



Chatham-Kent
Children's Services

Services pour les enfants
de Chatham-Kent



Children's Mental Health

Parent Handbook

Children's Mental Health Services

... a parent handbook

Welcome to Chatham Kent Children's Services (CKCS)!

Welcome! We hope that your experience with CKCS will be helpful and rewarding. This Handbook gives you a brief description of our services and important information about how we can work together with you and your family.

Who We Are:

CKCS is a non-profit agency that receives local, provincial, and federal funding to deliver a variety of Evidence Based/ Best Practice services to child/youth and their families. As a multiservice agency, we provide prevention, developmental, mental health and protection services under one roof.

Our Mission Statement:

"Strengthening Children and Families for a Better Future"

Our Aspiration Statement and Values:

CKCS is an accredited multi-service agency that responds to the unique dynamics of our families. We support the well-being and safety of our children and their families through evidence based practices and collaboration with community partners. Together, CKCS employees strive to foster an environment that encourages positive growth, professional development and progressive change.

Together with our community, CKCS creates:

- Collaboration
- Respect
- Equality
- Accountability
- Trust
- Empowerment of families
- Support





frequently asked questions

CKCS Mental Health Services

If you are reading this handbook, you have either expressed an interest in becoming involved with our Mental Health Team or you are already beginning that process. Here is a little more information about what our Mental Health Team has to offer:

CKCS is an accredited Children's Mental Health Centre having met the standards set by the Canadian Center for Accreditation. The Mental Health Team offers individual, family and group counselling to children, adolescents and their families. We are here to help resolve many kinds of emotional, behavioral and psychological difficulties.

Who Can Use Our Service?

Mental Health services are provided to children/youth up to 17 years old and their family who are residents of Chatham-Kent.

Is There a Cost?

Our services are offered at no cost to you. The Ministry of Children and Youth Services, the Municipality of Chatham Kent, and The United Way provide most of our funding.

What Are Our Hours?

Office hours are 8:30am to 7:00pm Monday to Thursday, Friday 8:30 to 4:30. Appointments are scheduled in consultation with the youth and family.

Where Are Your Locations?

Service is provided in Chatham, Wallaceburg, Ridgetown, Tilbury and Blenheim.

We meet in places that lend themselves to success like schools and offices. We make every effort to provide services in clinically appropriate locations that are convenient, comfortable and accessible for you and your family.

How Do I Get Started?

You can call us at **519-352-0440**. Please see next page for ***Beginning The Process***.

Beginning the Process

Parents and/or youth age 12 and older may call **519-352-0440** directly with questions or concerns or to make a referral. Others involved with your child (eg. teacher, doctor) can make a referral with your consent. When you call you will be directed to a screener who will discuss your concerns and gather your contact information.

At this point there may be a waiting period before you hear from us again. You will then receive a questionnaire by email, phone or in person as well as a phone call from a Mental Health Intake Worker to gather additional assessment information and discuss treatment options.

You are welcome to contact us at any time to share additional information or ask questions.

Consent to Service

Your participation with the CKCS Mental Health program is voluntary and you may stop receiving services at any time. A clinician/worker will discuss with you the benefits of services, possible drawbacks, treatment options and any concerns you might have. All assessment and counselling services will be mutually agreed upon by you and your clinician/worker.

Walk In Clinic:

The walk- in clinic provides quick access to a single therapeutic session; it enables family members to see trained clinicians at their chosen moments of need. Children/youth and or families may come to the clinic without an appointment during walk-in clinic hours.

Appointments are available on a first come basis. Please call 352-0440 for clinic times and locations.

Crisis Services

If your child is experiencing a crisis situation (ie. harm to self or others) we may be able to offer short term assessment and treatment services right away. This is usually determined in the first phone call.

The Treatment Program

When a space becomes available, you will be assigned to a clinician/worker who will meet with you. You will have a chance to talk about your rights and sign paperwork as part of agreeing to participate in service. Your clinician/worker will work with you to develop a plan of service that will be based on the recommendations from the intake assessment, your concerns, needs and strengths.

As you and your family move through the course of treatment we will monitor and discuss progress towards your goals on a regular basis. Depending on your needs and goals, the clinician/worker may arrange for specialized assessment and/or consultation with other

professionals. These reviews and multidisciplinary input will help to ensure that our work together is progressing, to identify if other services or changes are needed and to let us know when our work together is completed.

The Role of Mental Health Team

Our clinical team is staffed by qualified professionals who have the skills, expertise and appropriate training to assist you. They will behave in a professional manner, be on time for appointments and treat you with respect.

We will do our best to notify you in advance of any cancellations or changes to appointments. You will be contacted in a timely way to reschedule at a convenient time.

Staff will listen to you and support the decisions that you make. We will answer any questions you may have about your child, our services or information in general.

If we don't have the answer we will guide you to someone who does.

Our role is to provide emotional support and mental health counselling to children and youth. We do not participate in legal disputes.

Your information will be kept confidential (please refer to *pg. 6* for exceptions).

If you and your clinician/worker decide to involve other programs either at CKCS or in the community, all of our work with you will be integrated and coordinated.

The Role of Parents, Children and Youth

We view your time at CKCS as a partnership between you, your family and your clinician/worker. You will be directly involved in planning and reviewing the service you receive.

We encourage you to speak openly about your concerns and ask questions when you feel unsure about something.

We would like you to keep an open mind to new ideas or information that may arise. Many answers to your questions will come from your own thoughts and insights with time, effort and patience.

Time commitment: The number of visits will depend on your specific situation and needs. Some situations can be resolved in a few meetings, other require a longer period of time.

Cancellations: Many families want and need our services. If you are not able to keep your appointment, please call us at least 24 hrs in advance. Please be present, prepared for and participate in each appointment .

