

# Introduction to EveryMind

Information for  
New Clients

Revised March 2025





Welcome to EveryMind! We are looking forward to getting to know you and working with you to develop a plan that will lead to positive change for you and your family. As a first step, we thought it would be helpful for you to know a little more about us.

### **Who We Are**

EveryMind is an accredited child and youth mental health agency offering a wide variety of high quality services for infants, children, youth, young adults (up to age 25), and their families/caregivers, who are experiencing difficulties with their feelings, relationships or behaviour.

### **About Our Services**

- All of EveryMind's services are confidential, voluntary and free of charge.
- Your involvement with EveryMind is confidential. Information about you or your family will only be shared with the EveryMind staff who provide or assist in providing you with mental health care. Information will not be shared with others without your permission, except in certain situations where we are obligated by law to disclose the information (e.g., situations of abuse of children under 16 must be reported to the Children's Aid Society).
- Your participation is voluntary. The decision to work with us is yours to make. We will help you with that decision by providing you with information about the services we offer.
- Young people 12 years of age or older can receive confidential counselling on their own without consent from their parent(s)/caregiver(s).
- All of our services are guided by the Child, Youth and Family Services Act. More information about the Act can be found on the Government of Ontario's website: <http://www.children.gov.on.ca/htdocs/English/professionals/childwelfare/modern-legislation.aspx>

### **Our Services/Program Areas**

EveryMind offers many types of services and programs, such as:

- Educational and Therapeutic Groups and Workshops
- Tangerine Walk-In/Phone Consultations
- Counselling and Therapy Services
- Child Development Support Services
- Specialized Consultations/Assessments
- Crisis Support Services & Respite
- In-Home, Day and Out-of-Home Intensive Treatment Services
- Wraparound, Case Management and Service Coordination



EveryMind delivers services in multiple locations based on your needs and goals. We offer video and telephone counselling, as well as in-person meetings in our office or your home, school and/or community.

### **Our Staff**

EveryMind staff are a team of highly skilled and dedicated professionals from many different educational and cultural backgrounds. Together we bring a broad range of specialized clinical expertise and experience to work with you to meet your unique needs.

### **Our Service Areas of Focus:**

EveryMind is pleased to offer expertise in child and youth mental health in areas such as:

- Infant, child and youth development
- Attachment, parent/child/family relationships
- Trauma and grief
- Mood – e.g., anxiety, depression
- Social skills and challenges with friendships/relationships
- Bullying
- Managing difficult behaviours
- Parenting
- Difficulties with school and school avoidance
- Drug or alcohol use
- Struggles with online gaming, computer use and social media
- Self-harm and suicide

### **What's Next?**

EveryMind staff will work with you and your family to get a good understanding of your issues and needs, as well as explore possible solutions and the strengths and resources you may already have to support your goals.

This will lead to the development of a plan of action unique to you and your circumstances. In addition to your needs, the plan considers many factors, including your family, your background and culture, and your community. The plan will help you identify strengths that you can build on and other positive things in your life.

To help you reach your goals, your plan also coordinates appropriate supports from a range of services and areas of expertise, such as individual and group work, and/or specialized consultation/assessment services, such as psychology or psychiatry. The plan could also include the use of interpreters, if that makes sense for you and your family.

You and your family will work together with us. You will continue to participate actively in the process through regular reviews of your plan, see how it is progressing and discuss any changes that may be needed over time.



## **Safety Planning**

Safety is always a priority at EveryMind. Our staff will work with you and your family to help identify any safety concerns and work with you to develop a plan to support safety. Our Crisis Response Team is available anytime 24 hours a day, 7 days a week to help support with strategies and can be reached by calling (905) 278-9036 and pressing 1 at the prompt to be connected directly with someone from the EveryMind team.

Knowing that suicide is the second leading cause of death for young people ages 10-24 years in Canada, EveryMind staff are trained and will ask questions about suicide to assess risk because we care about your safety. You can find out more about the tool we use and why we ask in our efforts to prevent suicide by clicking here: [Columbia Suicide Severity Rating Scale](#).

## **How We Take Care of Your Personal Health Information**

Your clinical record, held by EveryMind, contains the documentation of our work together. Any information we collect from you, any plans we develop together, along with any documents you have authorized to be provided to us, become part of the clinical record.

Your clinical record is a confidential file that is maintained safely and securely in our information technology system. The clinical record organizes, summarizes, and guides our work with you. It also helps ensure that we are held accountable to you and your family, to our funders, and to the professional community.

## **How You Can Access Your Personal Health Information**

You will have access to the documents in your clinical record and it is considered your personal health information. You will receive information about your assessment, recommendations, plans, progress and copies of these reports will be shared with you so that you will have your own record of the services you receive.

## **Rights and Responsibilities**

We are forming a partnership with you. Successful partnerships come from both sides working hard together towards a common goal, in a way that is safe and respectful.

EveryMind supports an environment where all clients, staff and volunteers are treated with dignity and respect – an environment that is free from harassment and discrimination. We share this right and responsibility with you.

In addition:

- It is your right and responsibility to participate fully in service;
- It is our responsibility to involve you in all aspects of the treatment process and to give you helpful, accurate information about our services (including potential benefits and risks) so that you can make the best decisions possible for you and your family;
- It is your right to understand all aspects of your involvement with us. If you have any questions, please take the time to ask. We will answer all your questions to the very best of our ability.



## **Complaints**

If, during your time with us, you have a concern that cannot be resolved in discussions with your EveryMind staff, please ask them for the opportunity to speak with their direct supervisor, who will listen to your concerns and facilitate a process to resolve them in an efficient and respectful manner. In the event that this too remains unsatisfactory, you can go to our website by clicking this [link](#) and complete the complaints form. An EveryMind member will reach out to you within 2 business days.

## **Office of the Ontario Ombudsman**

All children, youth and their caregivers also have the right to contact the Children and Youth Unit of the Office of the Ontario Ombudsman by phone at 1-800-263-2841, or via [www.ombudsman.on.ca](http://www.ombudsman.on.ca), if they have concerns regarding the services they receive.

## **Comments and Suggestions**

EveryMind is committed to providing high quality services and we strive to always do better. Often, suggestions for improvement come from our clients just like you. When we ask for your feedback through our survey process, please take a few minutes to let us know how we did. It is very important to us to learn how we might do better. It is also nice to hear about the things we have done well and any positive contributions we have made in your life. Alternatively, feel free to share your suggestions using the [Virtual Feedback Box](#) on our website.

## **We're There When You Need Us**

All of EveryMind's services are supported by a 24/7 Crisis Response Service that is available to children, youth and their families or caregivers 24 hours/day, 7 days/week, 365 days/year. If you are experiencing a crisis and need help, you can call 905-278-9036 (press 1 at the prompt to be connected directly with our team).

For more information about EveryMind and our services, please visit our website at [www.everymind.ca](http://www.everymind.ca).