

YORKTOWN CHILD AND FAMILY CENTRE CLIENT INFORMATION BOOKLET



YORKTOWN FAMILY SERVICES MISSION	3	QUESTION OR CONCERNS	8
OUR VALUES	3	ANTI-DISCRIMINATION AND HARASSMENT	9
PHILOSOPHY OF SERVICE	4	CLIENT RIGHTS AND RESPONSIBILITIES	9
GETTING TO KNOW US	5	SERVICE CONCERNS /CLIENT COMPLAINT PROCEDURE	10
WHO WE SERVE	5	YOUR FEEDBACK IS IMPORTANT TO US	11
A SHORT HISTORY	5	WE VALUE VOLUNTEERS	11
CONSENTS/PRIVACY/INFORMATION GATHERING	6	OUR SERVICES	12
AGREEMENT/CONSENT TO PARTICIPATE IN SERVICE	6	PREVENTION AND EARLY INTERVENTION	12
PRIVACY	6	SCHOOL AND COMMUNITY BASED SERVICES	12
INFORMATION COLLECTED	6	COMMUNITY GROUP PROGRAMS	14
DISCLOSURE OF INFORMATION	7	COUNSELLING SERVICES	15
Safeguards	8	CHILD WELFARE DIVERSION PROGRAMS	16
RETENTION OF RECORDS	8	HOW TO REACH US	17
Accuracy	8	EMERGENCY PHONE NUMBERS AND SUPPORT	18
ACCESS TO RECORDS	8		

YORKTOWN FAMILY SERVICES MISSION

YFS UNIQUELY COMBINES A CHILDREN'S MENTAL HEALTH CENTRE
AND A WOMEN'S SHELTER TO STRENGTHEN AND SUPPORT CHILDREN,
YOUTH, INDIVIDUALS AND FAMILIES TO MAKE POSITIVE CHANGE.

OUR VALUES

STRENGTH-BASED:

- ✚ Services reflect our belief in each individual's strengths and consider each person's whole circumstance in order to be respectful of their individual needs and preferences.

ACCESSIBILITY:

- ✚ Services are provided in a manner that respects the rich diversity of the communities we serve (i.e. ethnicity, language, age, disability, sexual identity)

COLLABORATION:

- ✚ Work with children, youth, families and community in partnerships that support shared knowledge and skills, promote healthy environments for all and ensure consumer input in the governance and service planning on the Centre.
- ✚ Advocate for public policies and services that strengthen individuals, families and communities.

RESPONSIVE AND FLEXIBLE:

- ✚ Committed to ensuring services are relevant and responsive to the changing needs of individuals, families and communities.

PHILOSOPHY OF SERVICE

STRENGTH-BASED & CLIENT-CENTERED

- ✚ Considers the child/youth and/or family within their whole context and supports individual needs and preferences of each service participant while honouring the importance of family and community.
- ✚ Sensitive to the meaning of cultural and religious background, language, ethnic origin, age, sexual orientation and/or other circumstances, unique to the client(s) and consider these factors in relation to their impact on the presenting problem/issues.
- ✚ The least intrusive treatment alternative is always desirable and decisions are made together with the client(s) who, because of their unique knowledge and expertise about themselves have a significant part to play in determining the best course of treatment.

COLLABORATIVE

- ✚ Include child/youth and parents in service planning.
- ✚ Incorporates client views about their needs, strengths and expectations.
- ✚ Resources of the child/youth and parents are solicited and evaluated through out the assessment process.

CONFIDENTIAL

- ✚ All services are provided in a confidential manner.

ACCESSIBLE

- ✚ Flexible service hours, collaborative and responsive programs, with availability to meet clients in the community when appropriate and necessary.
- ✚ Some programs are provided in specific languages such as Spanish or Somali.
- ✚ We value diversity, when needed and/or requested, interpreters or professionals familiar with the family language and culture is utilized.

