

# Journey to Wellness

Your Guide to Support and Healing



# Table of Contents

Introduction	01
Our Approach	02
Our Values	03
Our Commitment	05
Why Therapy May Be Right for You	06
Types of Counseling Services	07
What to Expect at Your First Session	10
Client Bill of Rights and Responsibilities	13
Rates, Policies, and Affordability	16
Psychotherapy Without Medication	18
Therapy Modalities and Approaches	22
Confidentiality, Privacy, and Consent	24
Emergency Support and Resources	27
Contact Information	30



# Welcome to Cornerstone Family Counselling Services

## Welcome to a Safe Space

Taking the first step toward seeking support is an act of courage, and we deeply honor that. Choosing to care for your mental health is a powerful commitment to yourself and your well-being.

You are not alone in this journey. At Cornerstone, we are here to provide a safe and compassionate space where you can share your story, explore your emotions, and begin your path toward healing.



*Many of our clients share how daunting it felt to take that first step. But over time, they discovered the strength they didn't realize they had—and we're here to help you uncover yours too.*

## Get to Know Us

We're so glad you're here and taking this step toward healing and self-discovery. At Cornerstone Family Counselling Services, we believe mental health is a deeply personal journey, one that no one should have to navigate alone. Our team is built on a foundation of compassion, professionalism, and faith-centered care. We welcome individuals and families from all walks of life, providing a nurturing space where everyone is valued and respected.

*Let's take this journey together. We are so glad you're here.*

# Our Approach

02



Our approach is simple: we're here to offer a listening ear, skilled guidance, and heartfelt support. Every person who walks through our doors is unique, and we honour that by creating a space where you feel valued, understood, and empowered to take the next step forward.

## Our Mission

To Empower Individuals and Communities Through Holistic Healing That Nurtures Mental, Emotional, And Spiritual Well-being.

It is inspired by the words of Jesus: "Come to me, all you who are weary and burdened, and I will give you rest" (Matthew 11:28).

## Our Vision

A Healthy and Inclusive Society where high-quality, affordable, and faith-integrated mental health services are accessible to everyone, ensuring dignity and well-being while fostering healthier and more resilient communities.

We want to cultivate a supportive, nurturing environment that inspires individuals and families to thrive. We dream of a world where mental health is valued, where seeking help is a sign of strength, and where everyone has access to compassionate care rooted in respect and integrity.



At Cornerstone Family Counselling Services, we strive to make our values evident in everything we do. These principles guide how we care for each client and ensure that every interaction fosters trust, respect, and hope.

## Faith-Centered Care

We respect and honor each person's beliefs and preferences, meeting you where you are on your journey. For those who desire it, we offer a Christian perspective, drawing on faith as a source of strength, comfort, and guidance.

## Excellence

We are committed to providing the highest standards of clinical care and professionalism. This means continuously improving our skills, staying informed about best practices, and creating a space where you feel confident in the quality of care you receive.

## Joy & Community

We believe that healing happens best in a welcoming, supportive environment. Our team fosters a sense of belonging where clients and staff alike can connect, find joy, and build meaningful relationships.

## Compassion

Every story matters. We listen without judgment, creating a safe and empathetic space for you to explore your feelings, challenges, and hopes. You can trust that we are here to support you wholeheartedly.

## Accessibility

We are dedicated to making mental health services available to everyone, regardless of financial or social barriers. Whether through sliding-scale fees, online therapy, or partnerships with community resources, we aim to ensure you can access the support you deserve.

## Integrity

Your trust is invaluable to us. We are transparent, honest, and respectful in every aspect of our work. From safeguarding your privacy to delivering ethical care, we honour your story with professionalism and dignity.

## How It Translates to Your Experience:

- **A Safe Space:** You'll always feel respected and valued, whether you seek faith-based care or not.
- **Tailored Support:** Your care plan will reflect your unique needs, goals, and values.
- **Accessible Services:** We strive to remove barriers so that care is within reach for everyone.





