

Building Futures Together!

Keystone Child, Youth & Family Services

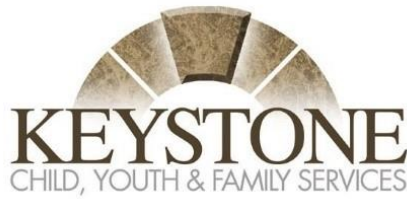
Counselling Program Information Package



Keystone Child, Youth & Family Services
Main Office: 1793 3rd Avenue West, Owen Sound, ON
Hanover Office: 600 16th Ave. Hanover ON
Ph: 519-371-4773 Toll free: 1-800-567-2384

www.keystonebrucegrey.org





KEYSTONE COUNSELLING PROGRAMS & SERVICES

We are committed to offering and promoting a safe and respectful environment for our youth and families, our staff and our community. This package will provide you with more information about our counselling and therapy programs, what to expect, and your rights and responsibilities.

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***Our
Mission:***

***Building
Futures
Together!***





ABOUT KEYSTONE CHILD, YOUTH & FAMILY SERVICES

Keystone Child, Youth & Family Services is a voluntary, not-for-profit organization and the designated Lead Agency for Children's Mental Health in Grey and Bruce Counties.

We offer a wide range of mental health support through Counselling, Prevention and Well-Being programs, short term Live-In Treatment program, Crisis Stabilization, Youth Justice Program, Special Needs programming and Coordinated Access Planning for our community. With a focus on youth and family engagement, we provide compassionate, responsive services for children, youth, and families through customized, multi-disciplinary programming for children and youth ages 0-17.



ACCESSING KEYSTONE'S CHILD AND YOUTH MENTAL HEALTH SERVICES

A formal referral is not necessary to access our services. Families, youth and community partners (doctors, schools, social services etc.) can make a referral to Keystone counselling services. Services are voluntary, private and confidential. Consent will be obtained from all parties prior to beginning counselling services. Any referrals that come through a third-party will need formal consent to service from the family.

Our services are provided through in-person sessions, by telephone or through secure video conferencing. You can request that your counselling sessions be provided in any of these modalities.



Your initial intake to our services provides us with a snapshot of your family and issues that you may be facing. This helps us to understand your unique circumstances better and find the best fit for programs and counsellors for you and your family. Your mental health service journey at Keystone will begin with a Single Session Therapy appointment. Our counsellors will listen and help you take the next step in your journey. All referrals will be assessed for risk and urgency, and appointment times are allocated based on your intake.

Our current business hours are 8:30am- 4:30pm, Monday to Friday. Initial appointments will be booked during business hours, and you will be able to set up a schedule for future appointments with your counsellor/worker.



ONE STOP TALK/PARLONS MAINTENANT

One Stop Talk/Parlons maintenant (OST/PM) offers **free** virtual counselling services and seamless entry into child and youth mental health services across Ontario. The program serves as a single access point to mental health services for children and youth ages 0-17, connecting them with registered and experienced therapists across the province. Our agency's therapists and an integrated network of province-wide infant, child, and youth mental health agencies support this program. OST/PM provides immediate access to free therapy with no prior booking or appointment required and acts as an entry to our services at Keystone.

Who can contact One Stop Talk?

- Children and youth (aged 0-17 years) located in Ontario
- Parents and caregivers located in Ontario are recommended to access the service with their child(ren)

Hours available:

