

## **Limits to Confidentiality**

Confidentiality is limited by conditions imposed by law where a young person discloses:

- a) Abuse to themselves or to another
- b) Intention to hurt themselves
- c) Intention to hurt another person
- d) If MSS staff suspects that a client is being abused or is at risk of abuse

In these situations, we are legally bound to report to Child Protection Services.

## **Your Rights**

1. Clients have the right to contribute to any/all decision-making applicable to them.
2. Clients have the right to participate in the designing of their own treatment plan.
3. Clients have the right to review and/or correct any personal information on file.

## **About Us**

### **Our Vision**

MSS envisions an inclusive community that understands everyone's needs and provides support for all.

### **Our Values**

- Faith based principles
- Inclusivity
- Compassion
- Respect
- Confidentiality

MSS is a non-profit organization that provides faith and culturally sensitive counselling services to the Muslim and non-Muslim community.

Our approach is client-centered and this unique method of counselling allows our clients to find solutions through a faith and culturally sensitive counselling approach offered by our well trained qualified counsellor.

# Looking for Counselling?

**Muslim Social Services KW** offers professional, confidential and low cost counselling service at:

**The Family Centre Hub**  
**65 Hanson Ave, Kitchener**  
**N2C 2H6**



**Hours: Mon-Fri**

10:00 am – 4:00 pm



info@muslimsocialserviceskw.org  
www.muslimsocialserviceskw.org



An agency of the Government of Ontario,  
Relève du gouvernement de l'Ontario.

## **Referral Process**

We accept referrals from anyone (doctors, guidance counsellors, faith leaders, other counselling agencies and social workers and partner agencies), but confirmation of the referral will be required by the client or a custodial parent in the case of children between the ages of 0-12 years. Self-referral can be made. For every case, please submit the online form below:

<http://muslimsocialserviceskw.org/mss-programs/counselling/>

## **Fees**

MSS has recently adopted a sliding scale fee model whereby a client pays according to the income levels of the individual or family and these will be determined at the time of the intake process. MSS is committed to ensuring that no one is turned away due to their inability to pay for counselling. Individuals are asked to have available any insurance coverage information they may have so as to assist us in determining the best means of cost coverage for counselling.

We offer counselling to individuals, children, couples and families and group therapy in various languages such as: Hindi, Gujrati, Kutchi, Arabic, Swahili & English.

## **Our Counsellors:**

Counseling is undertaken by trained therapists that are registered with the Ontario College of Social Workers and Social service Workers (OCSWSSW). Not only are they certified but also supervised and mentored by highly qualified experts in counselling and psychotherapy.

## **Issues that we can cover but are not limited to are:**

- Trauma & Abuse
- Grief & Loss
- Anxiety & Depression
- Couple & Relationship
- Addictions & Recovery
- Self Esteem & Confidence Issues
- Family violence

## **Donations**

The sessions we offer towards counselling are based on a sliding scale, and due to the fact that no person in need is turned away despite being unable to pay, we ask that you make donations for individuals who are in desperate need for counselling but cannot cover the cost so that our services are available at all times and benefit those who are in dire need.

Thank You for your support towards this program for any amount. A small donation can help children, youth, couples, and families seek refuge in faith and culturally sensitive counselling and get an opportunity to be heard so that their lives can improve.

Donations can be given with checks, made online, or by cash\*

Name \_\_\_\_\_

Address \_\_\_\_\_

Phone # \_\_\_\_\_

Email \_\_\_\_\_

Amount \_\_\_\_\_

\*Any donations \$10 or greater will receive a tax deductible receipt. Please cutout this portion and mail with your donation to our address.