# Our Commitment

Our goal is simple: to be a place where you feel supported, understood, and encouraged in your journey toward well-being.

Whether you're seeking help for the first time or continuing your path to healing, Cornerstone Family Counselling Services is here to offer care that honours your faith, your personal story, and your unique needs.

Let us know if we can answer any questions or help make this experience as comfortable and meaningful as possible. We look forward to being part of your journey.

At Cornerstone Family Counselling Services, we believe in holistic healing, honouring each person's unique journey. Our team is made up of licensed professionals who are passionate about supporting individuals and families through therapy, understanding that healing is a collaborative process.



# Why Therapy May Be Right for You

Therapy can be transformative for anyone seeking insight, guidance, or support. It provides a safe, non-judgmental space to explore emotions, deepen self understanding, and strengthen resilience. Whether you're dealing with stress, relationship challenges, anxiety, grief, or other obstacles, therapy offers tools for growth, healing, and strength. Each person's journey is different, and therapy can be a valuable support in navigating life's complexities.

## Specific Benefits of Therapy Can Include:

**Improved Relationships:** Therapy can help you develop healthier communication skills, resolve conflicts and build stronger connections with loved ones.

**Increased Self-Awareness:** Therapy promotes a deeper understanding of your thoughts, feelings, and behaviours, leading to greater self-acceptance and personal growth.

**Better Coping Skills:** Therapy provides practical tools to manage stress, anxiety, and other challenges, equipping you with resilience to face life's ups and downs more effectively.

**Enhanced Emotional Regulation:** Therapy can help you identify and manage your emotions in a healthier way, reducing the impact of negative emotions on your well-being.

**Improved Problem-Solving Skills:** Therapy fosters effective problem-solving strategies, enabling you to approach challenges with confidence and creativity.

**Increased Self-Esteem and Confidence:** Therapy helps you challenge negative self-talk, build self-belief and embrace your strengths.

**Reduced Symptoms of Mental Health Conditions:** Therapy can significantly alleviate symptoms of conditions like anxiety, depression, and PTSD, improving your overall quality of life.



# Types of Counseling Services

At Cornerstone Family Counselling Services, we offer a range of counseling services tailored to support you and your loved ones through life's various challenges. Whether you're seeking personal growth, relationship support, or healing from past experiences, our compassionate team is here to walk with you every step of the way. Below are the types of therapy we offer; each designed to meet unique needs and provide a path toward wellness and resilience.

## Individual Counseling

Our individual counseling services offer a private, safe space for personal exploration. Working one-on-one with a therapist, you'll set personal goals, build new coping strategies, and gain valuable insights about yourself. This is a supportive space for growth and self-reflection, no matter where you are on your journey.

## Couples Counseling

Couples counseling provides an opportunity for partners to strengthen their relationship by working through communication challenges, conflict, and misunderstandings. In a respectful and supportive environment, you and your partner can deepen your connection, understand each other better, and work towards a more fulfilling relationship.

## Christian Counseling

Our Christian counseling services integrate mental health support with a faith-based approach, guided by Christian values. This approach respects each person's spiritual beliefs and offers a therapeutic process that draws on faith for strength and comfort, making it a meaningful option for those seeking counseling rooted in their Christian faith.

## Online Counseling

Online counseling offers flexibility and convenience, allowing you to connect with your therapist remotely. Ideal for those who prefer the comfort of home, have limited access to in-person services, or require a more adaptable approach, online counseling offers the same compassionate care as in-person sessions.

## **Pre-Marital Counseling**

Pre-marital counseling is designed for couples preparing for marriage and looking to build a strong foundation for their future together. Topics include communication skills, conflict resolution, financial planning, and marriage expectations. This counseling provides a safe space to discuss important issues, helping couples establish a strong, healthy, and Christ-centered relationship.

## **Family Counseling**

Family counseling brings family members together to address issues impacting family dynamics. Each member has the opportunity to be heard, with the therapist facilitating understanding, cooperation, and effective communication. Family counseling is particularly valuable for families navigating conflict, transitions, or trauma.