The best outcomes are achieved when we are able to meet regularly to work on treatment goals. Please stay in touch with your clinician/worker.

Ending Services

We will decide together when your file is ready to be closed. Typically this happens when your goals have been met or after six weeks of no contact.

We will develop a follow up plan for your family, and will provide you with a copy (if requested) of the closing summary and the intake number for future service.



Benefits and Risks

Here are some of the benefits and risks of participating in this Mental Health Program.

We may find additional benefits and risks when we meet with you, and through discussion and planning will aim to enhance the benefits and minimize the risks.

| Benefits | Risks |
|--|---|
| We focus on individual and family strengths and resources | Your child may experience anger, a negative view of self or a sense of rejection as a result of decision to refer for services |
| You are part of the “team” and we encourage you to take a leadership role | At the onset of mental health counseling, a child’s behaviour, mood, negative self-perception, etc. may worsen as they start to deal with difficult issues |
| We offer telephone support and regular communication for families | Parents and children may need to personally challenge or be challenged by staff about difficult treatment issues |
| We help you develop a crisis plan | You and/or your child may feel uncomfortable with suggestion for change, and change may feel uncomfortable |
| We help you build positive working relationships in your family, community and school | Child and family needs may exceed program resources and the program may not address all of the complex issues for some families |
| We offer a variety of therapeutic services, group work, psychiatric consultation and psychological testing | “Long term” involvement may result in the child and or family becoming dependent upon the services |
| We develop custom treatment plans and review them on a regular basis | Client files and/or identifying information may be used outside the confines of the Centre (i.e. court, child abuse investigations as required by the Child and Family Services Act or law) |
| We offer a multi-disciplinary approach | |
| We provide support and guidance to parents | |
| We offer a safe therapeutic environment | Your child may respond and improve at home while continuing to present difficult or challenging behaviours in the community |
| We give children the opportunity to learn, rehearse and practice appropriate behaviours that lead to positive change | |
| We help children develop problem solving and coping skills | |

Concerns and Complaints

We want to provide you and your family with the best possible service.

If there is a problem we want to know about it and solve it as quickly as possible.

The best way to do this is for you to discuss the problem with your clinician/worker. If you are still dissatisfied you are welcome to contact your clinician/worker’s supervisor, their Director of Service or the Executive Director. If you are still not happy, you may make a formal complaint. A pamphlet on how to make a formal complaint can be provided for you and is also available at www.ckcs.on.ca

Confidentiality: the 'fine print' ...

Your Privacy is Important to us

CKCS respects and protects the privacy of those involved with our services. We ensure our policies meet or exceed the legal privacy standards established by the relevant legislation, standards and guidelines (Ontario's Personal Health Information Protection Act, 2004 and The Child and Family Services Act 1990: as amended).

Confidentially and Consent

With very few exceptions we do not share personal information of our clients or their families with anyone without obtaining consent from the individual to whom the information pertains or who is lawfully entitled to give withhold or withdraw consent on the person's behalf (e.g. custodial parent, guardian).

Exceptions only occur when required or permitted by law and ethical standards such as:

- In situations of suspected child abuse or neglect,
- In situations of imminent harm (where there is a clear and imminent risk of serious bodily harm to someone or the possibility of self harm)
- In the context of legal proceedings (to comply with a summons or subpoena)
- To comply with the requirements of our accreditors and professional regulatory bodies
- To researchers where legislative and specific policies have been met (typically non-identifying information is provided)

CKCS is part of the Community Violence Threat Risk Assessment (VTRA) protocol. Personal information shared throughout this process will respect and balance each individual's right to privacy with the need to ensure the safety of all.

These exceptions are called '*limits of confidentiality*' and if there are other limits of confidentiality that are identified in a particular situation we would talk to you about them as they arise.

Please understand that with today's technology, specifically social media (Facebook, YouTube, Twitter, etc.), anything you choose to (or agree to) videotape, record, post or otherwise share poses a threat to the privacy and confidentiality of you and your children.

CKCS does not consent to the use of audio or visual recording during interviews with staff.



**Chatham-Kent
Children's Services**

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de Chatham-Kent

495 Grand Ave., West
Chatham, Ontario N7L 1C5
phone: 519-352-0440
Fax: 519-352-4152

Strengthening Children and Families for a Better Future

Important Phone Numbers

| | |
|------------------------------------|-----------------------|
| Emergency (Ambulance/Fire/police) | 9-1-1 |
| Poison Control | 1-800-268-9017 |
| Telehealth Ontario | 1-866-797-0000 |
| Kids Help Line | 1-800-668-6868 |
| Chatham-Kent Children's Services | 519-352-0440 |
| Chatham-Kent Health Alliance | 519-352-6400 |
| Chatham Kent Women's Centre | 519-354-6300 |
| Chatham Kent Addictions Program | 519-351-6144 |
| Canadian Mental Health Association | 519-436-6100 |

For More Information...

The Child and Family Services Act
Service Ontario E Law: www-laws.gov.on.ca
<http://www.e-laws.gov.on.ca/html/statutes/english/elaws-statutes-90c11-e.htm>

Information and Privacy Commissioner of Ontario
2 Bloor Street East, Suite 1400
Toronto Ontario
N4W 1A8
1-800-387-0037
www.icp.on.ca

Ontario Personal health and Protection Information Act
Service Ontario E Law: www-laws.gov.on.ca
<http://www.e-laws.gov.on.ca/html/statutes/English/elaws-statutes-04p03-e.htm>

Children's Mental Health Ontario
www.kidsmentalhealth.ca

Canadian Center for Accreditation
www.canadiancentreforaccreditation.ca

