

Child and Youth Mental Health Program

Client Orientation Handbook



Vision

Children and families reaching their full potential.

Mission

We are dedicated to ensuring the safety and well-being of every child by providing effective services to children and families.

Values

Positive Attitude

We will focus on strengths, accept differences and see challenges as opportunities.

Relationships

We value positive connections and open communication to provide opportunities for meaningful change.

Integrity

We value mutual trust and respect through transparency, honesty and accountability.

Diversity

We nurture and embrace the uniqueness of all individuals and cultures in our workplace and communities.

Excellence

We are committed to the continuous pursuit of skills, knowledge and quality services.



Locations

Kenora Dryden Sioux Lookout Fort Frances Atikokan Red Lake

www.kenorarainyrivercfs.ca

Fort Frances Office:

240 First Street East – Suite 200

Fort Frances, ON P9A 1K5

Phone: (807) 274-7787

Fax: (807) 274-6646

Atikokan Office:

211 Main St. West

Atikokan, ON P0T 1C0

Phone: (807) 597-2700

Fax: (807) 597-6920

Hours of Operation:

Monday to Friday 8:30 a.m. – 4:30 p.m.

Welcome

Welcome to Kenora-Rainy River Districts Child and Family Services (KRRDCFS). We are very pleased that you have chosen our agency to work with you and your family.

The purpose of this handbook is to provide you with some important information about the agency and how our children's mental health services work. After reading this handbook, please feel free to ask your worker any questions or raise any concerns you may have. Whether you are a child, youth, parent, or family member; our commitment to you is to offer you the most appropriate services that will help improve the quality of your life at home, school, and in our community.

The Purpose of the Children's Mental Health Team

We are here to improve the mental health of our community and to assist children and families to overcome their difficulties, in order that they may live happier, healthier, and more productive lives. We do this by providing a range of programs and services which meet the changing needs of our community.

Services Offered

- Individual, family and group counseling and therapy
- Treatment groups
- Psychological assessments
- Treatment planning
- Suicide risk support services (24 hours a day)
- Linkages with health and educational services in the community
- Support and assistance with parenting
- Public education
- Training
- Consultation

For more information on all services provided by KRRDCFS, please visit: www.krrcfs.ca

Who Will Work With You and Your Family?

Through our intake process we have worked to match you and your family with a service and professional who can best meet your needs.

We have staff trained in a variety of different specialty areas; for example, autism, parenting, youth justice, substance abuse or trauma. At times different staff may be involved in helping you either directly or indirectly by providing consultation about your case, as needed.

Please ask about this if you have questions.

What are the Benefits of Participating in Treatment?

It is important that you understand that there are both risks and benefits of participating in any of the mental health services.

Some of the Benefits are:

- Relationships with your family may improve.
- There may be less tension or stress in your family.
- Parents can learn more effective ways of parenting.
- Siblings can get along better.
- You will experience less stress and worry.
- You may be more motivated to change and maintain changes.
- You may develop more self-control over your behavior.
- You will learn about yourself and your strengths.
- You may see your struggles and problems in a new way.
- You can develop new skills and learn healthier ways to cope.
- You will feel less alone and isolated.
- You may experience more hope, optimism and joy in life.
- You can function more effectively at home, school, work and with friends.
- You should feel heard, respected, understood and supported in your struggles.
- Your physical and emotional health may improve.

What are the Risks of Participating in Treatment?

Some of the Risks are:

- Some family members may not participate in treatment.
- Some family members may not support you in the changes you are making.
- Change may be uncomfortable or even frightening.
- Things may actually get worse before they improve.
- Others like teachers, social workers or family members may not see the changes you are making.
- Change may not occur even though you are trying hard.
- You may learn things about yourself that are hard to hear and to deal with.
- Past issues may be brought up and discussed.
- If you are in a group, you may be impacted by other client's issues.
- You may have to wait to receive formal assessments or to see a specialist.
- We may have to involve Children's Aid if child protection concerns arise.
- We may be ordered to testify in court.

What Can You Do in a Crisis or Emergency?

If you, your family, or someone you know is in a crisis or emergency situation, we encourage you to use the following directions for help or assistance:

- If someone is at immediate risk of severe injury or death, you should call 911 for immediate assistance or take the person to the hospital emergency department.
- During office hours, if you are a client you can call your worker at KRRDCFS; however, if your worker is not available, your call may be directed to another mental health professional.
- If you are worried about a child or have concerns that a child is being abused or neglected, you can call child protection services at our agency, at 807-274-7787 or toll free at 1-800 465-7764.