## **Group Therapy**

Group therapy provides a supportive environment where individuals with similar challenges come together to share, learn, and grow. Guided by a therapist, group members connect, encourage one another, and develop new coping skills. Topics may include anxiety, grief, relationship issues, or stress management, and group therapy provides insight and camaraderie with others who understand your experiences.

## **Children and Youth Counseling**

Children and youth counseling is designed to support young people as they navigate their unique challenges, from emotional regulation and social skills to academic and family stress. Tailored to developmental stages, this counseling may involve creative approaches like play therapy or art therapy, creating a safe and engaging space for children and teens to express themselves and learn new coping skills.

## **Trauma Counseling**

Trauma counseling is focused on helping individuals process and recover from traumatic experiences, whether recent or from the past. Trauma can profoundly impact one's emotional, physical, and mental health, and our therapists provide a safe space to process and heal. Through proven therapeutic techniques, trauma counseling can help you regain control, build resilience, and find a renewed sense of safety and hope.



## Grief Counseling

Grief counseling offers compassionate support for those dealing with loss, whether from the death of a loved one, divorce, or other significant life changes. Grieving can be a complex and deeply personal journey, and our therapists offer a space to navigate this process, helping you express emotions, honour memories, and move forward with hope and resilience.

Each of these counseling services is tailored to meet you where you are, whether you're looking for individual growth, healing from past trauma, or finding a path through grief.

Feel free to ask us more about any of these services, and we'll be happy to help you find the best fit for your needs.



# What to Expect at Your First Session

Your first session is all about you—your story, your needs, and your goals. Taking this step is an act of courage, and we're here to make the experience as comfortable and meaningful as possible.

## This session is designed to:

**Get to Know You:** Your therapist will take time to understand what brought you to therapy. This might include exploring your current challenges, experiences, and what you hope to achieve.

**Create a Safe and Trusting Space:** Therapy is most effective when you feel safe and supported. Your therapist will work to build a strong, collaborative foundation with you, ensuring you feel heard and respected.

**Start Your Journey Together:** This is the beginning of a partnership where you and your therapist will work together toward healing, growth, and your personal goals.

## What You Can Expect During the Session

**A Pace That's Right for You:** You're in control of how much you choose to share. There's no pressure to dive too deep right away; we'll meet you where you are.

**Guided Questions:** Your therapist may ask about your current concerns, past experiences, or goals to better understand your story and how best to support you.

**An Open Door for Questions:** This is your chance to ask any questions about the process, your therapist's approach, or anything else that will help you feel more comfortable.

## Our Commitment to You

Your well-being is our priority. We're here to listen, guide, and support you in creating the path that feels right for you. Every journey begins with a single step, and we're honored to take that step with you.

## What You Can Ask Your Therapist

This session is also an opportunity for you to ask any questions you might have, such as:






**Therapeutic Approach:** You can ask about the type of therapy they provide and how it might apply to your situation.

**Confidentiality:** Your therapist will explain how your privacy is protected, but feel free to ask questions to make sure you understand what's kept private and any limitations to confidentiality.

**Session Structure:** Your therapist will guide you through how sessions typically work and answer any questions about what to expect.

If you have specific questions about faith-based aspects of therapy or any particular needs, this is a good time to bring them up.

## Other Helpful Things to Remember for Your First Session

Do's	Don'ts
<ul style="list-style-type: none"> <li data-bbox="113 1581 730 1720">  Come prepared to share at your own pace. You're in control of what you share and when.         </li> <li data-bbox="113 1783 695 1921">  Try to relax and remember that your therapist is here to support you without judgment.         </li> <li data-bbox="113 1984 643 2056">  Ask about anything that feels unclear or unfamiliar.         </li> </ul>	<ul style="list-style-type: none"> <li data-bbox="847 1581 1461 1720">  Feel pressured to discuss anything you're not ready for. The pace of therapy is always up to you.         </li> <li data-bbox="847 1783 1485 1966">  Expect to dive into all the details of your challenges right away. The first session is about laying a foundation and understanding your needs.         </li> </ul>



## The Therapist - Client Relationship

The relationship you develop with your therapist is essential to your therapeutic experience. Therapy works best when you feel safe, respected, and understood. If, after a few sessions, you feel that the connection doesn't feel quite right, it's okay to discuss this with your therapist—they are here to support you in finding the best path forward, even if that means connecting you with another therapist.

