

### Confidentiality: Use and Disclosure of Personal Information

Personal information is collected to help us plan together for services that will best meet your needs. Your personal information is considered highly confidential and is shared with other professional individuals or organizations only with your written permission. Exceptions to this policy occur if: we receive a court subpoena to share information; when there is a threat of harm to you, your child, or others; or when there is concern that your child may be or has been abused. In the latter case, we are required by law to make a report to a child welfare agency, such as Children's Aid Society.

Your personal information is kept in a secure and locked location. Electronic data is protected with the use of computer passwords or encryption. You have the right to access this information, and we will ensure that you routinely receive copies of our reports at no cost to you.

As an accredited and licensed agency we undergo regular evaluations. Under these conditions, personnel from the reviewing agency will need access to our records. Reviewers sign confidentiality agreements and do not remove any information from the agency or disclose anything they learn.

Should you require more information on privacy or personal information protection or wish to review your file, please contact your worker, or the CDI Chief Privacy Officer at 416-603-1827, ext. 2290. If you need further information or are not satisfied with how we addressed your questions or concerns, you may also contact the Office of the Information and Privacy Commissioner of Ontario at 1-800-387-0073 or [www.ipc.on.ca](http://www.ipc.on.ca).

### Client Complaints

CDI takes all concerns and issues you raise seriously and will endeavour to address them as quickly as possible. You and your child are encouraged to express and resolve concerns or issues about services with your worker. If you believe that your concerns have not been adequately addressed with your worker, you can:

- Speak to the manager of the program, who will consult with their director. If resolution does not occur at this stage, you may contact the Chief Executive Officer. The program manager will provide you with the Chief Executive Officer's contact information, at your request.
- You may also contact the Advocacy Officer of the Ministry of Community and Social Services and Ministry of Children and Youth Services at 416-325-5669 to address any concerns or issues you may have with CDI.



## Information for Parents/Guardians

In this information sheet you will find descriptions of key standards that guide our work at Child Development Institute (CDI). As you begin to work with us, you may have questions about our services. We encourage you to discuss your questions and concerns with your worker.

**My worker's name:**

**Phone number and extension:**

**Supervisor's name:**

**Phone number and extension:**

### About Child Development Institute

CDI offers a range of programs and services to meet the needs of children, youth and families, including:

#### Early Intervention

##### *Child and Family Programs*

Intensive Community and Home Services  
Family and Community Counselling  
Anxiety Programs

##### *Child Care Consultation and Support Programs*

Child Care Consultation Services  
Intensive Resource Support in Child Care

##### *School-Based Programs*

Start Right Social Skills  
School Treatment Program  
SNAP® for Schools  
ACT & ADAPT  
FRIENDS for Life

##### *SNAP® (Stop Now And Plan)*

SNAP Boys  
SNAP Girls  
SNAP Youth Outreach  
Camp Wimodausis

#### Family Violence Services

##### *Group Programs*

Here to Help  
Mothers in Mind  
Transitions

##### *Shelter Services*

Shelters Program  
School Liaison Program  
Taste of Home

*Central Agencies Sexual Abuse Treatment (CASAT)*

#### The Integra Program

Community Education and Engagement Program  
Individual Therapy and Counselling  
Parent and Family Therapy and Counselling  
Triple P Positive Parenting Program  
Social Competence Groups for Children & Youth  
Camp Towhee  
Integra Mindfulness Martial Arts  
Integra Young Warriors

#### Healthy Child Development

Five licensed, not-for-profit early learning (child care) centres in the City of Toronto

#### Research and Evaluation

Centre for Children Committing Offences

For a full description of CDI's programs and services, please ask for our program directory or visit

[www.childdevelop.ca](http://www.childdevelop.ca).

