

Working
with you at
**Family Violence
Counselling
Program**



**CLIENT
INFORMATION**

Welcome to the Family Violence Counselling Program

Please review this handout for important information about your rights and responsibilities as a client of our services.

Please feel free to connect with us to answer any questions you may have about this information.



OUR MISSION STATEMENT

“The Family Violence Counselling Program of Oxford County is committed to ending violence against women. Our focus is to work cooperatively with our community to address the needs of women and children, promoting safety and work preventatively to interrupt the generational cycle of violence. The responsibility to change the violent behaviour rests with the perpetrator.”

Confidentiality

The Family Violence Counselling Program is committed to respect your confidentiality. Only program staff, students and volunteers have access to client files and any sharing of information is done with your written permission.

There are some exceptions to the rules of confidentiality including:

1. We are legally required to report information that a child under the age of 16 is being or is at risk of neglect, abuse, or exposure to domestic violence. A report may be submitted for youth 16-17 years of age as guided by the Ministry of Children, Community and Social Services.
2. We are legally required to act upon reports that a client has an intention to do harm to themselves or others.
3. We are legally required to release client records when ordered by a Court.

As part of our commitment to treat you with respect we will, to the best of our ability, inform you if we feel the need to break confidentiality.

Our program staff offer a variety of programs and may offer programs and services to other members of your family. Your confidentiality will be respected in these instances.

Clients Rights:

As a client of the Family Violence Counselling Program you have the right to:

1. Be treated with respect and dignity and without discrimination
2. Participate in the decisions around what services and supports are the best fit for you
3. Be provided services in a safe environment
4. Receive or withdraw from our services and programs
5. Provide feedback about services received

Clients Responsibilities:

As a client of the Family Violence Counselling Program you have the responsibility to:

1. Be respectful to staff, students and other clients
2. Not attend the agency while under the influence of alcohol or drugs
3. Refrain from any behaviour that makes our space an unsafe environment

Technology / Communication

Communication through text and email can be used to book appointments if it's the only way to reach you. To ensure privacy, we ask that all other information be communicated in person or by phone.



The Family Violence Counselling Program offers a variety of services to families who have experienced domestic violence. You and your counsellor will work together to identify what supports and services are the right fit for you and help you identify personal goals.

Concerns or Complaints

Suggestions for changes and improvements of services as well as complaints or grievances may be expressed to your counsellor. If necessary, you may contact the Program Manager who will forward your comments for discussion at working group meetings.

If you are interested in or have any questions about our services please contact us at



FAMILY VIOLENCE
COUNSELLING PROGRAM
of Oxford County

519-539-1276

1-800-250-7010

Ext. 380

712 Peel Street

Woodstock, ON

N4S 0B4

The Family Violence Counselling Program

Offers services to women, children, youth and men who have experienced an abusive relationship.

Supported by:



**Children's
Aid Society**
Of Oxford County