



# Welcome To Intersect!



**The mission** of Intersect Youth & Family Services is to develop, coordinate, and deliver a comprehensive range of services to youth, children, and families in Northern British Columbia.



# Contacts

Your Clinician is: \_\_\_\_\_

Email: \_\_\_\_\_

Phone: \_\_\_\_\_

Their Supervisor: \_\_\_\_\_

## Hours of Operation

Monday to Friday: 9:00 am to 5:00 pm

We are closed on all statutory holidays

## Our Office

Location: 1294 Third Avenue, Prince George, BC.

Phone: 250-562-6639

Fax: 250-562-4682


Email: [info@intersect.bc.ca](mailto:info@intersect.bc.ca)

Website: [www.intersect.bc.ca](http://www.intersect.bc.ca)

Intersect will make all possible efforts to ensure that all services are available to all clients. Please let us know if you have any specific requests for access or support by calling ahead.

## Accessibility

- There are accessible parking spots in the middle of 3rd Ave to the right of Intersect.
- There is an accessible access route (entrance) through the gates to the right of Intersect's front door.
- Booklets with larger text size are available upon request.



Intersect Youth & Family Services acknowledges that the community in which we work and reside is the unceded, traditional territory of the Lheidli T'enneh.



Providing services  
to the community  
since 1983  
at no charge.



# Contents

**6**

**What is  
Intersect?**

**8**

**How do we treat  
each other?**

**14**

**What can  
I expect?**

**18**

**How do we  
stay safe?**

**22**

**Anything else  
I should know?**

# What is Intersect?

Intersect is a non-profit child and youth mental health agency providing free, voluntary services and support to families in the Prince George area since 1983.

As a registered society with Society BC, Intersect is governed by a Board of Directors made up of volunteers from the community that have a variety of experience and expertise. For more information please visit the Board Members page at: [www.intersect.bc.ca](http://www.intersect.bc.ca)

Intersect is a CARF Accredited organization and has maintained the highest accreditation level possible, a 3-year accreditation. Having a 3-year accreditation level means Intersect's programs and services are measurable, of the highest quality and accountable.

## Who can get service at Intersect?

Any child or youth between the ages of 0-18 years that lives in the Prince George area and are struggling with their mental health.

All services at Intersect are free.

## How can I get services?

- Call us and ask about of any of our services. You do not need a referral.
- Come in for an intake appointment. You can walk-in on Tuesdays and Thursdays from 9:00am-3:00pm. If those times do not work for you, please call to book an intake appointment. We need at least two hours with you and your child to complete the intake so that we have enough time to hear your story.
- If you are not sure if Intersect services are what you need, come for an intake appointment. You will learn about a variety of services and/or agencies that can support you, not just Intersect.



## What services does Intersect offer?

Services Intersect Youth & Family Services provides include:

- Referral and Intake Services - Screening interview, initial supports and service plan, referrals and linkages
- Brief Therapy – short term, time-limited, early interventions following the intake process
- Individual and Family Therapy
- Group Therapy
- Infant and Early Childhood Mental Health services (0-5 years)
- Specialized Assessments- Psychiatry and Psychology
- Sexual Abuse Intervention Program (0-12 years)
- Family-Teen Mediation Program (12-18 years)
- New Directions Program- support to young people involved in the justice system who are on probation
- Intersect School Program- in partnership with SD57
- Community Groups and Workshops

If you would like more information about any of these services, visit our website at [www.intersect.bc.ca](http://www.intersect.bc.ca) and/or ask us!

How do we  
treat each  
other?







## How will I be treated?

- We value you.
- We recognize that you are unique, and we will work to meet your needs.
- We will work in your best interest and treat you with respect.
- Your safety will always come first.
- We will work to make it easier for you to use our services at Intersect.
- We will never do anything to intentionally harm you (emotionally, physically, mentally, or spiritually).
- We respect your rights as a person and your right to make decisions for yourself.
- We respect your story that you share with us and will keep it private (confidential).
- You decide what you want to do in therapy.
- We will help you get your needs met and if we can't we will help you find someone who can.
- We will always let you know if there are changes that will affect you at Intersect.