## Next Steps After Your First Session

At the end of the first session, your therapist will discuss the next steps and create a plan for moving forward. This may involve setting goals, scheduling future appointments, or discussing any resources that might be helpful. Therapy is a collaborative process, and each session will build on the last as you work toward your goals.



## Client Bill of Rights and Responsibilities

At our clinic, we are committed to providing you with quality mental health care in a safe and respectful environment. Here are some of your rights as a client:

**Confidentiality:** Your privacy is important to us. We will keep your information confidential, except in the following situations:

- There is a serious threat of harm to yourself or others.
- We are required by law to report abuse or neglect.
- You give us written permission to share your information.

For more information on our privacy practices, please refer to our Privacy Policy [cornerstonefamilycounselling.com/privacy-policy](https://cornerstonefamilycounselling.com/privacy-policy).

**Respectful Treatment:** You have the right to be treated with respect and dignity, regardless of your race, ethnicity, religion, sexual orientation, gender identity, or any other factor.

**Choice of Therapist:** You have the right to choose a therapist who you feel comfortable with. We can provide you with information about our therapists to help you make an informed decision. We also offer a 15-minute consultation to help you select the best therapist for your needs. Schedule a consultation. [cornerstonefamilycounselling.com/first-appointment](https://cornerstonefamilycounselling.com/first-appointment)

**Participation in Treatment:** You have the right to participate in your treatment plan and ask questions about your care.

**Termination of Treatment:** You have the right to end treatment at any time.

As a client, you also have some responsibilities:

**Attend Appointments:** Please try your best to attend your scheduled appointments. If you need to cancel, please let us know as soon as possible.

**Be Honest With Your Therapist:** The more honest you are with your therapist, the better they can help you.

**Follow Your Treatment Plan:** Your therapist will develop a treatment plan with you. It is important to follow this plan to the best of your ability.

We are here to support you on your journey to mental wellness. Please do not hesitate to contact us if you have any questions or concerns.

## Consent to Services

Understanding Consent: Consent is a key part of our therapeutic relationship. It means you freely agree to participate in services. Your consent is essential for us to provide you with the best possible care.

### Who Needs to Consent:

- **Adults (18 and older):** As an adult client, must provide your consent.
- **Minors (under 18):**
  - **Children under 16:** A custodial parent or legal guardian must provide consent. If there are separated or divorced parents, both should ideally consent. In joint custody situations, usually one parent can consent, but there may be exceptions based on specific legal requirements.
  - **Adolescents 16 and 17:** These individuals can generally provide their own consent. However, in some cases, parental consent may still be required, depending on specific legal and clinical factors.
  - **Children 8 and older:** While parental consent is typically needed, we believe it's important for children to be willing participants in therapy. We will discuss treatment options with them and seek their verbal agreement to attend sessions.



## Your Rights:

- **You have the right to refuse treatment:** You can withdraw consent at any time, even if you've previously agreed to services.
- **You have the right to ask questions:** If you have any questions or concerns about consent or treatment, please don't hesitate to ask.
- **You have the right to privacy:** We will maintain the confidentiality of your information, as required by law.

**Our Commitment:** We will always strive to obtain your consent in a clear, informed, and respectful manner. If you have any questions or concerns, please discuss them with your therapist.



# Rates, Policies, and Affordability

At Cornerstone Family Counselling Services, we aim to make quality mental health care accessible and manageable. Here's a breakdown of our session fees, policies, and the options available to help make therapy affordable.

