



CHILDREN'S MENTAL HEALTH SERVICES

Serving Children, Youth and Families in
Hastings and Prince Edward Counties

CLIENT WELCOME

AND

ORIENTATION INFORMATION



Working Towards a Brighter Future!

An Accredited Children's Mental Health Centre

WELCOME TO CHILDREN'S MENTAL HEALTH SERVICES

Welcome! We hope that your experience with Children's Mental Health Services will be both positive and helpful to you. It is the belief of Children's Mental Health Services that you know yourself and your family better than anyone does. It is also our belief that you will improve your quality of life when you set your own goals and work with us to achieve the positive changes that you and your family will identify. We will provide treatment that is built around your unique situations, including your individual and family strengths, and is respectful of your culture and beliefs.

This orientation package provides a description of our services, hours of operation, and other important information about how we can work together.

AN OVERVIEW OF CHILDREN'S MENTAL HEALTH SERVICES

Children's Mental Health Services provides mental health services for children and youth from birth to 18 years of age and their families.

We are fully funded by the Ministry of Children and Youth Services therefore all of our services are free to you.

Our Mission is to partner with families and communities to promote the healthy emotional well being of children and youth.

We offer a range of services including resource information, assessment, individual, group and family counselling and therapy, parent education in office or in home, crisis counselling and residential treatment services. We may also advocate on your behalf with other community services, if you give your permission.

All clients of Children's Mental Health Services have the right to be treated with dignity, respect and without discrimination. We believe all clients have the right to receive service in a safe and secure environment.

WHERE TO FIND US

Belleville	3 Applewood Dr., Suite 300	613-966-3100
Trenton	84 Division Street	613-392-4331
Picton	124 Main Street	613-476-8252
Madoc	167 Durham Street, South	613-473-1685
Bancroft	8 Hastings Street	613-332-3807

HOURS OF SERVICE

Monday to Friday 8:30 A.M. to 4:30 P.M.

After hours appointments are available upon request.

If you need to leave a message for your worker outside of these hours you may do so by calling the local office telephone number. Our answering message will direct you on how to leave a message.

If you are experiencing a crisis after 4:30 p.m. or on weekends, please contact us by calling the local office telephone number. Our answering message will direct you on how to connect with our answering service. Our answering service will forward a message to our After Hours On-Call Worker. This worker will contact you as soon as possible to provide you with assistance. Your worker will be updated on your situation the following business day.

OUR STAFF TEAM

Children's Mental Health Services is staffed by Child and Youth Workers , Community Mental Health Workers, and Child and Family Therapists. All of our staff is experienced in helping children, youth and families.

We have a consulting psychologist and child psychiatrist who work with us to provide assessments, and make recommendations for counselling and therapy.

CONSENT TO SERVICE

Your involvement with Children's Mental Health Services is voluntary. You can choose to stop receiving services at any time.

We will work with you to assess you or your family's needs. Our staff will talk with you about service options. All services you consent to will be mutually agreed upon.

The Child and Family Services Act allows for youth twelve (12) years of age or older to receive individual counselling in a confidential manner without the permission and/or involvement of a parent/guardian.

Children's Mental Health Services provides placements for College/University, Child and Youth Worker or Social Worker students. You will have the opportunity to consent to a student's participation in your services. You can refuse their participation and will still receive services.

BENEFITS AND RISKS TO SERVICE

Our staff will always review with you the benefits and risks related to your treatment and services.

Some benefits to mental health treatment include: a sense of support around your experiences and feelings and a sense of being connected to others as you sort through issues. Counselling will help you develop new skills and perspective that will help you now and in future challenges.

Some risks to mental health treatment include: possible confusion or a lack of support from family or friends around your decision to pursue treatment, a worry if things don't get better as quickly as you think they should, a sense of unease or fear as you start to deal with difficult issues.

YOUR ROLE AND COMMITMENT

When you meet with your counsellor, you will be able to talk about your concerns, your strengths and your needs. You will be involved in all aspects of planning and reviewing the services you receive. It is important to us that you speak openly about your family situation, about setting goals, sharing questions and concerns with your counsellor is encouraged – we want to know how things are going from your point of view. Therapy takes a lot of work. It is important that you keep your appointments with us. If for some reason you are unable to attend an appointment please call us as soon as possible to re-schedule.

When there is a shared custody agreement with another parent or caregiver for a child under twelve (12) years of age being referred to counselling, the terms of this agreement need to be disclosed to Children's Mental Health Services. Depending on the shared custody agreement, the Counsellor may need to obtain consent for the child to receive counselling by both parents.

