



JANEWAY FAMILY CENTRE

8th Floor Southcott Hall
Dr. L. A. Miller Centre
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INFORMATION SHEET

Welcome to the Janeway Family Centre (JFC), we are a part of the Child, Adolescent Community Mental Health Program.

At our Centre, we provide individual, group, and family therapy. Parent sessions are offered to provide goal setting and intervention planning, as well as for clinicians to coach or build on parental capacity for you to help your children directly.

Treatment plans are individualized to meet the needs of your child, youth and/or family. Therapy begins with a block of sessions lasting between 1 to 6 sessions. Following a block of therapeutic intervention, you and your family will practice skills on your own, sometimes returning for further sessions, as needed.

This process may be repeated until therapeutic goals have been met or until another service is identified that may be needed to help you and your family reach your therapeutic goals.

It is important to note that clinicians **DO NOT act as evaluators in custody/access sits**. Therapy is meant to be a safe place to children, and clinicians at the JFC are therapists.

Due to the demand for services, once you are given an appointment, we ask that you make every effort to attend.

We require 24 hours' notice if an appointment needs to be cancelled and you are responsible for rebooking your appointment. As per Eastern Health policy, there will be a maximum of two last-minute cancelations or no show for appointments; otherwise **files will be closed** and a new referral for services will be needed. Should you need to cancel an appointment please call **(709) 777-2011**.

A snack may be provided to your child, so please let us know if you prefer that your child not have one or **if your child has an allergy**.

If you have any questions or comments now or while you are being seen in the future, please talk to your therapist _____ or contact the Program Manager, Jeannette Piper, at (709) 777-2013 / 2017.

The Janeway Family Centre is not an emergency service. If you require urgent/emergency intervention, please visit the Emergency Department of your local hospital, call the Mental Health Crisis Line at (709) 737-4668 or Toll Free 1-888-737-4668.