MULTI-DISCIPLINARY APPROACH

- ✚ Includes a comprehensive range of prevention, early intervention and treatment strategies that draw on multiple disciplines to help families redefine problems in creative ways and to find options that best meet their needs and strengths.
- ✚ Understands that multiple factors may impact the mental health of children/youth and families and may contribute to more complex problems and so the expertise of other disciplines may be required.

GETTING TO KNOW US

WHAT IS YORKTOWN CHILD AND FAMILY CENTRE?

- + Fully accredited, non-profit, charitable, children's mental health centre located in the west end of Toronto.
- + Offers a comprehensive range of mental health and prevention services.
- + Committed to creating opportunities for children and youth with emotional and behavioral difficulties to realize their full potential as individuals, students, workers and family members and supporting them to make positive changes.
- + Contributes to the building of healthy communities and productive families.
- + Provides services in a variety of locations including home, school and in the community as appropriate.
- + Those we serve are encouraged to participate in the Centre beyond their involvement in our services in a variety of ways including participation on the Advisory Committees.
- + A not-for-profit agency with a community-based Board of Directors and three Community Advisory Committees.
- + Offers accessible services to diverse ethno racial communities and individuals living in high-risk neighbourhoods in the former City of York.

***If you need *any* type of special support to participate or have access to our materials, please contact [Sreeparna Das](#) at x222. Support persons accompanying someone to our services are most welcome.**

WHO WE SERVE

- + Children and youth (birth to 18 years) and their families, and older youth in our youth serving programs
- + Catchment Area: children/youth and families who primarily live, go to school or work in the former City of York
 - Broader geographic eligibility is indicated with specific program descriptions as follows:
 - Keeping Families Together (KFT) Wraparound, Mindful Fathering, , Ontario Early Years, Youth Outreach Worker program, and what's up Walk-In Counselling Service.

A SHORT HISTORY

- + Formerly, the York Child Guidance Clinic, the Child and Family Centre were divested from the City in 1993 to become the City of York Child and Family Centre.
- + December 1996: the York Shelter for Women was added to our service system.
- + September 1998: name changed to Yorktown Child and Family Centre
- + To reflect our new, broader mandate, the whole organization is referred to as Yorktown Family Services.

CONSENTS/PRIVACY/INFORMATION GATHERING

AGREEMENT/CONSENT TO PARTICIPATE IN SERVICE

- + All Yorktown's services are voluntary, however youth and parents/caregivers are requested to sign a consent to service..
 - Although children under the age of twelve are not required to sign the agreement, we explain the terms of the agreement to all children in language that they understand and is appropriate to their developmental level. They may then wish to also sign the agreement.
- + Consent to service or treatment may be implicit in the sense of a person showing up to participate in a service or explicit in the sense of signing a document.
- + The Consent to Service Form is reviewed with your worker and questions are answered before you sign the Agreement.
- + In all cases, it is important that the worker has informed you about the nature of the service, its' benefits and possible risks and that you understand.

PRIVACY

- + Yorktown is committed to protecting your privacy and takes every measure and the utmost care in the collection, use, security and disclosure of personal information related to clients, staff, volunteers, consultants and donors.
- + We are committed to meeting the privacy standards within relevant legislation, including Ontario's Personal health Information Act (PHIPA).
- + Unless otherwise required by law, Yorktown doesn't share personal information with third parties without specific consent. Occasionally an accreditation reviewer or auditor may need to access files to ensure that the Centre is meeting their standards. Any client who requests that their personal information not be disclosed to reviewers or auditors will have their file exempt from these processes. The Ministry of Children and Youth Services reserves the right to review files on demand.

INFORMATION COLLECTED

- + Yorktown collects personal information pertaining to individuals and their families receiving service that may include name, address, telephone number, birth date/age, and personal /family information related to the assessment, counselling and treatment in which they are involved.
 - Personal information that is collected is limited to what is necessary to provide service.
 - For staff, volunteers and consultants, we collect personal information that may include name, address, SIN, proof of professional education/registration and criminal reference check information.