PRIVACY AND CONFIDENTIALITY

All of our services are confidential and any information regarding you and/or your family is personal and private.

Children's Mental Health Services will not share your information with anyone else without your permission and signed consent.

However, there are some circumstances where for legal reasons or for professional obligations we are required to share information without your consent.

These specific situations are:

If you or your child is in danger of harming yourself or someone else, we are obligated to take actions necessary to protect you or others from harm.

Professionals who work with children and youth must promptly report any suspicions that a child or youth is or may be in need of protection to a Children's Aid Society.

If you are involved in legal proceedings of any kind (Custody, Child Welfare, Separation/Divorce, Criminal) the Court can subpoena your file.

Children's Mental Health Services takes part in the Canadian Centre for Accreditation Program

Your file may be reviewed by representatives of the CCA Agency only for the purpose of assessing our agency's practices in accordance with Accreditation Standards. This ensures Children's Mental Health Services maintains the highest standards of quality of service. No information contained in your file will be removed or copied as part of this process.

Please speak with your Counsellor if you have any questions about this information.

In order to ensure we maintain your confidentiality and privacy our counsellor's will discuss how best to communicate with you outside of appointments.

Counsellors can only use email with you to confirm or cancel appointments.

Our Counsellors are discouraged from texting with clients unless it is approved by their supervisor.

Counsellors cannot use social media (such as Facebook or Twitter) to communicate with you due to the high risks to your privacy and confidentiality.

ACCESS TO YOUR RECORDS

We are required to keep a file for each child, youth or family who receives service from us.

Information kept in your file documents:

Your identified strengths, needs, goals and the plan for how we will work together.

Any assessments you agreed to and summaries of sessions and progress made on your goals.

The plan for when we end service.

You have the right to request to review your file, to request a correction to your Personal Health Information or to withdraw your consent for the collection and/or release of your personal health information. Your counsellor can provide information about this process.

RELEASE OF CONFIDENTIAL INFORMATION

If you would like us to give information about you or your family to another agency or if you want us to receive information from another agency about you or your family we are only able to do this if you give us your written permission.

CLIENT CONCERNS, SUGGESTIONS AND COMPLIMENTS

We are committed to working hard to give you the best service possible.

Should you have any questions or concerns about the service you receive, please speak directly with your counsellor. If after doing this you are still not satisfied you may feel free to call your counsellor's manager.

If your concern still remains you may contact the Executive Director, either in person by appointment, or in a letter addressed to:

Executive Director

Children's Mental Health Services
3 Applewood Drive, Suite 300
Belleville, Ontario K8P 4E3
613-966-3100

If you wish to speak with someone outside of Children's Mental Health Service, you may address your concern to:

Ministry of Children and Youth Services

11 Beechgrove Lane
Kingston, Ontario
K7M 9A6

OR

Child & Family Services Advocacy

2nd Floor – 2195 Yonge Street
Toronto, Ontario
M7A 1G2
1-800-263-2841

You will find our brochure, "How To Make Your Concerns Known", in the waiting room of each office or on our website at www.cmhs-hpe.on.ca

We like to know how we are doing so please let us know.

You can pass on suggestions or compliments directly to us by completing a Suggestions or Compliment Form and placing it in the Suggestions/Compliment Box in the waiting room of each office or by going to our website at www.cmhs-hpe.on.ca and completing the Suggestions/Compliments Form found under the "About Us" tab.

ACCOMMODATION OF DIVERSE LANGUAGES AND CULTURES

Children's Mental Health Services is committed to ensuring communication with you accommodates diverse needs, interest, cultural backgrounds and language needs.

Our counsellors can offer assistance in English. Translators may be used to accommodate clients who speak other languages or who use sign language.

Please let us now if you require specific assistance or accommodation.

ENDING SERVICES

Treatment services are finished when you have the skills you need to achieve your goals. This decision is reached mutually between you and your counsellor. You will discuss what to do should you need help again in the future. We will clarify if you wish to receive a copy of your Closing Summary note. Treatment services can also end after four weeks of no contact between you and your counsellor.

SERVICE SURVEY

We value your opinion about the services you have received. Your feedback helps us to look at ways we can improve our services or lets us know that we are doing good work.

You will be asked to complete a Satisfaction/Feedback Survey either by your counsellor at your last session or in the mail. Completing this is voluntary.

To learn more about Children's Mental Health Services please visit our website at www.cmhs-hpe.on.ca