If you are experiencing a mental health crisis and need assistance, you can call the KRRDCFS agency at 807-274-7787. During work hours a crisis response therapist will be available to assist you. After regular office hours there will be a social worker on call who will respond to these needs.

Other Important Telephone Numbers
Telehealth 1 866 797 0000 Kids Help Phone 1 800 668 6868

What if You Have Concerns or Complaints?

If you have concerns or complaints, we want to hear from you. For example:

- You may feel you are not being treated respectfully by our staff.
- You are not comfortable with what is happening in meetings or treatment.
- You feel your rights have been violated.

Here are the steps to take if you have a problem:

1. Talk to your worker.

First, try to talk to your worker to resolve the problem. Let the worker know:

- What the problem is.
- What you have done about it.
- What you want to happen now.

If you talk to your worker and you can't resolve the problem, then go to the program supervisor. If you don't want to tell your worker how you feel, then you can ask to talk to the supervisor first.

2.	Talk to the su	pervisor.	His/Her name is	
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Tell the supervisor that you have some concerns. Let the supervisor know:

- What the problem is.
- What you have done about it.
- What you want to happen now.

The supervisor will look into any problems right away and may call meetings with everyone to discuss concerns.

If after your discussion, you still have a concern or complaint, you can ask to talk to or write to the supervisor's Director of Service. His/Her name is

If after the discussions with the supervisor and/or Director, you still have a concern or complaint, you have the option of proceeding with the formal complaint procedure.

3. Send a Written Complaint to the Supervisor of Strategic & Quality Initiatives

This supervisor will notify you within 7 days of receiving the letter whether your complaint is eligible. If your complaint is determined to be eligible, you will be invited to meet with the Internal Complaint Review Panel (ICRP) within 14 days of the date of eligibility.

Remember, at any time you can contact the
Office of the Provincial Advocate for Children and Youth
Call 1 800 263 2841
or e-mail advocacy@provincialadvocate.on.ca

About Consent

In order to proceed with service you will need to sign a "Consent for Service" form. A "Consent to Service" is like a contract where you formally agree to work with KRRDCFS so that our workers can provide you, and where appropriate, your family, with mental health services. Your worker can explain further what the form means and how it applies to you and your family. In some situations, you may want your worker to share reports or gather information from other people.

A "Consent to Release Information" gives your worker your permission to obtain information from other professionals such as teachers or doctors, and/or to share information to others such as school, doctors or other social workers. In terms of signing consents, if a child is under 12 years, the parent/guardian must give consent. If a child is between 12 and 16 years, the child and/or the parent may give consent. In joint custody situations where the child is under 12, both parents must sign a Consent for Service form. Youth over the age of 16 consent to their own services and releases.

About Confidentiality

Confidentiality means we will protect your information and not share it without your permission. There are two ways that we may share information about you with others.

The first and most common situation is when you give us your consent to share information by signing a "Consent to Release Information". This allows us to share information verbally with others or provide others with clinical reports.

When you sign a "Consent to Release Information" you have the right to tell us:

- What information we can give out about you.
- Whom we can give information to.
- How that information can be used.

The second way is under the law and we do not need your consent to share information. More specifically, we may share information with:

- Your family (parent, guardian, spouse, other) and other professionals if we believe you will hurt yourself or someone else.
- The Children's Aid Society if child abuse or neglect is suspected.
- The Police, if you plan to harm yourself or others.
- The Courts, if they order us to release reports or information.

About Your File and Personal Health Information

At KRRDCFS we are committed to maintaining your confidentiality and privacy with respect to the information contained in your file. More specifically, this refers to the information we collect, how we use your information, how we store the information, and how we can share your information.

You should know that we keep a file on the work we are doing with you and your family. Our files are kept electronically on the Client Information Management System (CIMS) data base. We protect your file and information by using electronic security and secure passwords. This file may also include other information from other agencies that you have given us permission to contact. We need you to provide us with any changes in your personal information so we can change it in our file.

All staff, board members, and students who are associated with KRRDCFS, are required to sign an "Oath of Confidentiality". This oath requires each person to maintain a client's confidentiality at all times.

