



Client Orientation Information

Yorktown Family Services is a community based nonprofit social services agency dedicated to providing effective, easy to access, evidence based and informed, prevention, out-reach, system navigation, and clinical mental health services for Infants, Children, Youth, Young Adults, Women, Caregivers/Families primarily living in West Toronto.

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

We work with children, youth, young adults, women, families/caregivers 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 for Yorktown Family Services.

We 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 honoring 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 infant/child/youth/young adults, women caregivers/families 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, Somali, Hungarian.
- 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.

WHO IS YORKTOWN FAMILY SERVICES?

GETTING TO KNOW US

- Fully accredited, non-profit, charitable, child and youth mental health centre and women's shelter located in the west end of Toronto.
- Offers a comprehensive range of mental health, prevention services, and outreach 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. A not-for-profit agency with a community-based Board of Directors.
- Offers accessible services to diverse ethno racial communities and individuals living in high-risk neighborhoods in west Toronto.

**If you need any type of special support to participate or have access to our materials, please contact Mary Pomanti at 416-394- 2424 ext. 222*

WHO WE SERVE

Children and youth (birth to 29 years of age) and their families who require mental health and social service support Catchment Area: children/youth and families who primarily live, go to school or work in west Toronto although may depend on program catchment.

PROGRAMS

We offer a full range of mental health and social service programs for infants, children, youth, young adults, women and families consisting of; mental health therapy, socialization groups, care navigation, youth outreach, prevention, early year's programs, trauma treatment, LGBTQ2S+, community violence prevention, women's shelter, a variety of programs for women and children impacted by violence through extensive Violence Against Women services, ethno and language specific, and we have two mental health therapy walk-in's.

Yorktown Family Services has over 35 partnerships linked to wider systems of support.

HOW TO ACCESS SERVICES

For specific Yorktown Family Services programs please check out our agency website at yorktownfamilyservices.com. Services can be accessed through a variety of methods; by using one of our walk-in clinics, through our West Toronto Youth Hub, calling our service access number 416-394-2424 connecting through our Youth Outreach Worker west network, or if you're a woman fleeing domestic violence you can call our Crisis Line: (416) 394-2999.

CONSENTING TO SERVICES

AGREEMENT/CONSENT TO PARTICIPATE IN SERVICE

All Yorktown's services are voluntary, however children, youth, young adults, women, and parents/caregivers are required to sign a consent to service.

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.

A child under 12 may sign a consent to service if they fully understand the agreement without their parents'/caregivers' consent although this is reviewed on a case-by-case basis.

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 Health and Long Term Care and the Ministry of Children Community and Social 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 at a minimum. Information collected beyond basic demographics is dependent on the type of program you might be using.

Personal information that is collected is limited to what is necessary to provide service.

HOW WE USE THE INFORMATION COLLECTED

Personal information for clients may be used for the following purposes:

- Provide assessment, counseling and treatment/prevention services
- To help you not tell your story several times while at Yorktown
- Educational and professional development of our staff
- Quality improvement purposes and evaluation of centre programs
- 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

DISCLOSURE OF INFORMATION

When a client (age 12 and over) or parent/caregiver (for child or youth under age 12) 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. A child 12 and under may also provide consent without their parent/caregiver authorization only on a case by case basis and consideration to the child's developmental level and understanding of consent.

There are times when legally necessary disclosure is 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.

At any time, you may revoke any consent to release information.

SAFEGUARDS

All agents of Yorktown Family Services including staff, volunteers, interns, consultants and accreditors are bound by an oath of confidentiality with respect to personal information obtained in the course of their work at Yorktown.

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 and are password protected.

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 to 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 does require a written request to access a file. After the record is requested in writing, a staff member will review the contents of the record with you.

