



NORTH PEEL Family Health Team

The North Peel Family Health Team Mental Health Social Worker (MHSW) provides assessment, counselling, patient education, advocacy, referrals, and consultation to other professional staff on psychosocial and mental health issues. Services are provided to couples, families and individual patients of the North Peel Family Health Team. Issues addressed may include:

- Depression
- Anxiety
- Addictions
- AD/HD
- Trauma
- Relationship problems
- Child/School Challenges
- Separation/Divorce
- Financial Concerns
- Anger/Stress Management
- Bereavement/Loss
- Caregiver stress and burnout
- Life Transitions
- Long-term Care Issues
- Completing POA documents
- Assessing for mild cognitive impairment/memory loss
- Coping with Diagnosis/Prognosis
- Violence/Abuse

**If you feel that you could benefit from being referred for a Mental Health/Social Work Assessment, please speak with your health care provider OR call the Mental Health Social Worker directly.

COMMUNITY RESOURCES

Family Life Resource Centre — Shelter	905-451-4115
Street Helpline Peel	1-877-848-8481
Food Bank – Salvation Army	905-451-8840
Catholic Family Services (Walk-In)	905-450-1608
Tangerine (Walk-In)	905-795-3530
counselling for children, youth & families	
Community Information & Referral	211 or www.211ontario.ca
Distress Centre of Peel (24/7 crisis line)	905-278-7208
Mobile Crisis Centre of Peel	905-278-9036
Kids Helpline	1-800-668-6868
Assaulted Women’s Helpline	1-866-863-0511

ONLINE RESOURCES

Canadian Mental Health Association, Peel	www.cmhapeel.ca
Mood Disorders Association of Ontario	www.moooddisorders.on.ca
Mental Health Services Information Ontario	www.mhsio.on.ca
Mood Magazine	www.moodsmag.com
Anxiety Disorders Association of Ontario	www.anxietydisordersontario.ca
Anxiety BC	www.anxietybc.com
The Center for Addiction & Mental Health	www.camh.net
Youtube video - Panic Away	www.panicaway.com

NORTH PEEL FAMILY HEALTH TEAM

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Mental Health Social Worker

Mental Health Social Worker (MHSW) North Peel Family Health Team



SERVICES

Intervention and/or counselling services will commence with a brief period of initial assessment after which you and your MHSW will decide the best course of action to meet your needs. This may include providing you with recommendations and referring you to other services outside of the North Peel Family Health Team.

If you have access to a counsellor through your Employee Assistance Program, please access this service first.

SHORT-TERM COUNSELLING SERVICES

The number of counselling sessions available to patients will depend on the nature and severity of the problem identified. The range can be 6-24 sessions. Weekly or bi-weekly sessions are recommended. Evening appointments may be available.

Counselling/therapy is a goal-directed intervention. Patients will develop a therapeutic goal plan in consultation with your MHSW. The MHSW utilizes several brief short-term psychotherapies/clinical interventions to help patients achieve their goals.

CONFIDENTIALITY

Your privacy is important to us. All communication and records related to your participation in counselling will be kept in the strictest confidence by the MHSW. However, exceptions may be made in the following circumstance:

- If you are a danger to yourself or others, your MHSW will have to discuss this with the appropriate individuals.
- If your child is in danger to himself/herself or others, your MHSW will have to discuss this with the appropriate individuals.
- If you disclose that a child, under the age of 16, is being abused, experiencing neglect, or is at risk of harm, the MHSW must consult, by law, with the relevant Children's Aid Society.
- If you and/or your child are being sexually abused by a regulated health professional, the MHSW will have to report this information to the appropriate college of which this professional is a member.

In order to deliver high quality comprehensive care, your MHSW may share information with or receive information from the multidisciplinary health team involved in your care.

The purpose of the Service is to provide treatment/intervention. The MHSW will not provide assessments for Courts, Insurance companies, or Custody and Access matters.

In some cases, records related to the services you have received from the North Peel Family Health Team may be released to external professionals with your written permission or by court order. If you are involved in Litigation, Family Court Proceedings, or with Insurance Companies through your employer, it is not always advisable to sign a Consent Form releasing counselling files. We recommend that you ask the relevant party to address the letter to your MHSW (or Doctor), requesting answers only to specific questions relevant to the matter at hand.

You can review this request and decide whether or not to permit the release of this information. This is done in an attempt to maintain the confidential nature of the therapist-patient relationship and to disclose only necessary material. Be aware that a Court Order supersedes the aforementioned and requires a full release of records.

CANCELLATION POLICY

Due to the high demand for services offered by the North Peel Family Health Team, missed appointments result in lost opportunities for the MHSW to provide counselling to other patients who might need help. If you are unable to keep your appointment, please notify the MHSW or the receptionist at least 24 hours in advance. If you are going to be late or need to cancel due to an emergency, please call the MHSW to reassure them that you are not in crisis.

ACCESS TO RECORDS

You have the right to review your clinical record detailing your contact with your Mental Health Social Worker (MHSW). Requests to review your record must be forwarded to the Executive Director in writing. If, upon reviewing your record, you consider any of this information to be incorrect, you may make a note as an addendum to the original entry and sign it.

COMPLAINTS & CONCERNS

We are committed to offering you high quality, ethical and professional service. If you have concerns about how we are addressing your needs, please start by talking to the MHSW. If it helps, we would suggest that you write out your concerns so that you can present them clearly. If your concern is not addressed at this first level, we would request that you submit your concerns in writing to the North Peel Family Health Team's Executive Director.