Monday - Friday: 12PM - 8PM

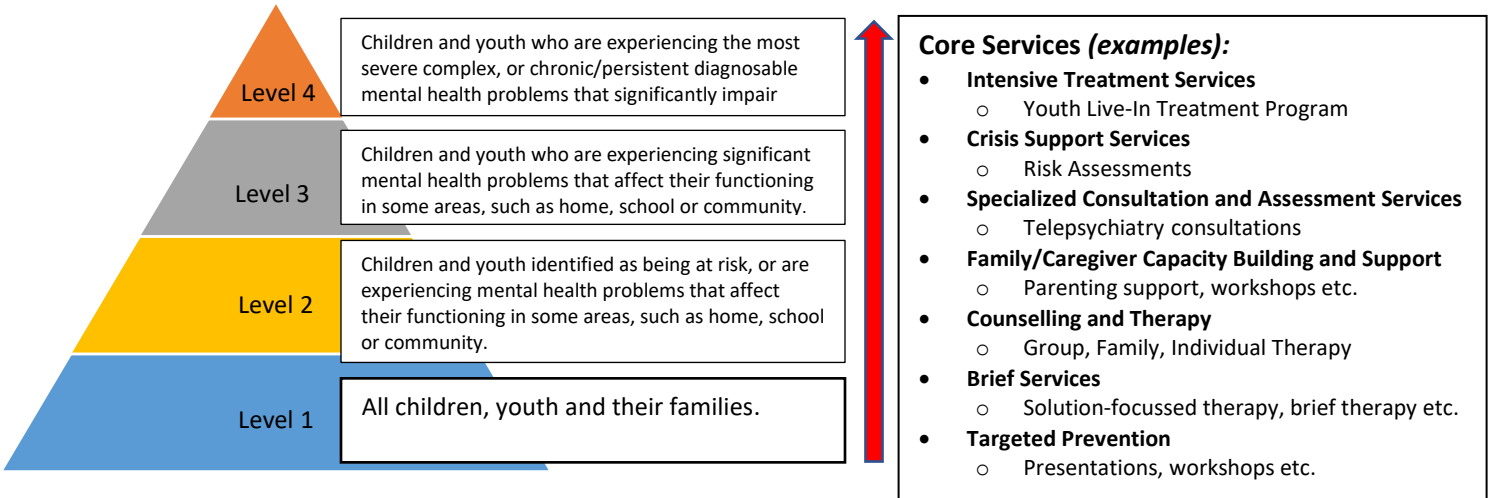
Saturday: 12PM - 4PM

To connect with a therapist, visit <https://onestoptalk.ca/> or call 1-855-416-8255/TALK.

*If you experience any barriers in accessing our services,
our staff will work with you to find solutions!*

OUR CHILD AND YOUTH MENTAL HEALTH SERVICES

Keystone provides a full range of treatment and services, from prevention and early intervention to more intensive services and crisis interventions. Our services are structured within the Ministry’s guidelines for Child and Youth Mental Health (CYMH) core services, which include:



WHAT TO EXPECT WITHIN OUR COUNSELLING PROGRAMS

Reaching out and accepting help can be frightening and stressful in the beginning. It is important to know that our counselling services are free, confidential and a safe space where you can talk to a trained clinician who is there to help and wants to see you succeed. Here is what you can expect in our counselling programs:



A Safe, Inclusive Environment

Our agency makes every effort to be fully inclusive and will work closely with you to tailor our services to your unique needs. Our services and individualized treatment plans are built by listening and learning about your strengths and goals, while respecting culture, family, language, and community. *Please let us know if you need accommodation and/or if you need services delivered in a language other than English.*

We take health and safety seriously for our families and our staff. We follow all public health directions to ensure we are maintaining a safe environment. Hand sanitizing stations, facemasks and other personal protective equipment is available for use within our locations. Keystone strives to be a scent-free facility to support improved air quality within our buildings. Please refrain from using harsh fragrances in your sessions.

Building Futures Together!



Skilled and Trained Clinicians and Staff

Our multidisciplinary team of professionals are dedicated to their work and want to see you and your family achieve success. Our staff have specialized training in child and youth mental health and the evidence-based interventions and therapies that lead to more successful outcomes.

Relationships built on trust and communication

Our staff work hard to build relationships based on two-way communication and trust. Engaging youth and families in the development of their goals and treatment plans is important to ensure that we are meeting expectations and working towards building brighter futures.



Accessibility

Keystone is committed to developing policies, practices, and procedures that provide accessible quality services to clients and their families. We believe in inclusion, integration and equal opportunity for all. You can view our accessibility policy here: <https://www.keystonebrucegrey.org/about-us/accessibility/>

Collaboration and Partnership



Keystone uses a collaborative, holistic approach to supporting families. This puts you and your family in the centre of all decision making, an active partner in your care. This also includes working with other organizations to provide better wraparound care for your family. We work closely with schools, family doctors, pediatricians, and other community support systems. We will work closely with a family to assess their needs and refer to appropriate services if needed.

Keystone also provides pathways to more intensive services, such as, short-term intensive services at our Youth Live-In Treatment Program and supporting coordination of additional assessments and/or consultations. Should it be determined that you need to access these additional supports, your counsellor will provide coordination and case management.

“Thank you for all of the support and helping my son be successful” - family member.

RESPECT, PRIVACY AND CONFIDENTIALITY

Everyone has a responsibility to respect the rights of others and to treat others as they wish to be treated. As a safe space for all, Keystone does not tolerate inappropriate, intimidating, threatening, aggressive or bullying behaviors expressed either verbally or physically within our programs.