QUESTION OR CONCERNS

For more information on Yorktown Family Services 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

- To 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 To 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 staff to address 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 Ombudsman

YOUR RESPONSIBILITIES

- To treat others with courtesy and respect To participate in service
- To call in advance if you cannot attend service appointments or inform staff in advance
- To inform your worker if you decide to end service
- To not tolerate harassment and discrimination of any kind by others including towards our staff

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 Health and Long Term Care or Ministry of Children, Community and Social Services.

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.

Remember, always feel free to ask any questions at any time.

HOW TO REACH US

HEAD OFFICE

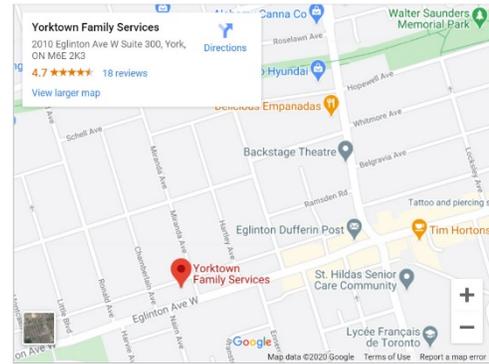
2010 Eglinton Avenue West
3rd Floor Toronto, ON M6E 2K3

3 blocks west of Dufferin Street,
on the north side of Eglinton

Street parking, wheelchair accessible

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. **In the case of an emergency please call 911.**

HOURS OF OPERATION

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

JANE STREET HUB (WEST TORONTO YOUTH HUB)

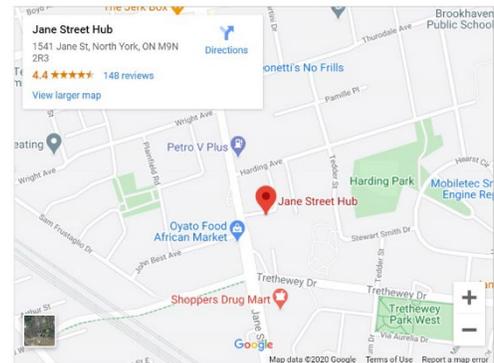
1541 Jane Street
Toronto, ON M9N 2R3

At Jane and Trethewey

Free parking, wheelchair accessible

Phone: (416) 394 2424

Fax: (416) 394-2689



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.

CRISIS/EMERGENCY

Yorktown Family Services 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.

SHELTER FOR WOMEN: (416) 394-2950
CRISIS LINE (FOR WOMEN): (416) 394-2999

EMERGENCY PHONE NUMBERS AND SUPPORT

Emergency Response	
Emergency 911 *If you are calling about mental health crisis, request to be connected with Mobile Crisis Intervention Team	911
Gerstein Centre *24/7 Crisis Support for Youth over 16 and Adults who are having a mental health crisis	416-929-5200
Assaulted Women's Helpline	1-866-863-0511

Police	
12 Division	416-808-1200
13 Division	416-808-1300

Hospital and Health Care	
St. Joseph's Hospital	416-530-6000
Sick Kids	416-813-1500
Humber River Hospital	416-242-1000
Tele-Health Ontario	1-866-797-0000
Toronto Public Health	416-338-7600

Child Protection Services	
Children's Aid Society	416-924-4646
Catholic Children's Aid Society	416-395-1500
Jewish Child and Family Services of Toronto	416-638-7800
Native Child and Family Services Toronto	416-969-8510

Community Supports	
Community Information Line Toronto and GTA	211 or www.211.ca
Victim Services Toronto	416-808-7066
Central Intake Toronto Shelter Services	1-877-338-3398
Central Intake Toronto Shelter Services for families with children	416-397-5637
Daily Bread Food Bank	416-203-0050

For Children and Adolescents	
Kids Help Phone *24/7 Confidential phone and web counselling for children and youth	1-800-668-6868 Kidshelpphone.ca
Youthline *Sunday to Friday 4pm-9:30pm Confidential Phone and Web Counselling for Queer or Questioning Youth	416-808-7066 Youthline.ca
Youthdale Mental Health Professionals who can provide a planned mental health assessment for youth	416-363-9990 Youthdale.ca