## Session Fees

- **Standard Session:** \$150 per 50-60 minutes
- **Extended Session:** \$225 per 80-90 minutes (charged in 30-minute increments)

## Payment

- **Payment in Advance:** Please pay for your session before the scheduled appointment time.
- **Insurance Coverage:** While our services are not covered by OHIP, many extended health insurance plans may cover psychotherapy or social work services. Please check with your benefits provider to confirm your coverage.

## Financial Considerations

We understand that financial constraints can often make accessing mental health services challenging. To ensure support remains accessible, we offer a sliding scale fee structure based on individual circumstances. If you're experiencing financial difficulties, please don't hesitate to reach out—we're here to help explore affordable options that work for you.

## Additional Fees

- **Phone Consultations:** Phone calls exceeding 15 minutes will be charged at our standard session rate of \$150 per 50-60 minutes. (charged in 30-minute increments).
- **Late Payments:** A \$35 late fee will be added to invoices that are overdue by 30 days or more, unless prior arrangements have been made with your therapist.

## **What If I Cannot Make My Appointment?**

We understand that life can be unpredictable. If you need to cancel or reschedule your appointment, please let us know at least 24 hours in advance. This will allow us to offer your appointment time to another client in need.

**If you cancel with less than 24 hours' notice or miss your appointment altogether, you will be charged the full fee for the session.**

By providing ample notice, you help us maintain a smooth schedule and ensure that other clients have the opportunity to receive the care they need.

## **Insurance Claims**

If you have an extended health benefits plan, it may cover part or all of your therapy costs. Please check with your insurance provider whether they cover services by licensed therapists, psychotherapists, or social workers, as coverage can vary. We provide receipts for all sessions, which you can submit for reimbursement.

## **Reduced-Rate Sessions with Interns or Trainees**

We are committed to making mental health services accessible to all. In the future, we may offer reduced-rate sessions with interns or supervised trainee therapists who work under the guidance of our licensed clinicians. These therapists, when available, provide high-quality care at a more affordable rate, helping to ensure access for clients with financial limitations.

## **Community Resources and Referrals**

In cases where we may not be able to meet your financial needs directly, we can connect you with trusted community resources and organizations that offer low-cost or subsidized mental health services. We're well-connected with a network of local and regional providers and can help you find additional support if needed.

We're here to listen, support, and guide you through the options available, so you can focus on what's most important: your journey to mental wellness



## Psychotherapy Without Medication (No Prescription Services)

At Cornerstone Family Counselling Services, we are dedicated to providing high quality psychotherapy services by a team of trained mental health professionals who are either **Registered Psychotherapists (RP) or Registered Psychotherapists (Qualifying) [RP (Q)]**. As a psychotherapy-focused clinic, we do not prescribe medication. If medication becomes part of your treatment plan, we can coordinate with psychiatrists or medical doctors to support those needs.

### Understanding Our Therapists' Qualifications: RP vs. RP (Q)

At Cornerstone Family Counselling Services, our focus is on providing effective and compassionate talk therapy. Our therapists are mental health professionals who are either fully licensed Registered Psychotherapists (RP) or Registered Psychotherapists (Qualifying) [RP(Q)].

### What's the difference between an RP and an RP(Q)?

- **Registered Psychotherapist (RP):** A fully licensed and experienced mental health professional who has completed all necessary training and supervision. They can work independently with clients.
- **Registered Psychotherapist (Qualifying) [RP(Q)]:** A mental health professional who is still in training and working under the supervision of an experienced RP. While they may offer more affordable rates, they are still qualified to provide effective therapy.