HOW WE USE THE INFORMATION COLLECTED

- + Personal information for clients may be used for the following purposes:
 - Provide assessment, counseling and treatment/prevention services.
 - Quality improvement purposes and evaluation of centre programs.
 - Educational and professional development of our staff.
 - To comply with all legal and regulatory requirements
 - To inform individuals of upcoming events, activities and programs
 - Fundraising purposes
 - Research purposes:
 - When aggregate or anonymous information is utilized, that cannot be linked to individuals.
 - In the case of specific research initiatives where client participation is required, we will obtain specific informed consent to participate.
 - With permission, the personal information collected from donors may be used to issue charitable tax receipts, acknowledge donations, to share information regarding upcoming events/activities/programs, and future fundraising activities.

DISCLOSURE OF INFORMATION

- + When a client (age 16 and over) or parent/caretaker (for child or youth under age 16) provides consent, we only share appropriate and relevant information with other professionals, community agencies/organizations, schools as indicated, who are involved in the care, education and treatment of the client.
- + Legally necessary disclosure ordered by subpoena requirements.
- + Where required by law in situations of suspected abuse, neglect or imminent harm to self or to others.
- + Information required by the Ministry to meet licensing and reporting requirements.
- + Yorktown doesn't release personnel information of its staff and consultants without the consent of the employee except to agents of the Centre (i.e. payroll, insurance provider) as required in the course of conducting regular business practices. From time to time client files will be reviewed during our accreditation process or an audit, with full confidentiality in place.
- + Information regarding the Centre's donors and volunteers is not released without their consent.
- + At any time, you may revoke any consent to release information.

SAFEGUARDS

- + All agents of Yorktown Family Services including staff, volunteers, Directors, consultants and accreditors are bound by an oath of confidentiality with respect to personal information obtained in the course of their work with the Centre.
- + This oath is taken upon commencement of their involvement and continues indefinitely.
- + Personal information may be stored in paper or electronic files.
- + All information is protected by physical and electronic security measures and is accessible only by authorized personnel.

RETENTION OF RECORDS

- + Yorktown keeps personal information only as long as needed to meet the purposes for which it was collected, as required by law, specific Centre policy or, where applicable, for the appropriate statute of limitations period.
- + Client records are maintained in secure storage at all times. As per legal requirements, files are maintained in perpetuity.

ACCURACY

- + Yorktown has well-defined practices in place to ensure that information is accurate, complete and up-to-date.
- + We depend on you to advise us of any changes to your personal information and we will promptly correct any information that is found to be incorrect or incomplete.

ACCESS TO RECORDS

- + Individuals have the right to access their personal information and to verify /or correct the information if it is shown to be inaccurate.
- + Yorktown has specific policies in place related to access and disclosure of client records.
- + You may request access to your information by speaking with your worker, who will inform you of the process outlined in our policies.

QUESTION OR CONCERNS

For more information on YCFC privacy practices, or to address concerns you may have, please contact:

Yorktown Family Services
Privacy Officer
Phone: (416) 394-2424

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

Information and Privacy Commissioner /Ontario
2 Bloor Street East, Suite 1400
Toronto, Ontario M4W 1A8
Telephone: (416) 326-3333
Toll Free: 1-800-387-0073

ANTI-DISCRIMINATION AND HARASSMENT

- + We are committed to creating and maintaining an environment that is safe and free from harassment and discrimination.
- + We do not discriminate against anyone based on race, colour, place of origin, ethnicity, citizenship, ancestry, native language, creed, gender, sexual orientation, marital status, family status, age, economic condition, and place of residence, physical and mental ability.

Harassment

- Includes having the intent or effect of offending, humiliating, degrading, excluding or intimidating another person. It can include name-calling, jokes, and slurs, insults, rude behaviour, threats and unwanted physical contact.
- Can be verbal, written, non-verbal or physical. It can be intentional, unintentional or thoughtless.
- + We reserve the right to terminate services to those who continually harass and/or discriminate against others.