## What are my rights at Intersect?

- To be treated fairly, no matter what your religion is, what language you speak, where you are from, where you live, who your family is, your gender/gender orientation.
- To speak to a supervisor if you have any concerns about the services you receive and/or file a formal complaint.
- To be given services that accommodate your unique needs (mobility, hearing, reading etc).
- To know your rights and have them protected

Youth can come to Intersect without their parents/caregivers being involved. The BC Infant's Act gives youth the right to consent to their own services and decide who they want their information shared with. Speak with your clinician to see if this fits for you.

A full list of The Convention Rights of the Child is available at: [www.unicef.org/child-rights-convention/convention-text-childrens-version](http://www.unicef.org/child-rights-convention/convention-text-childrens-version)

## What is confidentiality?

Confidentiality means the story you share with us stays private unless you give us your permission/consent to share parts of your story with others.

We may ask your consent to share information with your child/youth's teachers, social workers, a relative, or anyone you feel supports them.

If you decide you don't want us to share information anymore, let your clinician know. If a youth has consented to services under the Infants Act, they will decide who we can share their information with.

### **This is the information we share with other members of the Intersect Team:**

- Everyone here has a supervisor they talk to about how they are supporting you to make sure we are doing a good job.
- Our Admin team help us keep your files up to date and in order.
- If you know anyone that works at Intersect and are worried they may see your private information, please tell your Clinician ASAP so we can keep your story private.





**Sometimes we have to share your private information to keep you and others safe!**

**This is when we share with people who are not part of our team:**

- If we know you have hurt yourself or we are worried you might hurt yourself.
- If you have been harmed or may be harmed by someone else (including physical, sexual or emotional abuse and/or neglect).
- If we receive a Section 96 (legal form) from the Ministry of Children & Family Development (MCFD) because they are investigating whether a child has been harmed or may be harmed.
- If you have harmed another person or are at risk of harming another person.
- If a Judge tells us we have to go to court or bring your file to court (subpoena)—we have to listen.
- If you go to the hospital for your mental health, we work with them to make sure you get good care and are safe when you leave.





## Where is my information kept?

- All Child and Youth Mental Health services in BC use an electronic clinical record filing system called CARIS along with a physical paper file. They are owned by the Ministry of Children & Family Development (MCFD).
- The physical files are stored at Intersect until you/your child turn 19 years old, then they are sent back to MCFD.
- All information is stored following the rules set by the Personal Information Protection Act and the Freedom of Information and Protection of Privacy Act (FOIPPA).

## How can I access my information?

- You have the right to access your information and must do so through the FOIPPA process which includes talking to your clinician, a Supervisor, or the Executive Director.
- Once you have turned 19 years, Intersect no longer has your file on site and you must request it from the BC Government.

What can  
I expect?





## What is expected of me?

- Be kind to yourself and others.
- Respect the privacy of the other people you see at Intersect. This means not talking about what you see or hear at Intersect with others.
- That you have mental health goals you are actively working on.
- Show up on time and be ready to work together on the changes you want in your life. This includes sharing your thoughts, feelings and concerns, and trying out the things you learn.
- Let us know as soon as possible (at least 24 hours before) if you cannot make your appointment (session). It is your job to call and rebook your session.
- Let your clinician know if your address or phone number changes.
- Be free of alcohol and/or drugs during sessions, as our thinking is best when we are not under the influence.

## What is expected of my parent/caregivers?

- Ensure the safety, care and supervision of your children while at Intersect, including before and after sessions in the waiting area.
- Be on time for sessions and for picking up your child after their session.
- Be available during your child's session time in case the Clinician needs to speak to you.
- Be an active participant in your child's therapy.
- Let us know if anything changes that may impact your child's care: contact info, living situation, custody, medication, etc.

