



THE COMMUNITY CLINIC

AT THE GEORGE HULL CENTRE

Who should come to this service?

- Children aged **0-17** who are experiencing social, emotional or behavioural difficulties and their families. Often, these challenges are getting in the way of children experiencing success in their daily lives.
- The service is available to families who live in **Etobicoke**.
- Consultation, assessment and individual, family and group treatment outpatient services are provided.
- There is no cost for our services, except for some of our groups. Group fees may be waived or reduced if needed.

When and for how long is treatment?

- **Consultation Interviews**

Consultation Interviews generally consist of 1 session, but may take up to 3 sessions. This is a chance to meet with your child and your family and hear your concerns and hopes. Together with the clinician, you will talk about which services at the Centre (or in the community) may be helpful.

- **Individual, Family & Group Treatment**

We generally expect that after the initial assessment, you and your clinician will jointly come up with a plan of service that will include some focused goals, number of sessions, and how frequently we will meet. We may also recommend groups at George Hull or in the community. Family and individual counselling is generally offered for up to 6 months. Brief counselling is up to 8 sessions. Appointments are 50 minutes in length.

What should I know?

Please read our **Client Information Booklet** for detailed information regarding our services and your rights as clients at the centre. This pamphlet is intended to help supplement and provide some additional information.

As a client of the centre, you will be assigned a **Service Coordinator**, who is your key point person.

*Note that our counselling services are voluntary and you have the right to refuse any recommended services and to terminate counselling whenever you wish. GHC recognizes and accommodates cultural and faith based practices.

The George Hull Centre values and respects the rights, privacy and diversity of clients. The centre expects that staff, trainees, volunteers and clients will be treated with respect. We do not tolerate aggression, harassment or discrimination. Our policies reflect our commitment to participating in respectful interactions and engaging in processes to promote healing and establish a safe and inclusive environment for our team members, clients and families.

What are the risks and benefits of counselling?

In our meetings together, we may talk about sensitive topics that may result in strong emotions. Our hope is to eventually move through these to help your child and your family. You have been provided with a list of possible risks and benefits and your clinician will discuss these with you.

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What if I *cannot* attend?

Many families want and need our services. Treatment will be offered when your name comes to the top of the waitlist. If you wish to defer treatment at that time and stay on the waitlist, we can accommodate this request, but your name will be moved to the end of the waitlist.

When receiving service, if you cannot keep your appointment, please notify us at least **48 hours in advance**.

***Missing 2 or more appointments without notice, and repeated cancellations, may result in your counselling file being closed. If you are late, your appointment will still end at the originally scheduled time. Meeting your goals will be more likely if you participate actively and consistently.**

Does The George Hull Centre keep records ?

Yes. The clinician takes notes at every session and these become part of the file at the Centre along with any reports we are required to write or which we receive. Keeping a record helps us to keep track of the services we provide and also means that you do not have to repeat the same information if you come back again. We do not write reports for the purposes of court proceedings or custody and access issues.

The file is kept in the child's name and the child (along with anyone the child authorizes) generally has a right to access the file and may arrange this with the clinician. Information provided by the parent may also go in the file.

Will the sessions be confidential?

Yes, the information you provide is confidential and will not be released without your written informed consent. There are exceptions to this:

1. We must obey subpoenas and court orders.
2. We are obligated by law to report suspected child abuse and neglect to Children's Aid.
3. If there is a risk of harm to self or others, we share this information with people needed to ensure safety, such as other doctors and/or the police.
4. If a child has been involved with CAS in the last year and the child experiences serious bodily harm, we have a legal duty to report to the Office of the Provincial Advocate for Children and Youth.
5. If we hear that a health practitioner abuses a patient, we have to notify appropriate authorities.

If your clinician needs to break confidentiality, they will try to discuss it with you first, but this may not always be possible.

At the George Hull Centre, we work as a multidisciplinary team and some information from your counselling sessions will be shared with other members of your team to provide you with the best service possible.

Can I attend again in the future?

Sometimes families will meet intensively at a certain stage in their child's life and then return from time to time for a few sessions in order to address specific issues. For up to 6 months after service has ended, clients are able to attend for one or two Booster sessions by calling their Service Coordinator. After that, families may call Intake and initiate a new referral as needed.