CLIENT RIGHTS AND RESPONSIBILITIES

YOUR RIGHTS

- + Know and understand your rights

- + To be and feel safe while participating in service and to be part of an environment that is safe and free from harassment and discrimination

- + To have your values, beliefs and preferences be respected
- + Have your information treated in a confidential manner and your privacy protected
- + The right to review your file
- + The right to make decisions about service, including the right to refuse or discontinue service or support
- + To have your unique needs and preferences understood and accommodated where at all possible
- + Participate and be a collaborative partner in treatment decisions including the right to say “no” to requests for a release of information
- + To complain if you feel you are being harassed or discriminated against by anyone
- + To expect immediate action from the Centre staff to stop harassment and discrimination
- + To be informed of the steps to take should you have a complaint against a member of Yorktown

- + To have an interpreter if you are not being understood because of language or abilities
- + To be told how to contact the Advocacy Office

YOUR RESPONSIBILITIES

- + Treat others with courtesy and respect
- + Participate in service
- + Call in advance if you cannot attend service appointments
- + Inform your worker if you decide to end service
- + Do not tolerate harassment and discrimination of any kind by others

SERVICE CONCERNS /CLIENT COMPLAINT PROCEDURE

- + If you are not pleased with the service you are receiving or have a complaint about a Centre worker, student or volunteer we want to know. You can do the following:
 - Bring the concerns to your worker’s attention (if you feel comfortable doing so)
 - Contact the worker’s Manager, the Director of Service or the Executive Director
 - Your complaint will be heard and discussed with the worker/student/volunteer and that person will make every effort to resolve the issue with you.
 - If resolution is not possible, you or the worker /student/ volunteer may call a meeting at the earliest possible time and within ten working days of Yorktown receiving the complaint.
 - Participants at the meeting will include yourself, the worker/student/volunteer, Director of Services, Executive Director and any persons you feel would be supportive.
 - Attempts are made to resolve the concerns within the meeting. The issues and agreements made are summarized in notes that are distributed to you, the worker and the ED within 30 days of the meeting.
 - If resolution is still not possible, the Executive Director will call a meeting including the involved parties and representation from the Board of Directors.

- + If you are still not satisfied with the response, you may contact the Ministry of Child and Family Services or Child Advocate outlining your concerns.

YOUR FEEDBACK IS IMPORTANT TO US

- + We believe in the value of collaboration and may ask for feedback in several different ways:
 - Ongoing by your worker about the services you are receiving and if they are helpful.
 - At the end of service by rating the goals you have achieved.
 - Phone calls and paper or online surveys: from time to time we may ask you to participate in completing a survey or to attend a focus group to discuss our services and what you think about them.

WE VALUE VOLUNTEERS

- + Many volunteer opportunities are available once you have completed service at the Centre.
- + Please ask a staff person for more information.

REMEMBER; ALWAYS FEEL FREE TO ASK ANY QUESTIONS AT ANY TIME.

OUR SERVICES

PREVENTION AND EARLY INTERVENTION

PARENTING PROGRAMS

Programs are generally ten weeks in length and are offered twice a year. Time, date and community location varies.

COPE

- ✚ Evidence-based education and parenting skills development program for parents of children birth to 6 years.
- ✚ Focuses on child development, developing age appropriate interventions, expectations, limits.
- ✚ COPE children's activity/skill building groups run in conjunction with parenting group (ages 0 – 12)

SPANISH COPE

- ✚ A Spanish parenting program using the same curriculum as above, for Spanish speaking parents.

ONTARIO EARLY YEARS CENTRE (OEYC) PROGRAMS

- ✚ Parenting programs and support to parents of children (birth to 6 years).
- ✚ Please see website for updated calendar.

OEYC / DROP-IN PROGRAMS

- ✚ Please see website for details

DARYEELKA QOYSKA

- ✚ A Somali Family Support and Education program for Somali parents.