## Types of Mental Health Providers: A Quick Overview

It's common to wonder about the roles of different mental health professionals and which one may be best suited to your needs. Here's a brief explanation:

- **Psychotherapist:** Trained in talk therapy methods, psychotherapists help clients explore their feelings, thoughts, and behaviours in a supportive, non-judgmental setting. They do not prescribe medication but focus on therapy as a primary tool for healing.
- **Psychologist:** A psychologist also provides talk therapy and may specialize in assessment, diagnosis, and treatment of various mental health issues. They hold advanced degrees but, like psychotherapists, they do not prescribe medication in Canada.
- **Psychiatrist:** Psychiatrists are medical doctors with specialized training in mental health. They can diagnose mental health conditions, provide psychotherapy, and prescribe medication. We can refer you to a psychiatrist if we determine that medication could be beneficial for your treatment plan.
- **Social Worker:** Social workers in mental health settings provide counselling and connect clients to additional resources, often focusing on community and social support aspects.





## Supervision and Case Consultation

We believe in continuous professional growth and uphold high standards for all therapists, regardless of experience. To ensure the highest quality of care, we:

- **Engage in personal therapy:** This helps us maintain our own well-being and enhances our ability to empathize with clients.
- **Receive regular clinical supervision:** This provides us with expert guidance, feedback, and support to refine our therapeutic skills.
- **Participate in training programs:** We stay current with the latest research and best practices in the field of mental health.
- **Trainee Supervision:** As a training site, we provide weekly supervision to trainees, ensuring they receive quality training and support.

In some cases, we may consult with other professionals to enhance your care. We'll discuss this with you if it's appropriate for your situation. All supervisors and consultants adhere to and follow Cornerstone's confidentiality and privacy policy as regulated by the College of Registered Psychotherapists of Ontario.

## Recording and Monitoring of Sessions

To maintain a high standard of care, we may sometimes record or live-monitor therapy sessions. This can involve a supervisor observing the session in real time or reviewing a recording later.





## Your Choice

You have the right to decide if you want your sessions to be recorded or monitored. If you're comfortable with this, please sign the consent form. If you prefer not to be recorded or monitored, simply let us know, and we will honour your preference.

Please note that any recordings or monitoring will be kept strictly confidential and used solely for training and supervision purposes.

By choosing Cornerstone Family Counselling Services, you're accessing qualified professionals dedicated to guiding you toward wellness through psychotherapy. Whether working with an RP or RP (Q), you'll receive compassionate, skilled care that is tailored to your unique needs.



## Therapy Modalities and Approaches

At Cornerstone Family Counselling Services, we embrace a diverse range of evidence-based therapeutic approaches to meet your unique needs. Each modality is tailored to help you navigate challenges, foster growth, and achieve personal well-being. Below is an overview of the therapeutic methods we offer:

- **Mindfulness-Based Therapy:** This approach helps you focus on the present moment, fostering awareness and reducing stress. Through mindfulness practices, you can develop emotional regulation skills and build resilience.
- **Family Systems Therapy:** By exploring family relationships and dynamics, this method addresses individual and collective concerns. It's particularly effective for improving communication and resolving conflict within families.
- **Internal Family Systems (IFS):** IFS helps you understand the "parts" within yourself, each with its own thoughts and emotions. By fostering harmony among these parts, this approach is especially effective for trauma recovery, self-criticism, and complex emotional challenges.
- **Gottman Method (Couples Counseling):** The Gottman Method is a research-based approach designed to enhance connection and trust in relationships. Focusing on communication, conflict resolution, and emotional intimacy, this method equips couples with tools to strengthen their bond.
- **Eye Movement Desensitization and Reprocessing (EMDR):** EMDR is a structured therapy that helps reprocess traumatic memories using eye movements or other rhythmic stimulation. It's particularly effective for PTSD and trauma-related challenges, enabling clients to move forward with clarity and peace.
- **Dialectical Behavior Therapy (DBT):** DBT focuses on managing intense emotions and building coping skills. With an emphasis on mindfulness, emotion regulation, distress tolerance, and interpersonal effectiveness, DBT is ideal for individuals navigating emotional dysregulation or self-harm tendencies.

