

Welcome to Family Service Saskatoon. Our goal is to provide you with the highest level of professional service in an encouraging and supportive environment. We have provided the following information to help you better understand your rights and responsibilities as a client.

Counselling

You and your counsellor will work together in a short-term, solution-focused manner to help you identify goals for counselling and develop an appropriate plan of action to resolve present difficulties. Counselling sessions are usually 50 minutes in duration. You may be seen individually, with a partner, or as a family.

Your counselling fee has been assessed on a scale that considers family income. Please pay your fee when you arrive for your appointment. If your appointment is virtual or by phone, please remit your payment before your scheduled time. If you are having difficulty with fee payment, please discuss this with your counsellor. If you require specialized services, your counsellor can assist in referring you to an appropriate community resource.

Our counsellors are professionals with Bachelor's, Master's or Doctoral degrees in social work, psychology, and or/family therapy. Feel free to ask your counsellor about their qualifications and experience.

Counselling Interns

Family Service Saskatoon values the importance of a learning environment. You may be given the option of being seen by a counselling intern, with your consent. All interns are supervised by staff counsellors.

Cancelling Appointments

If you have a scheduled appointment that you are unable to keep, please notify reception at least 24 hours in advance so that we may accommodate other clients who are in need. Please be advised that cancellations less than 24 hours in advance may result in a charge for that session.

You can discontinue services at any time, but we encourage you to talk to your counsellor about this before doing so.

Client Privacy

Family Service Saskatoon adheres to the federally regulated privacy standards outlined in the *Personal Information Protection and Electronic Documents Act* and relevant provincial legislation related to the rights of individuals to know the contents of information kept about them.

The information we collect is used to:

- ◇ ensure we can contact you;
- ◇ maintain accountability as a service provider;
- ◇ ensure safety, legal and ethical standards are met;
- ◇ assess the quality of clinical services provided and effectiveness of outcomes;

Demographic and program utilization information is sometimes summarized in reports for funders to confirm we are providing the services we agree to provide. No names are used and no information is released that might identify someone who is accessing our services. For more information about client privacy, please speak to your counsellor.

Confidentiality

All sessional notes, records and communications are kept secure and confidential. Information may be shared within the counselling team for eligibility, case management, clinical supervision, quality assurance and accreditation purposes. Information or records may be released to an external person **only** with your (and/or your parent or legal guardian's) **written** and **informed** consent, or as required by law or court order. We are required by law to report actual or suspected child abuse, as well as situations of clear and imminent danger to self or others.

If you are in a group program, you must respect other group members. For the safety and privacy of other group members, please do not talk about the details of what others said, nor identify other group members outside of the sessions.

Please be aware that email correspondence sent from your workplace to your counsellor may jeopardize confidentiality, as your workplace computers may be monitored.

In the unlikely event of an inadvertent breach of confidential information, the client(s) will be notified immediately.



Complaints, Concerns and Feedback

Your concerns matter to us and we welcome your feedback. If you would like a different counsellor, please discuss this with your counsellor, or call the intake counsellor at (306) 244-0127. If you have any other questions or concerns about our services, please contact the Director of Programs or Executive Director at (306) 244-0127, or visit our website at <https://familyservice.sk.ca/>.

We evaluate the services provided using questionnaires. You are not obligated to complete the questionnaires but your participation is appreciated as this helps us to maintain our high standards. You will be asked to complete a consent form regarding the questionnaires and your participation in counselling.

Hours of Service

The agency is open Monday to Friday. Our regular office hours are 8:30 am to 5:00 pm with the exception of Tuesdays and Wednesdays, when we are open until 8:00 pm. The agency is closed over the noon hour. Some groups, education programs and counselling appointments are held in the evenings.

After hours, you may leave messages for staff on their confidential voicemail (306) 244-0127. If you require immediate assistance, you may call Crisis Intervention Services at (306) 933-6200 or 911.

Member Agency of:

- ◇ Family Service Canada
- ◇ Family Service Employee Assistance Programs (FSEAP)
- ◇ Family Service Saskatchewan
- ◇ Founding Partner of the Saskatoon Community Service Village

Accredited by
**Canadian Centre
for Accreditation**



Agréé par
**Centre canadien
de l'agrément**

For more information, contact us at

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Email info@familyservice.sk.ca
Website <https://familyservice.sk.ca/>

***Strengthening People, Nurturing
Relationships, Building
Communities***

COUNSELLING INFORMATION FOR CLIENTS