## What can I expect from therapy?

- You will receive an orientation with your Clinician where they can answer any questions you may have and let you know about what happens next.
- In the beginning we will ask lots of questions to learn more about you and your family's story so we can create goals together.
- Using your words, we create a plan together of how we are going to meet your goals and who can support you. This plan is called your Individual Service Plan and you will get a copy to take home.
- At Intersect, we are committed to providing services that fit for you as there is no one-size-fits-all for therapy! Therapy tends to look different for everybody as you work towards completing your goals. Please let us know if you need us to do something different to support/accommodate your unique needs.
- Once you have learned some new skills, made some changes and are meeting your goals, your clinician will talk with you about the services you can use when you no longer need therapy. We will explore other resources including websites, apps, books,



community agencies etc. that will continue to support you in the future. This means you have worked hard towards your goals and have amazing new skills to use in the world!

## How do I know when I am done?

- When your goals are met!
- When you have learned about your needs, gained skills and now you need to practice them.
- If you will still need services after you turn 19 years, we will start introducing you to adult mental health services, and community services.
- If you do not want to keep coming to Intersect, we encourage you to talk to your Clinician first because it is your decision to continue or end services.
- If we are unable to contact you, if you consistently miss sessions and/or you are not ready to participate in therapy, we will discuss these issues with you to determine if your file should be closed. It's okay if you aren't ready or need a break-therapy is hard work.
- When services are ending, we will inform and connect you with other services and supports that may be helpful to you.



# How do we stay safe?





Safety is very important to the Intersect staff  
(this includes physical, mental, and emotional safety)

## Building Safety

- Intersect's property (inside and outside) are tobacco, cannabis, and vapour product (e-cigarette) free. No smoking is permitted within Intersect vehicles.
- Your clinician will take you on a tour of the building during your orientation and explain evacuation procedures to you in case of an emergency.
- Fire exits and fire extinguishers are marked throughout the building. Fire safety/evacuation procedures are posted in the reception area and downstairs, and each room contains a floor plan with marked exit routes. Please follow the directions of your Clinician or another Intersect worker to ensure you get out of the building in a safe way.
- When you come or go from our building: if you notice any dangerous items (like needles, or sharp objects, etc.) or if there is someone/something happening that makes you feel unsafe,



please tell the front desk or your clinician right away. **DO NOT** touch any items or talk to anyone that makes you feel unsafe.

- On occasion, Intersect Clinicians will use agency vehicles/ personal vehicles to provide outreach services in the community. These vehicles are serviced and maintained for safety. Clients are asked to adhere to all safety regulations while being transported in agency vehicles.

## Physical Safety

- **Allergies/Immunizations:** It is very important that you inform your Intake Worker/Clinician of any allergies you or your child/ youth may have. These should include food, animal, medication, or other allergies. Your clinician will ask you about your immunization records.
- **Medications:** Intersect staff does not store, administer, or prescribe medications at any time.
- **Under no circumstances** does Intersect use seclusion (locking you in a space by yourself) or restraint within any of its programs. If Intersect believes that you, or another young





person, is in immediate, physical danger (e.g.: in the street and in danger of being hit by a car), we will respond to keep you safe.

## Emotional Safety

- Intersect does not condone/allow any harassment or bullying behavior towards any of its staff or clients, and these behaviours are taken with extreme concern and seriousness. Please inform us as soon as possible if you experience, or witness, any unsafe behaviours.
- If we see, or are informed, of any harassment or bullying behaviours, we will address it immediately. Our response to reports of bullying and/or harassment could include: changes to session times, taking a break from therapy, doing some conflict resolution and problem-solving, and/or meeting with the Executive Director or other authorities if necessary.
- Bullying includes: name calling, threats, discrimination, aggressive behaviour, hands-on behaviour, property damage, raising your voice at others including your children, and/or excluding others.



# Anything else I should know?

## Feedback

We want to hear from you!