Privacy Policy

Keystone takes privacy very seriously and is committed to protecting the safety, trust and privacy of its staff, youth and families. All of our services are confidential. We recognize that maintaining this trust requires that we be transparent and accountable in how we treat the information that you share with us.



All Keystone programs follow the privacy principles as outlined in the [Personal Health Information Protection Act \(PHIPA\)](#). These include many safeguards put in place to protect your information. We only collect and use information necessary for the purpose of providing the agreed upon service.

No information will be shared without your informed consent. A consent is a verbal or written permission allowing us to ask/or share information with other organizations or individuals. ***Informed consent*** means that we have fully explained to you in plain language, and in a way that is understandable to you, what information will be shared. If you do not understand the information that is being shared, please ask for clarification. It is our job to help you understand.

We will not disclose your information to any third party without consent except where required by law through court orders and subpoenas, where failure to do so might result in serious injury of self or others, or where there is knowledge or suspicion of child abuse. As a child and youth agency, we have a duty to report any suspected neglect or abuse under the Child and Family Services Act. We have a requirement to report any serious occurrences that your youth may be involved in to the Ministry. You will be informed immediately should this occur.

All youth and families within our programs have the right to speak to our Privacy Officer and to request their records if needed. For more information on our Privacy Policies, please visit: <https://www.keystonebrucegrey.org/about-us/privacy>

Informed Consent for Service

Keystone programs are voluntary. We require your consent prior to receiving services. In order to make an informed decision about whether services are right for you/your child, we will make you aware of the services you qualify for, the known risks and benefits and any information that may impact service.

Our practice at Keystone is to encourage parent/caregiver involvement as much as possible, we also recognize that youth 12 years of age and older have a right to private and confidential counselling. A youth can make service and privacy decisions and can request and receive services without a

parent/guardian's consent or involvement. Where the youth may be at risk, or needing intensive services, parental/guardians' involvement will be encouraged/sought.

WHAT CAN I DO TO PREPARE FOR MY SESSIONS?

Here are some things that you can do to help you prepare for your counselling appointments:

- Come in with an open-mind. It can be intimidating opening up and talking to a stranger. Be open to getting to know your counsellor and building a trustful relationship. Your counsellor is there to help you meet your goals!
- Consider notifying your family doctor or health practitioner that you are receiving counselling services. It is helpful to keep them aware of the progress you are making for both your mental and physical health. Our counsellors can also provide you with a letter that you can take to your family doctor to keep them informed if requested.
- Ask Questions! Don't be afraid to ask questions before or during your appointments. There are no wrong questions in therapy. Your counsellor doesn't always have the answers, but will work with you to overcome any obstacles.
- Let us know what your needs are so we can accommodate to make your sessions easier. Please identify if you have religious or cultural needs, accessibility requirements, or transportation barriers etc. We will work with you to overcome any barriers to service.



WHAT IF I NEED TO CANCEL AN APPOINTMENT OR DON'T ATTEND MY SCHEDULED APPOINTMENTS



If you are unable to attend a scheduled appointment, please call ahead to cancel with as much notice as possible. At Keystone Child, Youth & Family Services, we recognize that life can be busy and plans can become disrupted at very short notice. We also recognize that there can be barriers that might make attending appointments more difficult. We would like to be sensitive to those realities while also maintaining our responsibility to those families in Grey and Bruce County who may be waiting to access our service. We hope that this practice balances meeting the needs of everyone in our community.

If you meet either of the following 2 criteria:

- a) do not present for 2 consecutive appointments and do not notify Keystone of the cancellation or;*
- b) cancel 3 consecutive appointments;*

your worker will send you a letter in the hopes of finding a way that Keystone can support you in actively accessing our services. We hope that you respond to the letter and that we can come up with some creative solutions together. If you do not respond within 2 weeks, we will deactivate your file. If

your file is deactivated, please know that we would be happy to provide services in the future and we would welcome you back at any time.

Service Disruptions



There may be times when we experience service disruptions or when our staff need to cancel an appointment. This may be due to power outages, inclement weather, technology failures, staff or family illness or conflicting schedules. If this should happen, your counsellor will reach out to you to reschedule. They will try to provide as much advance notice as possible. Whenever possible, we will try to post any organizational service disruption notices on our website and social media pages.

YOUR RIGHTS AND RESPONSIBILITIES

We believe everyone receiving services has rights and responsibilities and it is up to all of us to work together.