As a client, you have the right to access and review the information that is contained in your file. However, you cannot review information about another person. You also have the right to correct the information that is shown to be wrong or inaccurate,

KRRDCFS complies with the Personal Health Information Act, the Child and Family Services Act, and the Youth Criminal Justice Act. If you have any concerns about your information, please ask your worker, the program manager, or the agency's Privacy Officer.



Can We E-mail to Communicate?

In some situations, you and your worker may wish to use e-mail to communicate. There are both benefits and risks when using e-mail, particularly with respect to confidentiality and privacy. If you and your worker choose to use e-mail then this must be done with your consent, knowing that:

- We will not send reports or any other Personal Health Information through e-mail
- We will only check e-mail during working hours
- We cannot promise that e-mail communication will be confidential
- We will not do counselling or treatment using e-mail



Counselling for Success – Rights and Responsibilities What are Your Rights?

As a client of the KRRDCFS, you have the right to:

- Be treated with respect
- Get help in the language that you speak
- Confidentiality (with exceptions noted previously)
- Take part in the planning of treatment services
- Take part in the review how treatment is going
- Have access to your records/file and have copies of your reports
- Tell us whom we can give information to by signing the "Authorization for Release of Information" form
- Talk with us if you feel that any decision or treatment is not right for you
- To terminate services at any time

We will also:

- Ask you to sign a "Consent for Service"
- Ask you about any cultural, spiritual or diversity issues that may be important to our work with you
- Develop a plan with you before we start any treatment
- Make sure you understand how treatment can help you and what the risks and benefits are
- Tell you about all the different services or resources that can help you
- Work with other services or agencies if you wish
- Tell you how to get help in an emergency

What are Your Responsibilities?

In order for us to provide you with quality service, you must:

- Attend all appointments as arranged or contact your counsellor if you are unable to attend. If you miss appointments without any explanation we may, at the discretion of the counsellor, close your file.
- Actively participate in your treatment plan. Most mental health issues
 develop over time. Therefore, changes will require time and effort. Failure
 to participate in your treatment plan may result in failure to achieve success
 in the change process.
- Parents/guardians, at the counsellor's request, may be required to play an active role in the treatment process. Your involvement and support are crucial for your child's success.
- We are dedicated to service excellence; however, we reserve the right to close our services if you are not following through with your responsibilities.

We greatly appreciate your partnership and cooperation.



Improving the Quality of Our Services

KRRDCFS is committed to improving the quality of our services. We are very interested in evaluating how our programs are meeting your needs. To accomplish this, the agency engages in program evaluation which may include using the data we gather to evaluate whether we are accomplishing our program goals.

We want you to know that we may use your client information in the evaluation process; however, we will never identify any individual client or person in our evaluation processes or in the reporting of results. Information will be presented in aggregate and no individual information, person, or organization will be identified. Your confidentiality and privacy will always be protected in any program evaluation efforts. If you have any questions or concerns, please ask your worker or the Privacy Officer.

How Else Can Parents or Youth Get Involved?

Parents can get involved with KRRDCFS by:

- Providing us with feedback about our services. Please see the form on page 13.
- Participating in focus groups or other forums organized by the agency.
- Participating in evaluations conducted by the agency.
- Joining our Board of Directors when you are no longer a client.





Kenora-Rainy River Districts Child and Family Services Client Feedback Survey

Children's Mental Health Program

Please help us to evaluate our service by checking how much you agree or disagree with each of the following statements. We are interested in your opinion and welcome your comments and suggestions.

did not have to wait too long worker. My phone calls were quickly re		Agreement with Statement					
worker.		Strongly Agree	Agree	Neutral	Disagree		Not Applicable/ Does Not Apply
My phone calls were quickly re	for our first meeting with	©	0	0	0	©	©
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felt listened to.		0	0	0	0	0	0
was treated fairly.		0	0	0	0	0	0
ly worker was knowledgeable sues we were dealing with.	about the mental health	0	0	0	0	0	0
ly worker provided informationet my needs.	on that was helpful and	0	0	0	0	0	0
was involved in goal setting	for my family.	0	0	0	0	0	0
was kept informed about wh	at was happening.	0	0	0	0	0	0
did not experience barriers t articipating in service or acce		0	0	0	0	0	0
verall, I was satisfied with the Children's Mental Health p	e services provided by	0	0	0	0	0	0
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Notes	