### **Parental/Guardian Involvement**

The professional skills of our staff can complement but do not replace a parent's/guardian's knowledge of their child. As a result, we work in close partnership with parents/guardians and will involve you in all aspects of planning and decision-making. We will respect your opinions, views and cultural and spiritual beliefs when setting goals and planning ways to achieve those goals. We are committed to providing services that are respectful of racial, cultural, religious, ethnic and linguistic diversity, as well as sexual orientation, age, gender and family differences.

### **Rights & Responsibilities**

The following information will help you understand what you can expect from us, and what we expect from families using our services.

#### You can expect us to:

- Respond to your initial call within two (2) business days.
- Ensure that you have the name of your worker once you have made a telephone inquiry.
- Conduct your intake in person or by phone and advise you of the next steps in the process. If a waiting list exists, we will inform you of the anticipated waiting period for services. If appropriate, we will assist with referrals to other services.
- Offer you and your family various program options in a culturally-sensitive manner.
- Listen to your concerns and work with the local system of services to help you address your family's needs.
- Let you know in advance when we need to cancel an appointment and, whenever possible, provide at least 24 hours' notice before the meeting.

#### We expect you to:

- Keep scheduled appointments or cancel at least 24 hours in advance, whenever possible.
- Participate in the intervention planning process with your worker to determine which services your family needs.
- Inform your worker if you intend to end services and try to plan this with us in advance.
- Inform CDI if your phone number or address changes.
- Respond to requests to complete questionnaires to help us ensure the most effective and appropriate services for your family. Note: Refusal to complete these questionnaires will not jeopardize your child or family's current or future involvement with CDI.

### **Benefits and Risks**

There are many possible benefits to working with CDI. We will help you to:

- Define family and/or child goals.
- Find ways to achieve goals, enhance skills and abilities, and improve relationships.
- Gain a better understanding of your child's personality and development.
- Connect with other community services you think will be helpful for you and your family.
- Communicate with staff at your child's school or daycare.
- Learn and practise parenting strategies that will work for you and your family.

At CDI, you will receive specialized child assessments to assist with service planning. You will have a safe place to talk about painful events that have affected your family. At CDI, you will understand that you are not alone. There is no blaming or judging from staff or from other parents/guardians.

Parents/Guardians may naturally have uncertainties and concerns, such as:

- Discussing parenting issues, such as the way you discipline your child, that might be distressing.
- Others viewing your family differently because you are seeking professional help.
- Your child possibly learning and copying behaviours other children display while participating in a group program.
- Recognizing that conflict between you and your child could get worse before it gets better.
- Finding it difficult to share painful events.
- Finding it difficult to reveal problems before you get to know your worker.
- Recognizing that change is often slow and challenging.

Please discuss your concerns with your worker. This is a partnership, and we want to ensure that your participation in our programs meets your needs.

### **Service Evaluation and Client Feedback**

Our services are expected to meet the highest standards of quality and excellence and are routinely reviewed by external bodies, such as the Canadian Centre for Accreditation's accreditation process. City-funded services are also reviewed by Toronto Children's Services. CDI is a member agency of the United Way of Greater Toronto and meets their performance standards.

We value your thoughts about our services. Always feel free to ask questions and give feedback about your experience. We aim to be responsive to your feedback so that we can continue to improve our services. When you and your family have finished your involvement with CDI, we may ask you to answer some questions about the quality of our services. We also routinely ask for feedback from agencies that refer clients to us for services.

### **Emergency Services**

Should your family require emergency assistance at any time, please contact your local hospital, police service or child welfare agency.

### **Ending Services**

You can end services at any time. When you decide you are ready to end services, we can plan the next steps together, including any follow-up programs that are of interest to your family. If appropriate, we will work with you to find other services that meet your needs.

### **Missed Appointments**

If you miss a scheduled session, we will discuss with you any problems that might be making it difficult for you to participate. While the number of missed appointments varies by program, if you miss consecutive appointments without prior discussion, and we are unable to contact you, we will assume that you are not interested in further contact with CDI. Be assured that we will be pleased to have you reconnect with us at any time.