



at Sunnybrook

FAMILY NAVIGATION PROJECT INFORMATION LETTER AND AGREEMENT TO SERVICE

What is the Family Navigation Project?

The Family Navigation Project (FNP) is a phone and email-based service designed to provide expert navigation of the mental health and addictions system for youth aged 11-29 and their families. Started at Sunnybrook Health Sciences Centre in 2013, FNP serves the Greater Toronto Area including Durham, Halton, Peel, Toronto and York regions. With continued guidance from the voice of lived experience and founding parents, the vision of FNP is that “no family feels lost in the mental health and addiction system”. As a non-profit program, FNP relies entirely on philanthropy from donors to provide this service free of charge to clients.

This letter provides more information about the FNP service. When you participate in this service you acknowledge and agree to the terms as laid out below.

How FNP works

- Step 1: A youth, **or** a family member of a youth (e.g. a parent, caregiver or sibling), can contact FNP via phone or email. No diagnosis or referral is needed.
- Step 2: The youth or family member is partnered with a Navigator who will work with you to understand your specific needs and create an individualized plan and path to care.
- Step 3: Options for services and resources are provided.
- Step 4: Follow-up and support is provided as you connect to services and resources.

What FNP does and does not do

- FNP will provide options for services and resources based on your needs.
- Information and options provided are for your use only. They should not be relied upon as a substitute for consultations with health professionals and should not be viewed as the only or best available option(s).
- FNP does not provide diagnosis, treatment, or counselling and the information provided is not medical or clinical advice.

FNP does not provide crisis response. If you or your family members are in a crisis or in need of immediate medical assistance, you should contact a qualified health professional, local emergency department, or dial 911.

What information does FNP collect? How does FNP protect your information?

- FNP records information such as name, address, contact details and relevant mental health and/or addiction history to better understand your needs and goals.
- FNP will not release your information to anyone without consent, and only as part of working with you.
- Your confidential information will be protected at all times. More details about how privacy and security of information is protected at Sunnybrook can be found here <https://sunnybrook.ca/content/?page=privacy-confidentiality-health-information>.

Confidentiality? Who has access to my information?

Information is shared amongst FNP team members on a need to know basis and as appropriate to maximize the value of the service/resource options presented to you. In addition to the navigation team, other FNP team members may also have access to your information for research studies, as approved by a research ethics board, and/or to support program quality, evaluation and planning.

There are limits to confidentiality, as required by law, where information may be given without your consent. These limitations include:

- when there is clear and immediate danger to you or someone else,
- when there is suspected abuse or neglect of a child as defined under the Child and Family Services Act,
- when required by the courts (i.e. a subpoena or summons)

Are there any risks to engaging with FNP?

- Communications with FNP staff members occur via email and phone.
- Email may not be a secure form of communication and therefore FNP cannot guarantee the security and confidentiality of messages that you may send or receive.
- FNP and Sunnybrook Health Sciences Centre are not liable for any damages, consequences or injury arising from use of email communications.

Who can I talk to if I have more questions or want more information?

- If you have more questions about FNP, or if you change your mind and want to withdraw from this service at any time, please contact us at familynavigation@sunnybrook.ca or 1-800-380-9367.
- If you have questions or concerns about your personal health information or privacy, please contact the Sunnybrook privacy office at:

By mail: Chief Privacy Officer
Sunnybrook Privacy Office
2075 Bayview Avenue, Room G326
Toronto, Ontario M4N 3M5

By telephone: 416-480-6100 ext. 1236

By email: privacy@sunnybrook.ca