Your rights include the right to:

- Be informed, know and understand your rights.
- Be treated with dignity, respect, honesty and integrity.
- Receive safe and effective services.
- Be treated fairly regardless of your age, race, culture, ethnicity, sex, religion, gender identity and/or sexual orientation.
- Be active and involved in decision-making and the services you receive.
- Have your personal health information kept private and confidential.
- Participate in assessment, treatment planning and setting of goals.
- To withdraw from services at any time.
- To raise concerns, offer feedback or submit a complaint about the quality of service.
- Refuse service or refuse to have certain people or staff involved in your services.
- To review your file with your/your child's clinician and be informed about how that information is used.

Your responsibilities include:

- Actively participating in services and meetings involving you or your family.
- Respect the privacy of others, including their right to confidentiality when participating in group sessions.
- Identify any barriers or accommodations that you may require to participate in services.
- Inform our staff if you feel that a service is not meeting your needs.
- Attend scheduled appointments and notify if you are unable to attend or need to reschedule in a timely manner.
- To treat staff, students and volunteers of Keystone with dignity and respect.



WHAT IF I HAVE A COMPLAINT?

Keystone strives to provide the highest quality service. If, however, you have a question or concern, we encourage you to identify the issue so that we can work with you to resolve it. Our staff are highly trained professionals; however, there may be times when you and our staff disagree about something. We respect that people have a right to express their opinions in the form of a complaint and have that problem sorted out.

If you feel a complaint is warranted, we ask that you try to resolve the issue with that staff. If you cannot resolve the problem directly with the worker, please speak to the employee's supervisor. You can access the employee's supervisor by calling our main office at 519-371-4773. You may also choose to submit a formal complaint in writing, using our complaint form.

Office of the Ontario Ombudsman

The Ontario Ombudsman is an independent and impartial Officer of the Legislature who resolves complaints about government and public sector bodies, including agencies such as Keystone, school boards, youth justice and the child welfare sector. Youth and families have the right contact the Office of the Ontario Ombudsman if you are not satisfied with the complaint procedure of the Keystone Child, Youth & Family Services, or if you were unhappy with the resolution.

The Office of the Ontario Ombudsman can be reached at:

483 Bay Street
10th floor, South Tower
Toronto, ON M5G 2C9

Telephone: 416-325-5669
Email: cy-ej@ombudsman.on.ca
<https://www.ombudsman.on.ca/home>

HOW CAN I PROVIDE FEEDBACK OR VOLUNTEER WITH KEYSTONE?

We want to hear from our youth and families! Your voice, suggestions and feedback can help us shape our programs and services. Youth and families are encouraged to lend their voice in multiple ways:



- *Surveys*- Keystone uses multiple surveys to learn the effectiveness of our programs, services and our workshops. Surveys are typically sent via an online link, or using a paper copy.
- *Ontario Perception of Care (OPOC)*- Keystone uses the Ontario Perception of Care (OPOC) tool to help us gauge the quality of our services and to support continuous improvement.
- *Youth, Family & Indigenous Advisories*- Keystone relies on the voice of lived-experience to help us grow and improve our programs.
- *Board of Directors*- Our Board of Directors is volunteer run and helps to provide strategic direction for our organization.



KEYSTONE CHILD, YOUTH & FAMILY SERVICES

COUNSELLING PROGRAMS

If you have a question, concern, feedback or would like to learn more about our volunteer opportunities, please connect with us using our [contact form](#) on our website.

CONTACT US

Keystone Child, Youth & Family Services- Main Office



Address: 1793 3rd Avenue West
Owen Sound, Ontario N4K 6Y2



Phone: 519-371-4773 or 1-800-567-2384

David Willis

President & CEO

Co-Chair – Provincial Lead Agency Consortium & One Stop Talk

Cathy Clarke

Vice President of Programs and Services



Keystone Child, Youth & Family Services- Hanover Office



Address: 600 16th Ave.
Hanover, Ontario N4N 0A5



Phone: 519-371-4773 or 1-800-567-2384



Find us online: www.keystonebrucegrey.org



[@KeystoneCYFS](#)



[@KeystoneCYFS](#)



[@keystonecounsellingbrucegrey](#) [@keystoneyouth](#)

Find additional community-based resources for your family:



Ontario

[211](#) is Canada’s primary source of information for government and community-based, health and social services. The free and confidential service can be accessed 24 hours a day, in more than 150 languages, by phone, chat, text, and web. 211 helps connect people to the right information and services, making their pathway to care and resources a guided and trusted one.

211 is available by phone, chat, website, and text in different regions – dial 2-1-1 to connect to community services or visit: <https://211ontario.ca/>

www.keystonebrucegrey.org