

What You Need You Need to Know:
Client Information Package



EMPOWERING
YOUTH AND CHANGING LIVES

www.ctys.org





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For more information about CTYS and our programs:

Please visit our website: www.ctys.org or call 416-924-2100

Welcome to CTYS

Central Toronto Youth Services is a community-based, accredited Children's Mental Health agency. We believe in building the strength and resiliency of young people in ways that are engaging, respectful and empowering. Our staff is qualified, highly trained professionals who bring dedication, empathy and passionate concern for all young people.

We are committed to delivering high quality programs that produce positive and enduring outcomes for our clients. All of our programs are routinely evaluated for their effectiveness.

CTYS is dedicated to serving people from diverse communities and believes that everyone has the right to receive support within a safe space. We are committed to delivering programs that are welcoming, affirming, and accessible to all within an environment that is free from discrimination and harassment.

In this package you will find information about our services; your rights with regards to these services; your privacy and information about the risks and benefits of receiving support from our agency. You will also find out about ways you can help us improve the services we provide to you and your family.

Philosophy of Services:

Values form a basis upon which the organization develops and fosters its relationships with all its stakeholders. Values also serve as the foundation for our organizational culture, and the framework for our ways of working. In achieving our mission, CTYS values:

Respect: We value the dignity, strengths, and contributions of all individuals.

Diversity: We appreciate the rich diversity of our clients, staff, and communities. We recognize the existence of systemic discrimination and barriers and we strive to challenge these realities in the work we do.

Collaboration: We believe our services are richer and more effective when we work in partnership with youth, their families, our colleagues, and community partners.

Excellence and Accountability: We strive for a demonstrate the highest quality in all we do through the use of knowledge-based and evidence-informed practice, outcome-oriented evaluation, and diligent governance with accountability to our clients, partners, and stakeholders.

Innovation: We support the creativity our staff and clients, the exploration of new ideas and opportunities, and the development of unique and responsive programming.

Accessibility: We commit to the reducing the barriers to accessing needed services for our client.

Our Services:

CTYS meets a diversity of needs and challenges that young people experience, such as:

- Mental health issues such as anxiety, depression, and psychosis
- Family conflict
- Coping with past and current stressors
- Issues related to sexual orientation and gender identity
- Conflicts with the law

CTYS offers individual, family, and group counselling and therapy

CTYS connects with youth in our office, in their homes, neighbourhoods, schools, and communities

Is this an Emergency?

If you are in crisis and think you may hurt yourself or someone else, please go and talk to a trusted person (ex. parent, teacher) and/or visit your [local emergency room](#) and/ or call 911.

Additional supportive resources can be found at:

- **Distress Centres of Toronto** (24/7) 416 408 4357
- **Gerstein Centre** (16+, 24/7) 416 929- 5200
- **Kids Help Phone** (under 20, 24/7) 1-800-668-6868

CTYS is committed to:

- Providing clients with individual, flexible support
- Helping client build on their strengths
- Helping youth see their circumstances from a larger social perspective
- Reducing risk factors or re-offending behaviours
- Providing outreach and support to clients and their families in their own communities
- Helping clients access other services

Consent to Service

Your participation in our services is always voluntary. Before we start working with you, we will ask you to sign consent forms. This form confirms that you understand the nature and parameters of the services being provided to you as well as the legal limits of confidentiality, as outlined in this package and reviewed with you by your counsellor. Before signing the form we encourage you to ask any questions you may have.

CTYS Respects Your Right to Privacy

Your privacy is important to us. We safeguard your personal health information and adhere to all official requirements with respect to protecting your confidentiality and privacy. The information you provide us is used to help us support you to meet your service goals and to maintain the highest quality in all our services.

We always ask for your permission before disclosing any personal health information to any third party. However, there are circumstances where we are permitted or required to share your information without consent. This includes: those situations where your “safety trumps privacy” (for example: risk of serious bodily harm to self or others) or when we are required by court order or law.

You may access and request corrections to your personal records, or withdraw your consent for some of the above uses and disclosures by contacting your worker.

A Note about Privacy Related to Emails/Texts/Social Media and other Electronic Communications:

Emails, texts, voicemail and social media in general are not secure methods of communication. CTYS does not send emails etc. containing your personal health information. Only non-identifying information is shared using this method.

Prior to the use of email etc., you have the option to consent to the use of these methods of communication. Once consent is obtained, your worker may begin engaging in electronic communication with you.

It is important to note that communication using these methods (email, text, and social media) will be limited to:

- scheduling/cancelling appointments
- brief check ins
- general information sharing

Collection of Personal Information

We collect personal information about you directly from you or from the person acting on your behalf. The personal health information that we collect may include, for example, your name, date of birth, address, personal/family history, records of your visits to CTYS, and the care that you receive during those visits. Occasionally, we collect personal information about you from other sources but only if we have obtained your consent to do so or if the law permits. We only ask you for information that will support the services that CTYS provides.

