



Catholic Family Services of Toronto

Wellness Group Services



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



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 may affect people with disabilities. Support animals and support persons are welcomed. We invite your feedback on our service accessibility. You may obtain an "Accessible Services Feedback Form" from the receptionist or you may complete the form 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.

Welcome To Catholic Family Services of Toronto

Working With You

Catholic Family Services of Toronto is an accredited family service agency. Our counsellors are professionals. In addition to counselling/psychotherapy, we offer marriage preparation programs and a range of wellness groups.

We honour 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.

What is Wellness?

Wellness occurs when we are true to ourselves, feel connected with the people we care about, and are engaged in our community.

Why a Wellness Group

While wellness groups do not take the place of counselling, the benefits of a group include feeling supported by others who are dealing with the same challenges, and hearing different points of view.

Your group leader creates a safe environment and makes presentations. Group members may choose to share their thoughts and experiences and support each other.

Screening Interview

There is a screening interview to decide together whether the wellness group is a good fit for you right now and can help you to meet your goals.

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.

In all group programs, it is expected that any information shared by the participants will be treated as being private and confidential by all group members.

Privacy Statement

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.

Access to Records

You have the right to see your individual group record. Your group leader will explain how to do this and will answer any questions that you may have.

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 group leader if you do not understand the information that you are given.

You have a responsibility to treat Agency staff and other group members with respect and without discrimination. Your other responsibilities are covered in this brochure (e.g. paying the agreed upon fee, attending each group meeting, and providing us with feedback about our services.)

Fee for Group Services and Payment

There is a charge for the screening interview for the wellness group. A flat fee is charged for the group program. If you have difficulty paying the full fee, we can offer you a subsidy.

We ask that you pay the fee in full before the group starts. If you are not able to do this, speak with the group leader who will arrange a payment plan with you. Group members are required to pay the full agreed upon fee regardless of the number of group sessions that they attend.

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.

No one is denied service due to their inability to pay a fee.

Evaluation of Our Services

At the end of the group program you will be invited to complete an evaluation. Your feedback may be helpful to us in improving our services.

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, first speak with your group leader 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.

What Happens After the Group Ends?

When the group is over, the service is complete. You are welcome to discuss your need for further services with the group leader. You will be given information about the services that are available at the Agency and in the community.