

HONEYWELL HOUSE

Client Centered Clinical Philosophy

Children's Mental Health Services is committed to providing client centred services. Our clients will be encouraged to actively engage with our staff teams throughout the service process to maximize treatment outcomes.

Children's Mental Health Service Delivery Philosophy incorporates the following principles:

- Respect for the uniqueness of each client / family member
- Respect for the values and beliefs clients / families bring to the counselling / treatment setting.
- Respect for the needs and preferences clients / families identify
- Appreciation for understanding and supporting the client / family within the context of their community, family, friends, social, cultural and spiritual beliefs
- Commitment to help client / families understand their rights related to service and support decisions, including the right to refuse or discontinue service.
- Commitment to a service approach that is strength based and promotes autonomy, skill development and quality of life.
- Commitment to ensuring communication with persons seeking and receiving service
- Accommodates diverse needs, interests, cultural backgrounds and language / communication needs.



Believing in Kids and Families!



Contact Information - CMHS Main Office

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Terry Swift
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Honeywell House



Residential Services Making Your Concerns Known

CMHS - Complaints Procedure for Clients in Residential Treatment

Policy

All staff of Children's Mental Health Services will advocate for the best interests of the client and will reinforce the client's rights to be heard. On admission, every client will be informed of his/her rights and responsibilities and will be informed of the opportunities and procedures that exist to express his/her view points, concerns and complaints. Children's Mental Health Services will strive to resolve client complaints promptly and fairly using established lines of communication.

Procedure

Upon admission to the residential program, a Child and Youth Worker will explain to you your right to express complaints or concerns. CYW staff will review our **Complaints of Clients in Residential Treatment** form and will ask you and your parent/guardian to sign this form.



You Have the Right to be Heard!!

The Honeywell House Program encourages and educates its' clients regarding the use of age-appropriate problem solving skills. It is therefore our goal to assist you in resolving complaints with the individuals involved before the need for a formal complaint procedure. Every client of Children's Mental Health Services will be provided with an opportunity to express concerns:

- Privately to residential CYW staff
- In a group setting with other clients
- Directly to their Case Manager or Program Manager.

When do I make a Complaint?

The staff at Honeywell House want to ensure every child/youth feels safe and respected within the Honeywell House environment. We understand that daily issues can arise that make you feel concerned or upset. During your stay, Honeywell House Staff will help you develop strategies and skills for resolving these types of conflict.

BUT...

It is important to understand that these more typical conflicts such as a disagreement with a peer, not liking your bedtime or what was served at supper is different than a complaint of a more serious nature.

The procedure described in this pamphlet is used when faced with a serious issue that makes you feel as though your treatment is no longer respecting your rights.

What Happens After I Make a Complaint?

- Should you need to make a formal complaint, the staff of CMHS will help you!
- Staff will inform the Program Manager about your concern.
- The Program Manager will document the concern on an incident report.
- The Program Manager then talks to the Executive Director about this concern.
- The Executive Director will review the issue and will talk with the Program Manager to develop a solution, or a response to the situation.
- The Program Manager will then meet with you to inform you about the steps that have been taken to resolve your concerns.
- If you continue to be concerned about this issue and are not satisfied with the resolution, you can write to the Executive Director. The Executive Director will get back to you within seven days. A further review could occur within fourteen days. Following this, the matter will be reviewed by the Board of Directors. You would be informed of the Board's opinion in writing within fourteen days of their review of the concern.