We use the feedback we receive: to ensure we are meeting our youth and families' needs, to identify areas we can improve on, and to make plans to improve in the future. These surveys allow us to ensure your voice is heard in a safe way and help us to provide the best services we can.

We have anonymous surveys that you can complete throughout your time at Intersect. Completing these surveys, or declining to complete them, does not have any impact on your services at Intersect. Surveys are available on our website, under the "Feedback" tab, or you can ask for a paper copy. Sometimes you may be contacted by phone to learn more about your experience with Intersect.

## Funding:

Intersect services are primarily funded by: the Ministry of Child and Family Development (MCFD), The United Way of Northern BC, The City of Prince George, and Province of BC Gaming Grants. Additional funding is received from individual donation, local businesses, provincial charities, and foundations. We acknowledge

and appreciate these supports as we could not offer our services without our amazing funders and community supporters!

## What do I do if I am not happy with services?

- At Intersect, we want you to feel safe and supported. If you ever feel something wasn't right – please speak to your clinician to give them a chance to resolve it with you.
- If you feel the issue is still not resolved, you can speak to their Clinical Supervisor about your concerns. They will do their best to try and resolve any concerns and/or try to come up with creative solutions.
- To speak to a Clinical Supervisor, you can call Intersect and press “0” then ask to speak to the Clinical Supervisor of your clinician. If the Clinical Supervisor is unable to remedy the situation, they will pass it on to the Executive Director.
- If you would like to remain anonymous, you can submit a concern, or complaint, directly to the Executive Director on Intersect’s website in the feedback section.

## Online Resources

With all the information available online, here are some reliable websites. You can find their direct links at [www.intersect.bc.ca](http://www.intersect.bc.ca), just click on the resources tab at the top of the page.

**Foundry BC Information and Tools:** [www.foundrybc.ca](http://www.foundrybc.ca)

**Anxiety Canada:** [www.anxietycanada.com](http://www.anxietycanada.com)

**Parent Support Services Society of BC:** [www.parentsupportbc.ca](http://www.parentsupportbc.ca)

**Kelty Mental Health:** [www.keltymentalhealth.ca](http://www.keltymentalhealth.ca)

**Kids Help Phone:** [www.kidshelpphone.ca](http://www.kidshelpphone.ca)

**Canadian Mental Health Association:** [www.cmha.bc.ca](http://www.cmha.bc.ca)

**Bounce Back:** [www.bouncebackbc.ca](http://www.bouncebackbc.ca)

# Crisis & After Hours Support

## Local Crisis Support

**Northern BC 24 Hour Crisis Line:** 1-888-562-1214

**Youth Support:** 1-888-564-8336 (24-hour access)

**Online Chat:** [www.northernbccrisissuicide.ca](http://www.northernbccrisissuicide.ca) (4pm to 10pm)

## Crisis Support

**Online Chat for Youth:** [www.YouthInBC.com](http://www.YouthInBC.com) (Noon to 1am)

**Online Chat for Adults:** [www.CrisisCentreChat.ca](http://www.CrisisCentreChat.ca) (Noon to 1am)

**Anywhere in BC 1-800-SUICIDE:** 1-800-784-2433 (24-hour access)

**310Mental Health Support:** 310-6789 (no need to dial area code)  
(24-hour access)

**Text Kids Helpline:** text HOME to 686868 (24-hour access)  
or call 1-800-668-6868

**Online Chat and Call Service for Indigenous Peoples of Canada:**  
[www.HopeForWellness.ca](http://www.HopeForWellness.ca) or 1-855-242-3310 (24 hour access)

## In an EMERGENCY:

**Call 911** – Police, BC Ambulance

Go directly to the **Emergency Room** at The University Hospital of Northern British Columbia, 1475 Edmonton St, Prince George, BC.



1294 Third Avenue, Prince George, BC.  
250-562-6639 | [www.intersect.bc.ca](http://www.intersect.bc.ca)