

## **The York Centre for Children, Youth & Families**

### **Our Partnership with You**

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When you become involved with our agency, a partnership is developed between you as the primary caregiver, the child/youth in need of our services, and The York Centre staff treatment team. Where warranted, other family members may also be included. Our agency takes the position that this partnership is vital for a successful treatment outcome.

You become a member of our multi-disciplinary team who work together to achieve the goals set to help your child/youth and family. This partnership commences at the assessment phase of our services. A qualified treatment team member meets with you and your child and, if possible, other family members, to gather information to conduct an assessment and work with you to develop a treatment plan. This includes a discussion of problem areas where intervention is desired or warranted and your family's strengths and/or skills that can be used to assist in the treatment process. Goals and services are established together with you. Evaluations of goal attainment are done periodically in treatment team meetings that will include you as our partner.

Additionally, regular meetings and contact with team members is required. Treatment may involve individual/family/marital/parenting sessions and/or group work, etc. Psychological, psychiatric, speech-language and other testing and/or assessments that may help you, your family, and our agency increase understanding of your child may also be required. These treatment components will be set out in the above-mentioned treatment plan or you will be notified when the opportunity presents itself. We will try to accommodate your schedule.

The York Centre is committed to providing culturally responsive services. This is reflected in your family's treatment plan and adaptations are made to the program and family counseling activities. Within the day treatment programs, multi-cultural activities are implemented to promote knowledge, acceptance and understanding of the diversity within the group. We are committed to the maintenance of a staffing group who reflect the ethnic profile of York Region and network with existing ethnic groups or organizations to assist in the development of effective and culturally appropriate service delivery.

Information concerning you and your family, and your involvement with The York Centre, is contained in a clinical file at the Centre. These clinical files contain reports received from community service providers, such as schools, physicians, other treatment services; consent forms you have signed; our clinical reports and any correspondence we have sent or received during the treatment of your child. These records are kept confidential. Information can only be released to, and/or received from, outside sources, such as agencies, schools, professionals, etc., with your authorization. Moreover, you are entitled to read reports of The York Centre that pertain to your child/youth and/or your family, and to receive copies of certain reports, such as psychological or speech and language assessments, once you have met with the writer of these reports. Clients

must be a minimum of 16 years old to obtain access to our agency's reports that pertain to them.

We welcome any questions or concerns you have regarding our agency, and the services you are or will be receiving. If at any time you have any concerns or complaints about the services you or your child is receiving, please follow these steps: you can start by speaking specifically with an individual member of the team or you can request a Treatment Concern meeting or express your concerns at the regular review meeting. If you are not satisfied with that process, you can speak to a supervisor or the Clinical Director, or if you feel it is still not resolved you can speak to or write a letter to the Executive Director. Finally, if this is still not resolved to your satisfaction you can make a written request to the MCYS Program Supervisor who may conduct a review to reach resolution.

(Note: MCYS refers to the Ministry of Children and Youth Services)

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