SCHOOL AND COMMUNITY BASED SERVICES

(OFFERED IN COLLABORATION WITH THE TDSB/TCDSB TO SELECTED SCHOOLS IN THE FORMER CITY OF YORK)

PRIMARY SCHOOL GROUP PROGRAM

COPING CATS

- ✚ Group program for children 7 - 12 years.
- ✚ Evidence-based utilizing a Cognitive Behavioural Treatment (CFT) framework to understand and develop coping strategies to manage anxiety.
- ✚ Offered at selected schools as well as Yorktown.

TEMPER TAMERS

- ✚ 10 – 12 week program for children 7 - 12 years.
- ✚ Evidence-based utilizing a Cognitive Behavioural Treatment (CFT) framework to understand and develop coping strategies to manage anger.
- ✚ Offered at selected schools as well as Yorktown.

ELEMENTARY / SECONDARY SCHOOL/COMMUNITY PROGRAMS

GIRLTALK

- ✚ 8 – 10 week program for girls aged 12 -16 years.
- ✚ Evidence-informed utilizing a Cognitive Behavioural Treatment (CBT) skill building framework.
- ✚ Focused on understanding the thoughts, feelings and behaviours that lead to conflict and developing tools and skills to form positive relationships with peers, families and school.

- ✚ Offered at selected schools as well as at Yorktown.

THINK FIRST

- ✚ 8-10 week program for boys aged 12 years and older.
- ✚ Evidence-informed utilizing a Cognitive Behavioural Treatment (CBT) framework.
- ✚ Addresses aggressive/impulsive behaviour through a skill-building curriculum that includes role playing, self-calming /self-talk strategies. Youth are assisted to develop non-aggressive solutions to challenging situations.
- ✚ Offered in collaboration with the TDSB/TCDSB at selected schools as well as at Yorktown.

HEALTHY RELATIONSHIP WORKSHOPS

- ✚ 2 session workshops offered to senior elementary /secondary schools in collaboration with the TDSB/TCDSB.
- ✚ Generally offered to an entire classroom with a focus on a range of topics that support the basis of healthy relationships between males and females.

COMMUNITY GROUP PROGRAMS

HERE TO HELP

- ✦ 10-12 week program for women who have experienced abuse and children and youth (aged 4 - 16) who witnessed woman abuse.
- ✦ Evidenced-informed approach that helps participants to understand and deal with the impact of women abuse in their lives.
- ✦ Offered three times a year at Yorktown.
- ✦ Catchment area is Etobicoke/York.
- ✦ Children and their mothers are in a concurrent group.
- ✦ Intake interviews are arranged prior to the group start.

MINDFUL FATHERING ®

- ✦ A group for fathers who have been abusive to their current or ex-partners and have children exposed to the violence
- ✦ This is a child-centred violence prevention program that explores the effects of anger on relationships
- ✦ Offered twice a year
- ✦ Referrals are received from Child Welfare, Children's Mental Health Centres and Other Community Services
- ✦ Intake interview prior to group start.

SUPPORTING YOUNG FAMILIES (@ JANE STREET HUB)

- ✦ Ongoing program for youth under 22.
- ✦ Provides a continuum of service for youth who are pregnant or parenting.
- ✦ Programming includes nutritional education, hands-on experience, parenting education and support, prenatal classes, in-school support groups, and a fathering group.
- ✦ A collaborative partnership between Yorktown, Toronto Public Health, Humewood House, and Macaulay Child and Family Centre.

YOUTH OUTREACH WORKER PROGRAM (@ JANE STREET HUB)

- ✦ Part of province wide initiative of the Youth Opportunities Strategy.
- ✦ Yorktown is the lead agency for the West Quadrant.
- ✦ Eight youth outreach workers provide outreach services to the neighbourhoods of Mt. Olive-Silverstone-Jamestown and Weston Mt. Dennis and to Spanish speaking youth and families.. Partners include Toronto Community Housing, YMCA Youth Resource Centre, Somali Youth Association of Toronto, Learning Enrichment Centre, For Youth Initiative.

