



Catholic Family Services of Durham
Services à la famille catholiques de Durham

707 Simcoe Street South, Oshawa, ON L1H 4K5

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INFORMATION ABOUT OUR SERVICES

Catholic Family Services of Durham/Services à la famille catholiques de Durham is a non-profit agency that provides an accredited family counseling service to anyone in Durham Region.

Mission Statement:

Catholic Family Services of Durham/Services à la famille catholiques de Durham is dedicated to strengthening the emotional, relational and social well-being of individuals and families, regardless of beliefs, through support, counseling, and education.

Values

In its work with the community, Catholic Family Services will respect the following values:

- Provide services with regard for the dignity, freedom and equality of all persons
- Serve with a spirit of compassion
- Serve with a commitment to excellence

Confidentiality

All information discussed during your counseling sessions will be kept in the strictest confidence unless written permission is given by you to release such information to other agencies, professionals, or the courts. Exceptions may be made in life-threatening situations or where child abuse or neglect is indicated. Agencies are also subject as a matter of law, to a subpoena and so in some circumstances, a client record or a counselor's evidence may be required by a court of law. I am also agreeing to maintain the confidentiality of all individuals I see while on the premises of 707 Simcoe Street South. I understand that a breach in confidentiality could impact my ability to continue to receive services at this facility.

Fees

The agency primarily receives funds from the Province of Ontario. In order to make the best use of these dollars and to enable us to provide service to those who are in financial need, we have a fee policy. Your counselor will discuss the fee schedule with you during the first interview and the two of you will arrive at a mutually agreed upon fee. We realize that a family's financial situation varies and we may modify the fee according to your circumstances. We ask that you pay your fee after each interview if at all possible. Services will never be denied because of an inability to pay.

Cancellations

We have many people on the waiting list who are anxious for an appointment. We ask you to be responsible about keeping your appointments.

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Cancellation Policy

Cancellation of scheduled appointments must be made at least 24 hours in advance. Otherwise, except where unusual circumstances have made that impossible, you will be charged one-half of the set fee. If two appointments are missed without adequate notice, the agency reserves the right to terminate your counseling for the time being. You must re-apply for counseling and you will be offered an appointment when your name comes up on the waiting list.

Request for Reports

The agency requires that clients provide a notice of five business days when requesting letters, reports, or similar correspondences. Any request for written reports beyond basic attendance at a program will be charged at the rate of \$100.00 per page. This may be prorated on a sliding scale consistent with the agency's sliding fee schedule.

Complaints / Concerns

It is the intent to provide you with a high quality, ethical, professional service. If you have a complaint or concern about your service, please talk to your counselor or you may enquire at the office about our complaints policy.

Counselling Services

Counselling services will commence with a brief period of assessment at the end of which time the agency reserves the right to refer to an outside of Catholic Family Services if it appears that your needs would be best met elsewhere in the community. The agency offers a maximum of 10-12 counselling sessions, the details of which will be determined between yourself and your caseworker.

Counselling with Children under the age of 12

It is an agency expectation that parents or legal guardians remain on agency premises while minors (under 12) are at the agency for counselling. Therapists may require parental input or support at any time during the session and parents are to be available to children as needed. In exceptional circumstances where this may not be possible, any parent or legal guardian who chooses to leave a child on site without a guardian present is required to sign a waiver releasing Catholic Family Services of any liability while their child is on the premises.

Crisis Situations

Please note that we are not a crisis service. Please ask your counsellor for applicable crisis numbers. In addition, please note that email is not an appropriate way to manage a crisis.

Students

We are a teaching agency; therefore, the clinician who meets with you may be working towards a Master's degree and is being supervised by a Master's level staff person. Additionally, this may mean that more than one clinician could be present for your session, for learning purposes.