- **Emotionally Focused Therapy (EFT):** EFT creates a safe environment for individuals and couples to explore their emotions and deepen connections. It's especially effective for couples, fostering trust, vulnerability, and understanding within the relationship.
- **Attachment-Based Therapy:** This approach examines how early attachment experiences shape current feelings and relationships. By addressing attachment patterns, it helps you cultivate stronger connections and a secure sense of self.
- **Acceptance and Commitment Therapy (ACT):** ACT integrates mindfulness and acceptance techniques to help you embrace difficult emotions while focusing on your core values. This empowering approach is particularly helpful for managing anxiety, depression, and stress while creating a meaningful life.
- **Cognitive Behavioral Therapy (CBT):** CBT is a goal-oriented method that examines how your thoughts influence your feelings and behaviours. By identifying and challenging negative thought patterns, CBT helps you develop healthier ways of thinking and responding to life's challenges.
- **Person-Centered Therapy:** This non-directive approach provides a supportive space for self-exploration. By fostering a compassionate, judgment-free environment, Person-Centered Therapy helps you gain insight and develop greater self-awareness.
- **Solution-Focused Brief Therapy (SFBT):** SFBT emphasizes practical solutions and actionable goals. It's ideal for clients seeking positive change in a shorter timeframe by focusing on strengths and envisioning a brighter future.
- **Psychodynamic Therapy:** Psychodynamic Therapy delves into unconscious feelings and early experiences to uncover the roots of current emotions and behaviours. Through deeper understanding, this approach enables meaningful and lasting change.

Each of these approaches can be customized to align with your preferences and goals. During your initial sessions, you and your therapist will work together to determine the best methods to support your mental health journey.



# Confidentiality, Privacy, and Consent

Your privacy and confidentiality are of utmost importance to us. Here's what you can expect:

## Privacy

We are dedicated to safeguarding your personal information while ensuring that you receive the highest quality of care.

- **How We Use Your Information:** Your personal information, such as your name, contact details, and health history, is collected to provide you with mental health services.
- **Data Protection Measures:** We take reasonable precautions to protect your personal information from unauthorized access, use, or disclosure. However, please be aware that no method of online transmission or electronic storage is entirely secure.
- **Legal Disclosures:** There may be rare circumstances where we are required by law to disclose your personal information, such as to ensure public safety or comply with legal obligations.

For more detailed information about our privacy practices, please review our full [Privacy Policy](#) or ask your therapist for a copy.

## Confidentiality

We understand the importance of privacy and confidentiality in therapy. We are committed to protecting your personal information.

Please note that while we will make every effort to maintain the confidentiality of your information, there may be limited circumstances where we are legally obligated to disclose certain information. These circumstances may include:

- **Imminent Danger to Self or Others:** If we believe you or someone else is in immediate danger of harm.
- **Child Abuse or Neglect:** If we suspect child abuse or neglect.
- **Court Order:** If we are required to disclose information by a court order.

Outside of these situations, we will not disclose any information about you or your treatment without your written consent.

## **Consent**

You have the right to be fully informed about your therapy process, including treatment goals, potential risks and benefits, and alternative treatment options. We will work with you to ensure you understand the process and feel comfortable making informed decisions about your care.

Your informed consent is essential for a collaborative and empowering therapeutic process.

**Understanding the Therapy Process:** You have the right to be fully informed about your therapy, including:

- Treatment goals and strategies.
- Potential risks and benefits.
- Alternative options or approaches.

We aim to ensure you feel confident and comfortable in making decisions about your care.

## Your Rights as a Client:

- **Autonomy:** You have the right to accept, refuse, or discontinue treatment at any time.
- **Second Opinions:** You are welcome to seek additional professional perspectives.
- **Treatment Planning:** We will work collaboratively to tailor a plan that meets your needs and aligns with your values.

Your therapist is available to answer any questions you may have about your rights or our policies to ensure you feel informed and supported throughout your therapeutic journey.

At Cornerstone Family Counselling Services, we prioritize your trust, respect your autonomy, and strive to create a safe and transparent environment for your mental health care.