COUNSELLING SERVICES

WHAT'S UP WALK IN COUNSELLING SERVICE

IMMEDIATE COUNSELLING SERVICE – YORKTOWN'S WALK IN COUNSELLING CENTRE

- ✚ Single session counselling for children, youth (aged 0 – 18) and their families.
- ✚ Available Wednesday evenings 4 to 8 pm.
- ✚ No appointment is needed and there is no fee.
- ✚ Service is provided in English.
- ✚ Interpreters are provided as needed (minimum 1 week notice is required to make arrangements).

- ✚ In all programs, professionally qualified mental health staff work within a multi-disciplinary process to ensure a comprehensive and holistic approach to your needs.
- ✚ A full range of services may be accessed throughout assessment, service planning and intervention.

INTAKE PROCESS

- ✚ Our counselling services are accessed through our 5 day per week what's up Walk In. Requests for more information can be made directly to the Intake Counsellor (calls are returned within 2 working days).
- ✚ After attending walk in, if ongoing counselling via appointments is requested, the Intake Counsellor collects basic information and discusses concerns, needs, strengths and services available within Yorktown and the community.
- ✚ If Yorktown is appropriate, a phone interview (BCFPI - brief child and family phone interview) is scheduled to get further detail about the severity of the presenting issues.
- ✚ Shortly after the intake, a Service Coordinator is assigned who will arrange a face-to-face appointment

within three weeks to further discuss service needs and options.

- ✚ **Waiting Time:** Although intake services are immediate, there may be a wait time for services depending on the program.

SERVICE COORDINATION

- ✚ All clients waiting for service are provided with a Service Coordinator who contacts families on a regular basis to check in and provide updates about the waitlist.
- ✚ While waiting for services, the Service Coordinator will assist in accessing other available resources through Yorktown's programs and in the community.

EARLY CHILDHOOD MENTAL HEALTH SERVICES

- ✚ Provide mental health services to children (0 – 6) and their families.
- ✚ Service occurs in the home, school and community.

- ✚ Services include assessment, individual child therapy, group, family counseling, and/or focused interventions to strengthen parent-child interactions.
- ✚ Consultation to other service providers is also offered.

CHILD/YOUTH AND FAMILY TREATMENT

- ✚ Services for children and youth (7 to 18 years) and their families including intake, assessment, service

planning and intervention within a collaborative process. include group counseling options. ?

BRIEF COUNSELING

- ✚ Short term intervention (up to 4 sessions) that focuses on 1 or 2 specific goals that may be appropriate to address in a targeted, brief approach.

CHILD WELFARE DIVERSION PROGRAMS

Services specifically for children/youth and families referred by child welfare.

KFT (KEEPING FAMILIES TOGETHER)

- ✚ Short term (three month) intensive, brief counselling program for youth and families referred by child welfare offices serving Etobicoke/York where the youth is in care or is at risk of going into care.
- ✚ Services are offered in a timely manner in accessible locations such as the home/community.

WRAPAROUND

- ✚ Evidence-based, client driven program used to support youth and families with complex needs who have a child/youth in care or at risk of entering care.
- ✚ Referrals by child welfare offices serving Etobicoke/York.

HOW TO REACH US

EGLINTON W. LOCATION

2010 EGLINTON AVE. W. 3RD FLOOR
TORONTO, ON M6E 2K3
(3 BLOCKS WEST OF DUFFERIN ST.,
ON THE NORTH SIDE OF EGLINTON)

Phone: (416) 394 2424 Fax: (416) 394-2689

For Intake and Info press '0.' If after hours, leave a message and your call will be answered within 1 business day.

