

## Safety

There is an emergency procedure guide in each office. In case of an emergency, or drill, please follow these procedures or the direction of staff. Evacuation routes and location of first aid kits are clearly marked.

## Complaint Procedure

All concerns are important to us and help us to re-examine and improve the quality of our services. You will not experience negative consequences for expressing your complaints or concerns.

- **Step 1:** If you have a staff-related concern, please address it directly with the staff person. If the issue is not resolved, go to Step 2.
- **Step 2:** Address your concern with a Program Director by calling 250.478.8357. A meeting to talk with you about your complaint will be arranged within 14 working days.
- **Step 3:** If you do not agree with the decision made by the Program Director, you may address your concern with the Executive Director who will set up a meeting to talk with you about your complaint within 14 working days.
- **Step 4:** If you do not agree with the decision made by the Executive Director, you may address your concern with the Pacific Centre Family Services Board of Directors. This step must be done in writing. The Board will address the issue at their next meeting and inform you in writing of their decision within 14 working days of the Board meeting.
- **Step 5:** If you feel that your issue has still not been addressed, you can contact the Ombudsman at 1-800-567-3247 or the Children's Help Line at 250-310-1234. Issues that remain unresolved for Aboriginal children, youth and families can be referred to a mediator, Elder or Healing Circle.

**Hours of Operation**  
**Monday, Thursday, Friday**  
**8:30am–4:20pm**  
**Tuesday, Wednesday**  
**8:30am–7:00pm**

*With additional evening and some weekend services.*

## Contact

Reception **250.478.8357** Fax **250.478.3699**

Toll Free **866.478.8357**

**pacificcentrefamilyservices.org**

**pacificcentre@pcfsa.org**

**Pacific Centre Family Services Association**  
324 Goldstream Ave., Victoria, BC V9B 2W3

**Sooke Child, Youth and Family Centre**  
6672 Wadams Way, Sooke, BC V9Z 0H3



*We acknowledge the L'Kwungen speaking people, the Scia'new Nation and T'Sou-ke Nation, on whose unceded traditional territories our work and activities take place.*



Pacific Centre Family Services Association is a professional organization meeting high international standards.

**Pacific Centre Family Services Association** is a non-profit society registered since 1968 under the Societies Act of British Columbia, serving families and individuals across Greater Victoria and Canada. Charitable Registration #11907 5372 RR0001

# PCFSA



**encourage**  
possibilities

**PACIFIC CENTRE FAMILY SERVICES ASSOCIATION**

## Orientation Information

PCFSA Reception **250.478.8357**

Toll Free **866.478.8357**





Welcome to the Pacific Centre Family Services Association. We're a non-profit counselling agency providing support to residents of Greater Victoria.

We recognize the courage it takes to reach out and ask for support; we know it's not always an easy step to make. Our goal is to create a space where each person can engage in a process of personal development that is unique to them.

The following information is an introduction to our agency and what you can expect going forward.

Our staff are here for you throughout this journey and are happy to answer any questions you may have.

### **Mission Statement**

*By encouraging healthy patterns of living, Pacific Centre Family Services enhances and promotes the quality and dignity of life of individuals and families within our diverse community.*

## **Our Counselling Services Include:**

### **An Individual Service Plan**

You and your counsellor will create a plan for the goals you want to achieve in counselling together. The plan will include the strategies you want to use and the timeline for when you want to complete those goals. You're welcome to check in with your counsellor about your goals at any time and you can also ask for a copy of your service plan.

### **Transition**

If you need on-going support for your overall wellbeing (mental, social, emotional, physical or spiritual) your counsellor will connect you with appropriate referrals.

### **Follow-up**

We offer to follow-up with you after your counselling ends. You can choose whether or not you'd like to be contacted. Your counsellor will explain this in detail at your first session.

### **Confidentiality**

Everything you talk about with your counsellor is kept private. Your counsellor will not share any information unless you request it in writing or unless there are serious safety and legal concerns. The safety and legal exceptions to confidentiality are explained in full at your first session.

### **Privacy**

We take your privacy very seriously. All of our electronic devices are password protected. Text messages and emails are entered into the secure records database and then deleted from other devices.

### **Counsellor Qualifications**

All counsellors at Pacific Centre Family Services hold a social services degree from a recognized University and/or a combination of education, training, and related experience.

### **Counsellor Code of Ethics**

Pacific Centre Family Services staff follow the BC Association of Social Worker's Code of Ethics and/or the code of ethics of their particular professional training. If you want to know more about our Code of Ethics Policy we're happy to provide you with a copy.

### **Non-violent Practices**

Pacific Centre Family Services does not condone the use of corporal punishment including spanking. Employees do not utilise any form of corporal punishment or practice seclusion or restraint.

## **Your Rights**

### **You Have the Right to:**

- Be treated with dignity and respect without discrimination based on ethnicity, religion, gender, colour, age, mental/ physical abilities, and sexual orientation.
- Services that enhance your independence, self sufficiency, self esteem, and quality of life.
- Be ensured your treatment environment maintains health and safety protocols.
- Evaluate the service you receive.
- Express concerns (without fear of negative consequences) and compliments for services rendered and facilities utilized.
- Access your file according to freedom of information standards.
- Confidentiality (limitations as outlined in confidentiality form)
- Orientation of services and facilities
- Referral to alternative or additional services.
- Aboriginal children, youth and families have additional rights guaranteed to them under the Aboriginal and Inherent Laws (for a complete list of these rights, please ask your counsellor).

## **Your Responsibilities**

### **You Have the Responsibility to:**

- Treat staff with dignity and respect; adhering to the Canadian Charter of Rights and Freedoms.
- Express any concerns you may have with your Counsellor, or follow the complaints procedure.

### **About Tobacco use:**

- Smoking and the use of e-cigarettes are not allowed within the building, surrounding area or parking lot.

### **Scent Free Zone:**

- All locations of Pacific Centre Family Services are scent free. Please do not wear scented products e.g. perfume, cologne or after shave.