We keep electronic paper records of the information we collect to assist us in providing services to you and to comply with legal, professional, and accreditation requirements.

How We Use and Share Your Personal Health Information

We use and share your personal health information to:

- serve and support you
- plan, administer, and manage our services
- educate and enhance professional development of staff
- compile statistics and evaluate our programs
- engage in research where general and anonymous client information is utilized and cannot be linked to specific individuals (where specific research requiring client participation is undertaken, we will obtain specific informed consent to participate)
- conduct risk management and quality improvement activities
- comply with laws and regulations
- comply with Canadian Centre for Accreditation standards

How We Protect Your Personal Health Information

We make sure your personal health information is secure at all times. We take steps to protect it from theft, loss and unauthorized access, copying, changes, use, disclosure, and disposal. We conduct audits and complete investigations to monitor and manage our privacy compliance. Everyone employed by CTYS is committed to an oath of confidentiality with respect to personal information obtained during the course of their work with us. This commitment continues indefinitely.

If You Have Questions or Concerns Regarding Privacy

If you would like to know more about how your personal health information is being handled, feel free to contact your worker or the CTYS privacy officer, Heather Sproule:

Heather Sproule, Executive Director, Tel: 416-924-2100 ext. 257; Email: privacy.officer@ctys.org

You may also make a complaint about our information and privacy practices to the Information and Privacy Commissioner of Ontario:

Information and Privacy Commissioner of Ontario, Tel: 416-326-3333; Toll-free: 1-800-387-0073;

Website: www.ipc.on.ca

Rights and Responsibilities of Youth and Families

We are committed to creating and maintaining an environment that is safe and free of discrimination. CTYS respects and accepts all people for their unique characteristics. These include age, ancestry, place of origin, citizenship, religion, ethnic origin, culture, language, race, colour, gender identity, sex, sexual orientation, family status, marital status, level of literacy, ability, membership in a union or staff association, political affiliation, receipt of public assistance, record of offences, or any other personal characteristics. We uphold the Ontario Human Rights Code and we value diversity.

Rights

From the first point of contact with CTYS, you have the right to:

- be treated with dignity and respect
- request services in your preferred language
- be informed about the services you will be receiving, including the expected benefits and limitations or risks of those services
- an explanation when services are not provided or terminated
- be involved in the planning of your services and the selection of your service goals
- be listened to and heard, and to have input into services, groups and activities
- complain about any aspect of the services you are receiving or the way you've been treated
- to give comment and/or feedback about the service you are receiving
- have your personal health information kept secure and confidential and only be shared with those who need to know or when required by the law
- say NO to any request for a release of your information

Responsibilities

You are responsible for:

- participating to the best of your ability in services
- being active, open, and honest with your counsellors
- calling in advance if you cannot attend an appointment
- informing your staff if you decide to end service
- speaking and acting with courtesy and respect towards all others while receiving services at CTYS
- reporting any harassment and/or discrimination experienced while receiving services from CTYS

Risks and Benefits of Participating in Services

Engaging in counselling provides a unique opportunity to work on yourself and make positive changes in your life. Counselling services have both risks and benefits.

Risks may sometimes include experiencing uncomfortable feelings such as sadness, guilt, anxiety, anger, frustration, loneliness, and helplessness. Counselling may also challenge clients to examine and discuss problematic, unsatisfactory, or unpleasant aspects of one's life.

However, for those who pursue such work, the benefits are significant. Counselling and mental health services often reduce stress significantly, improve relationships, and resolve specific problems. The more you invest in counselling, the greater the progress and improvement. However, there are no guarantees about your particular experience. As a good participant in services, it is important for you to be actively involved in your counselling.

Service Complaint Procedure

If you are not pleased with the service you are receiving or think that something needs to change, we encourage you to bring this to our attention so that we can do something about it together.

We encourage you to start by bringing the concern directly to your worker. If you don't feel comfortable doing this or you do not believe the problem can be resolved this way, then we ask you speak to your worker's manager. Most of the time, concerns can be resolved through either of these steps.

If you still have a complaint about service, the worker or manager will help you to understand the formal complaint process, which provides access to the Director of Client Services, Executive Director, Board of Directors, Ministry of Children and Youth Services, Ministry of Health and Long-term Care, or the Office of the Provincial Advocate for Children and Youth.

If you are under 16 years of age, your parent(s) or guardian will be encouraged to participate in these discussions. If you are 16 and over, it is your decision whether to involve your parent(s) or guardian, although we encourage you to do so.

Contact Information for My Worker

My counsellor is: _____

Phone #: _____ E-mail: _____ Other: _____

Manager's name: _____ Manager's phone #: _____

We look forward to working with you.

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