HOURS OF OPERATION

MONDAYS TO THURSDAYS: 9:00 AM TO 8:00 PM

FRIDAYS: 9:00 AM TO 5:00 PM

APPOINTMENTS CAN BE SCHEDULED IN THE DAY OR EVENING

JANE STREET HUB

1541 JANE STREET
TORONTO, ON M9N 2R3
(JANE AND TRETHEWEY)

Phone: (416) 645-7575
LOCATION OF SUPPORTING YOUNG FAMILIES &
YOUTH ENGAGEMENT ACTIVITIES

EMAIL & WEBSITE

EMAIL: YCFC@BELLNET.CA

WWW.YORKTOWNFAMILYSERVICES.COM

Both locations are easily accessible by TTC and car:

Eglinton/Dufferin Location: Lots of street parking

- Accessibility Needs: The building is wheelchair accessible

Jane Street Hub Location: free parking outside the building

- Accessibility Needs: The building is wheelchair accessible

Interpreters/translators:

- In our efforts to be sensitive to the cultural needs of children, youth and families, the Centre endeavors to secure the assistance of interpreters and/or translators, when necessary, to ensure that we are working with children, youth and families to develop a shared understanding of concerns.

Centre staff work with clients and their families to identify potential crises early and ensure that clients are aware of appropriate after-hours emergency/crises lines in Toronto.

In the case of an emergency please call 911

CHARITABLE REGISTRATION # BN 136729597 RR0001

EMERGENCY PHONE NUMBERS AND SUPPORT

EMERGENCY RESPONSE

EMERGENCY 911

*IF YOU ARE CALLING ABOUT A MENTAL HEALTH CRISIS REQUEST TO BE CONNECTED WITH MOBILE CRISIS INTERVENTION TEAM

POLICE 12TH DIVISION (416) 808-1200

GERSTEIN CENTRE (416) 929-5200
24/7 CRISIS SUPPORT FOR YOUTH OVER 16 AND ADULTS WHO ARE HAVING A MENTAL HEALTH CRISIS

ASSAULTED WOMEN'S HELPLINE 1-866-863-0511

CENTRAL INTAKE FOR SHELTER SERVICES
FOR SINGLE ADULTS, YOUTH AND COUPLES 1-877-338-3398
FOR FAMILIES WITH CHILDREN (416) 397-5637

HOSPITALS & HEALTH CARE

ST. JOSEPH'S HOSPITAL:	(416) 530-6000
HOSPITAL FOR SICK CHILDREN:	(416) 813-1500
HUMBER RIVER REGIONAL HOSPITAL	
CHURCH STREET SITE:	(416) 249-8111
YORK FINCH ST. SITE:	(416) 744-2500
TELEHEALTH ONTARIO:	1-866-797-0000
MOTHERISK:	(416) 813-6780
TORONTO HEALTH CONNECTION (TPH)	(416) 338-7600

VICTIM SERVICES PROGRAM OF TORONTO (COMMUNITY CRISIS RESPONSE): (416) 808-7066

FOOD BANK: (416) 392-6655

CHILD PROTECTION

CHILDREN'S AID SOCIETY: (416) 924-4640

CATHOLIC CHILDREN'S AID SOCIETY: (416) 395-1500

JEWISH FAMILY AND CHILD SERVICES: (416) 638-7800

NATIVE CHILD AND FAMILY SERVICES OF TORONTO
(416) 969-8510

FOR CHILDREN & ADOLESCENTS

KIDS HELP PHONE: 1-800-668-6868; WWW.KIDSHELPPHONE.CA
24/7 CONFIDENTIAL PHONE AND WEB COUNSELLING FOR CHILDREN AND YOUTH

YOUTHLINE: 1-800-268-9688; WWW.YOUTHLINE.CA
SUNDAY TO FRIDAY, 4PM - 9:30PM CONFIDENTIAL PHONE AND WEB COUNSELLING FOR QUEER OR QUESTIONING YOUTH

YOUTHDALE: (416) 363-9990
MENTAL HEALTH PROFESSIONALS WHO CAN PROVIDE A PLANNED MENTAL HEALTH ASSESSMENT FOR YOUTH

If you need **any** type of special support to participate or have access to our materials, please contact Sreeparna Das at x222. Support persons accompanying someone to our services are most welcome.

COMMUNITY INFORMATION TORONTO 211: WWW.211.CA