# Emergency Support and Resources

If you are experiencing a mental health crisis or acute distress, please know that help is available immediately. Here are some options:

## In Case of a Life-Threatening Emergency

**Call 911 immediately.** Emergency responders are equipped to provide life-saving assistance.

## General Distress

- **408-HELP (4357)**

Provides telephone support to individuals in the community who are at risk and their most vulnerable. Trained volunteer responders (with the support of professional staff) connect with callers 24 hours a day, 7 days a week, 365 days a year.

- **GTA:** 416-408-4357
- **Peel:** 905-459-7777

## Halton:

- **Oakville:** 905-849-4541
- **Burlington:** 905-681-1488
- **North Halton:** 905-877-1211
- **Text & Chat:** 647-557-6250 - Not 24/7. Please check <http://search.hipinfo.info/record/BTN2466> for details.

## Community Information 24/7

- Dial 2-1-1 from anywhere in Ontario (translation available)

**Telehealth Ontario:** Provides health advice and information from a registered nurse (service of the Ministry of Health and Long-Term Care, No Ontario Health Insurance required)

- Toll-free 1-866-797-0000
- TTY 1-866-797-0007

### For Adults:

- Canadian Mental Health Association – COAST PROGRAM 1-877-825-9011  
24 hours per day
- Peel - 24-Hour, 7 days per week Immediate crisis outreach and support for individuals aged 16+, who are experiencing a mental health crisis  
905-278-9036  
Toll-Free: 1-888-811-2222
- Oakville Distress Line: 905-849-4541

### For Children and Youth:

- 211 Central Crisis Line - [905-278-9036](tel:905-278-9036) or [1-888-811-2222](tel:1-888-811-2222)
- Peel Children's Aid Society (for children in need of care/protection) - 905-363-6131 or 1-888-700-0996
- ROCK (Reach Out Centre for Kids) 905-878-9785
- Kids Help Phone - provides bilingual free counselling, information and referral on an anonymous basis to children and youth, ages 4-20- 1-800-668-6868

**Sexual Assault and Domestic Violence:**

- Peel Region's Hope 24 7 (24-hour sexual assault crisis line) - 1-800-810-0180
- Halton Women's Place (Crisis line and shelter) 905-332-7892 SAVIS
- Sexual Assault and Violence Intervention Services 905-875-1555
- Briser le Silence (French) 1-877-336-2433
- Native Women's Centre 905-664-1114

**National and Text-Based Resources**

- National Suicide Prevention Lifeline: 9-8-8
- Crisis Text Line: Text HOME to 741741

We are committed to helping you feel safe, supported, and informed. For ongoing care, reach out to us during business hours or consult with your therapist about additional resources.





## Contact Information

**Our office is located at:** Canadian Coptic Centre II, 6341 Mississauga Road, Mississauga, ON L5N 1A5

- Use the driveway on the south side of the building, closest to Kal Tire (the driveway is one-way).
- Drive around the building, following the signs for the Egyptian Museum and Cornerstone Family Counselling Services.
- Ring the buzzer, and you will be let in; our office is just inside the double doors on the right-hand side.

**Phone:** (905) 214-7363

**Fax:** (905) 567-0027

**Email:** [inbox@cfcsnet.ca](mailto:inbox@cfcsnet.ca)

### Hours of Operation:

- **Monday to Thursday:** 9:00 AM to 9:00 PM
- **Friday:** 9:00 AM to 5:00 PM

**Telephone calls:** We aim to return calls within 24 hours. Calls after 8:30 PM may be addressed the following day. Please ensure that we have your current contact numbers on file.

**Emergency:** If you have an emergency, please contact one or more of the appropriate agencies listed in the Emergency Support and Resources section. It is unlikely that we will respond to calls made after 8:30 PM until the next day.



## Contact Information



### Email

[inbox@cfcsnet.ca](mailto:inbox@cfcsnet.ca)



### Website

[cornerstonefamilycounselling.com](http://cornerstonefamilycounselling.com)



### Phone

(905) 214-7363



### Address

Canadian Coptic Centre II  
6341 Mississauga Road,  
Mississauga, ON, L5N 1A5