



SOUTHBOROUGH YOUTH AND FAMILY SERVICES

STRENGTHENING OUR COMMUNITY BY SUPPORTING ITS FAMILIES

Counseling & Referral Services

For questions about these services, contact Sarah Cassell, Director at 508-481-5676 x 1

Who can access these services?

Our services are available to anyone who is a resident of Southborough. Counseling is provided to all age groups.

Where can counseling services be provided?

For school-age clients, we are able to offer services in-school during the school day, after school at school, or at our office location. All other clients are seen at our office.

Address:
21 Highland St.
Southborough, MA
01772
Phone: 508-481-5676
Fax: 508-229-4469

WHAT SERVICES ARE OFFERED?

Clinical staff at SYFS offer:

- Individual counseling
- Group counseling
- Couples/family counseling
- Referral support
- Parenting support
- Crisis intervention and assessment

These services are provided by licensed mental health professionals and graduate-level interns who are supervised by our licensed staff. Counseling is available for matters such as depression, anxiety, divorce, stress management, communication skills, loss/grief, and more.

EXPECTATIONS OF SERVICES

To meet our goal of offering support to as many residents as possible, counseling services are time-limited. Length of counseling services varies based on client need and is typically provided for 9 months-1 year. Clinicians collaborate with clients and/or families during the treatment planning process to develop clear, concise, and realistic therapeutic goals. Efforts are made to refer clients to mental health providers in the community for longer-term or more intensive services beyond what SYFS provides. We reserve the right to make changes to these policies on a case-by-case basis in accordance with professional opinion and what is in the best interest of the client/family.

CANCELLATION POLICY

We realize that emergencies and other scheduling conflicts arise and are sometimes unavoidable. However, advance notification of cancellations or changes allows our clinicians adequate time to adjust their schedules and offer services to other clients as needed. Please contact your clinician promptly if you are unable to keep a scheduled appointment. We ask that you please provide our office with 24-hour notice to change or cancel an appointment. Regular attendance is an essential part of successful and effective therapy, and assists clients in reaching goals and maintaining gains in treatment. We strongly encourage clients to attend all scheduled appointments. If attendance becomes a persistent issue, the client and therapist will review the circumstances and clinical needs. All options will be considered including continuing treatment, discontinuing services, or referral to a more appropriate provider.

CRISIS SUPPORT

We do not provide 24/7 crisis support and do not have on-call services. If urgent or emergency services are required and you are unable to speak directly to a clinician, please contact Psychiatric Emergency Services at 800-640-5432, call 911, or go to your closest emergency room.