: [www.cfstoronto.com](http://www.cfstoronto.com)

#### 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.



**Welcome to Catholic Family Services of Toronto**

**Catholic Family Services of Toronto is an accredited family service agency. Counselling, psychotherapy and wellness services are provided by professional counsellors.**

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



# Catholic Family Services of Toronto

## What We Do

We offer counselling, psychotherapy, marriage preparation courses and wellness groups.

While we respond to the needs of our faith community, we welcome people from all ethnic, cultural and religious backgrounds. We are sensitive to and respectful of diversity. Our counselling and psychotherapy services honour individual, couple and family values and goals.

## Counselling and Psychotherapy Services

Research has shown that counselling and psychotherapy are effective for people with mild to moderate mental health issues (e.g. depression, anxiety, stress). People with severe mental health issues, acute addictions and eating disorders that require specialized treatment will be referred to the appropriate services in the community.

We treat individuals, couples and families. Issues that are addressed may include relationship difficulties, emotional health such as depression and anxiety, coping with physical health challenges, grief, self-esteem, stress, separation and divorce.

Our counsellors are trained to listen carefully, help the person to find a solution to their difficulty that works for them, and encourage them to start to make healthy changes in their life.

Specialized counselling and group services are available for women who have experienced abuse from their partner, and for women who were sexually abused as children. Information on other support/crisis services in the community is provided. Group services are also available for children who have witnessed abuse in the home.

We offer counselling and group services for men who have used abuse in their intimate partner relationships and want to change these behaviours. There must not be any outstanding charges before the criminal courts.

Services are available for male survivors of sexual abuse.

## Office of Marriage Preparation and Family Life

The Office of Marriage Preparation and Family Life provides marriage and re-marriage preparation courses. Training is given for volunteer facilitators of parish-based marriage preparation courses.

Marriage/Remarriage preparation courses are planned well in advance. Register on-line at [www.cfstoronto.com](http://www.cfstoronto.com) or call the Central Office.

Speakers are available for family life presentations.

New Beginnings is a parish-based service for people dealing with loss, grief, bereavement, separation and divorce. Training is provided for volunteer facilitators in this program.

## Wellness Group Services

Wellness groups are offered by the Agency. A group calendar is published twice a year and is available on-line at [www.cfstoronto.com](http://www.cfstoronto.com) in the Program Calendar section or call us for more information.

## Accessing Service

No referral is needed. A person who wants service may contact the Agency directly, by telephone or by attending the walk-in clinic.

## Quick Access Walk-In Counselling Clinic

We have a Walk-In Clinic where counselling can be accessed within a short time. The Agency offers Walk-In Clinic services twice per week (Tuesday at Central Office and Thursday at North Office). The clinic opens at 9:00 a.m. and last person to be seen must arrive by 7:00 p.m.

Single session counselling is highly effective. Most people find that they do not need further service. If needed, people can access the Walk-In Clinic once every 30 days.

## Counselling and Psychotherapy

There is a waiting list for people seeking longer term counselling or psychotherapy. We are open Monday to Friday. Evening counselling is provided on Tuesdays and Thursdays. The evening waiting list is longer due to limited evening hours available. Walk-In Counselling Clinic services may be used every 30 days while waiting for longer term service.

## Fees

Fees for counselling services are on a sliding scale based on annual income. A flat fee is charged for group services. Fees may be covered by some insurance benefit plans. Fees paid by the person are tax deductible.

Subsidies are available when needed and can be discussed with your counsellor or group leader. No one is denied service due to inability to pay a fee.

Catholic Family Services of Toronto is funded by ShareLife, the Archdiocese of Toronto, the government of Ontario, the Catholic Family Services of Toronto Foundation, and through client fees.

## Length of Counselling Time

All counselling and psychotherapy services are goal directed and time limited. The length of service is jointly determined by the counsellor and the client.

Group programs are time-limited and planned with a specific number of group meetings.