



## **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!**



## **WELCOME TO CHILDREN'S MENTAL HEALTH SERVICES**

Welcome! We hope that your experience with Children's Mental Health Services (CMHS) will be both positive and helpful to you. It is our belief that you know yourself and your family better than anyone does. We will work with you and address any issues that you and your family identify. We will provide treatment that is built around your unique situations, including your individual and family strengths, and that 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 CMHS**

CMHS provides mental health treatment services for children and youth up 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 be a leading provider of seamless, meaningful, mental health treatment services for children, youth and their families.

We offer a wide range of services including walk-in clinics, brief services, individual, group and family counselling and therapy, parent education, crisis counselling, day treatment classrooms, intensive services and residential treatment services. We offer services to youth both in the office as well as in various high schools. With your permission, we may also coordinate services on your behalf with other community services.

All clients of CMHS 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.

## OUR STAFF TEAM

CMHS is staffed by Child and Family Therapists and Child and Youth Workers. All of our staff is experienced in helping children, youth and families.

We have consulting psychologists and child psychiatrists who work with us to provide assessments, and make recommendations.

## WHERE TO FIND US

<b>Belleville</b>	3 Applewood Drive, Suite 300	613-966-3100
<b>Trenton</b>	30 King Street, Suite 201	613-392-4331
<b>Picton</b>	124 Main Street	613-476-8252
<b>Madoc</b>	167 Durham Street South	613-473-1685
<b>Bancroft</b>	8 Hastings Street	613-332-3807

## HOURS OF SERVICE

**Monday to Friday 8:30AM to 4:30PM**

*After hours appointments are available upon your 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.

If you are experiencing a crisis after 4:30PM or on weekends, please contact us by calling the local office telephone number. Our answering service will forward your message to our after hours on-call worker. This worker will contact you as quickly as possible to provide you with assistance.

## WALK IN CLINIC

We provide immediate access to mental health services through our weekly walk in clinics in our Belleville and Trenton offices. No need for a referral. A small number of appointments on each clinic day can be pre-booked for those who need that. Pre-booked appointments can only be booked by calling after 8:30 am on the same clinic day you would like to attend. Please remember, not all appointments can be booked in advance; otherwise we would not be able to offer actual walk-in clients, any services.

<b>Belleville</b>	Wednesdays	12:00PM – 6:00 PM
<b>Trenton</b>	Thursdays	12:00PM – 6:00PM

Note: Last appointment starts at 4:30PM

## 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 and/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.

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 CMHS. Depending on the shared custody agreement, the therapist may need to obtain consent for the child to receive counselling by both parents.

CMHS provides placements for College/University, Child and Youth Worker and Social Work students. You will have the opportunity to consent or decline to a student’s participation in your services.

## **BENEFITS AND RISKS TO SERVICE**

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

Mental Health Treatment will assist you in developing new skills and perspectives that will help you now and in the future.

Some risks to mental health treatment include: possible confusion or a lack of support from family or friends around your decision to pursue treatment; 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 therapist, you will be able to talk about your concerns, your strengths and your needs. You will be involved in all aspects of planning and evaluating the services you receive. It is important to us that you speak openly about your family situation, set goals and share questions and concerns with your therapist. We want to know how things are going from your point of view. Therapy takes work and challenges the current way you look at things.

It is important that you keep your appointments with us. There are many people waiting for service and we want to ensure that we are available when you and others need us. By keeping your appointments, our waitlists go down. If for some reason you are unable to attend an appointment, please call us as soon as possible to reschedule.

## PRIVACY AND CONFIDENTIALITY

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

CHMS 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 our file.

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

Email can be used to confirm or cancel appointments only.

Our Therapists are discouraged from texting with clients unless it is approved by their manager.

Therapists cannot use social media to communicate with you due to confidentiality concerns and the high risk of a breach in your privacy.

CMHS takes part in the Canadian Centre for Accreditation (CCA) Program. Your file may be reviewed by audit reviewers of the CCA agency only for the purpose of assessing our agency's practices in accordance with Accreditation Standards. This ensures CMHS maintains the highest standards of quality service. No information contained in your file will be removed or copied as part of this process.

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

## **ACCESS TO YOUR FILE**

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

The following information is kept in your file:

- The identified strengths, needs, goals and the plan for how we will work together;
- All assessments that are completed;
- Summaries of sessions together and progress made on your goals;
- A plan for when service has been completed; and
- Any other relevant information.

You have the right to view your file or to make a correction to your personal health information. You can withdraw your consent for the collection and/or release of your personal health information at any time. Your therapist can provide information about this process. No one else will be given access to your file without your consent, \*except for the legal reasons stated above.

## **RELEASE OF CONFIDENTIAL INFORMATION**

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

## **ACCOMMODATION OF DIVERSE LANGUAGES AND CULTURES**

CMHS is committed to ensuring communication with you. We will work with you to accommodate your diverse needs, interests, cultural and language needs.

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

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

## **CLIENT CONCERNS, SUGGESTIONS, COMPLIMENTS AND FEEDBACK**

We are committed to working hard to give you the best service possible. Should you have any questions or concerns while receiving services, please speak directly with your therapist. If after doing this you are still not satisfied, you may feel free to call your therapist's manager.

If you remain unsatisfied, you may contact the Executive Director, by phone, email or by letter:

**Susan Sweetman, Executive Director**  
Children's Mental Health Services  
300 – 3 Applewood Drive  
Belleville, ON K8P 4E3  
613-966-3100  
ssweetman@cmhs-hpe.on.ca

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

**Ministry of Children and Youth Services**  
11 Beechgrove Lane  
Kingston, ON K7M 9A6  
OR

**Child & Family Services Advocacy**  
2<sup>nd</sup> Floor, 2195 Yonge Street  
Toronto, ON M7A 1G2  
1-800-263-2841

You will find our brochure, “How to Make Your Concerns Known”, in the waiting room of each office and on our website at [www.cmhs-hpe.on.ca](http://www.cmhs-hpe.on.ca)

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

You can pass on suggestions, compliments or feedback directly to us by completing a Suggestions, Compliments and Feedback Form and placing it in the labelled box in the waiting room of each office or by going to our website at [www.cmhs-hpe.on.ca](http://www.cmhs-hpe.on.ca) and completing the Suggestions, Compliments and Feedback Form found under the “About Us” tab.

## COMPLETION OF SERVICES

Treatment services are completed when you have the skills that you need to achieve your goals. This decision is reached mutually between you and your therapist. When it has been agreed that that you will no longer receive service, we will ask you if you wish to receive a copy of your Closing Summary Note and we will discuss what to do should you need help again in the future.

CMHS will end treatment services if no contact has been made by you in three weeks.

## 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.

Once you are finished receiving services, you will be given an evaluation survey either by your therapist at your last session or receive one in the mail. Please complete this survey with your honest feedback and return it to us as quickly as possible. Every survey is read by our Executive Director and all concerns, suggestions and compliments are taken seriously and acted on. It is only through your honest feedback that our services can improve for you and other families in the future.

To learn more about Children’s Mental Health Services please visit our website at [www.cmhs-hpe.on.ca](http://www.cmhs-hpe.on.ca).



**February 2018**