



CLIENT INFORMATION PACKAGE

Welcome to Reach Out Centre for Kids (ROCK)

ROCK is a multi-service organization providing services to children and youth from birth to 17 years of age and their families. ROCK aims to improve the lives and relationships of families with children who are having social, emotional and behavioral problems. ROCK staff will help you determine what services and supports will best meet your individualized needs.

At ROCK, we function on a multidisciplinary team basis, that may include persons trained in psychology, social work, therapy, occupational therapy, nursing, education, early

childhood education, family and individual counselling, and child and youth counselling. From time to time, as necessary, certain aspects of our work together may be discussed with other members of this team.

Building Rock Solid People. Leading The Way.

ROCK is the Ministry of Children and Youth Services (MCYS) appointed Lead Agency for the child and youth mental health sector in Halton. We are proud to collaborate with our partners to strengthen the community-based system for delivering mental health services.

DIVERSITY AND INCLUSION

ROCK recognizes, welcomes, and accepts the diversity of our clients and their families with respect to race, national or ethnic ancestry, place of origin, colour, religion, citizenship, creed, sex, sexual orientation, gender identity/expression, age, marital status, family status, mental or physical disability, or language. If you require services in a language other than English, we will make every effort to accommodate you.

PARENT AND CAREGIVER INVOLVEMENT

We believe that to help a child we must work in partnership with parents/caregivers. You will be involved in setting goals for the work you do here and in decisions that are made about the services that you receive.

With separated/divorced parents, ROCK understands that there is a wide range of decision-making arrangements for children. Where there is a legally defined shared parenting time between the parents, ROCK considers it important to support the parenting relationship with the child/youth and each parent/caregiver. In these situations, you will be asked to review and sign an additional letter to help us understand your "Decision-making Arrangement".

DECISION-MAKING ABILITY

When do children/youth make their own decisions?

In reviewing various legislations, it is ROCK's practice that youth 12 years of age and older have the legal right to private, and confidential counselling. It is also our practice to review and encourage the involvement of the youth's parents/guardians. Where the youth is at risk, or is seeking residential treatment, the involvement parents/guardians is sought.

A child may make service decisions and/or privacy decisions if they are "capable". If a child/youth is capable, they can request and receive our services without a parent/guardian's consent.

INFORMED CONSENT FOR SERVICE

In order to make an informed decision about whether services are right for you/your child, you will be informed about the services for

which you qualify, their known risks and benefits, alternatives you might consider and the waiting times that might be involved. This information is intended to help you make the best choices for you/your child.

If you do not understand the information being provided by staff, please ask for clarification or for more information. It is our job to help you understand. If you feel that you could benefit from external advice regarding treatment options, please feel free to get such advice (such as from an external health care provider or a lawyer or other advisor).

In addition to the decision about whether to obtain service at ROCK, there are other decision points as service proceeds. You and your family will have the opportunity to participate in the development of an individualized care plan that meets your child and family's needs and preferences. Your child's care plan will be reviewed on a regular basis, with your family's input and the input of all those who participated in developing the plan. In each situation, informed consent is required in order to proceed. You have the right to say no to a proposed plan and to be made aware of possible alternatives.

When important decisions are made regarding the services that you/your child are/is receiving, you will be asked to sign a document which indicates that you have made an informed decision to participate in the care plan. Whenever significant changes are made to your child's care plan, you will always be asked whether you agree to these changes. You can say yes or no.

POSSIBLE RISKS AND BENEFITS OF SERVICE

Possible benefits associated with services include:

- Children and youth are provided with a healthy, safe environment where they can safely explore issues related to their mental health
- The development of strategies for achieving and maintaining improved mental health
- The development of life skills and adaptive coping skills
- Improvement in self-image, self-esteem, and self-confidence
- Improvement in family and peer relationships

Possible risks associated with services include:

- Exploring issues related to mental health can sometimes be difficult for a child, youth, and family members
- Changes in family dynamics that may be unexpected or undesired
- Exposure to unexpected or undesired behaviors of others if you are involved in group services
- Treatment goals may not be obtained

Service Specific:

You will also be informed of any service specific benefits and risks as you begin with a new service.

RIGHTS AND RESPONSIBILITIES

We believe that everyone receiving services at ROCK has certain rights and responsibilities.

Your rights include the right to:

- Be informed of, know and understand your rights
- Be treated with dignity, respect, honesty, and integrity
- Be and feel safe
- Receive safe, competent and effective services
- Be treated fairly no matter your age, race, culture, ethnicity, sex, religion, gender identity, and/or sexual orientation
- Be involved in decisions about the services you receive
- To have a support person or advocate involved in your/your child's service
- Participate in assessment, treatment planning and the setting of goals
- Raise concerns about the quality of service
- Inform your clinician of any complaints about your/your child's services, and be responded to in a timely manner
- Refuse service or refuse to have certain people involve in your service
- Withdraw from services at any time without consequence.
- Review your child's file with your/your child's clinician and be informed about how the information is used
- Add information to the file that you may feel is important; and to request the correction of any factual errors in your/your child's file.
- Have your personal health information kept private and confidential
- To take part in or to refuse to take part in research
- If you live in a ROCK residential program, you have additional rights that are shared with you by our staff

Your responsibilities include:

- Actively participating in the services and all meetings concerning your family
- Informing our staff if you feel our service is not providing what you/your child needs
- Attending scheduled appointments and notifying our staff if you are unable to attend and/or need to change an appointment.
- Respecting the privacy of others, including their right to confidentiality, when you are involved in group services
- Treating ROCK staff, students and volunteers with respect, dignity and safety

If you have a question or concern about your rights or responsibilities you can seek advice from:

- A ROCK staff or ask to speak to a supervisor
- Your parent(s)/guardian(s)

- A legislative office

CLIENT CONCERN / COMPLAINT PROCESS

ROCK will respond to client concerns of any nature in a timely and respectful manner. Should you have a concern or a complaint, you are encouraged to discuss the issue with the staff involved and/or their lead/manager.

You can take any unresolved concerns/complaints directly to the VP of Clinical Services and/or the CEO for resolution. If you feel your concern/complaint is still unresolved you can contact the:

Ontario Child Advocate

provincialadvocate.on.ca | 1-800-263-2841

Ombudsman of Ontario

ombudsman.on.ca | 1-800-263-1830

CONFIDENTIALITY

Services at ROCK are private and confidential, although there are exceptions when we must, by law, release information. ROCK staff will review these limitations to confidentiality with you at the beginning of your work together.

These limitations include:

- Should we have concern that a child or youth under the age of 16 has been or is at risk of being abused, either physically or sexually, emotionally maltreated, or neglected (including a failure or inability of caregivers to follow through on services necessary to alleviate significant emotional or developmental difficulties), we are legally required to contact the Children's Aid Society. For youth aged 16 or 17, we may make a report where we have a reasonable suspicion that the youth may be in need of protection.
- Should we have concern that someone is at risk for suicide or seriously threatens the safety of others, we have an ethical obligation, and a legal responsibility, to disclose information to those who would help ensure safety (e.g., police).
- Where ROCK has been court ordered to share information about a child's service and we have had to do so.
- Should you advise us about sexual abuse or harassment by a health care provider, who is a member of a regulated profession (e.g., physician, occupational therapist, psychologist), we would be legally required to report that health care provider's name to their College, although we will not reveal your name unless we receive written permission from you.
- Should we suspect that an older adult in a Long-Term Care or Retirement Home is being abused, neglected, or improperly treated, we are required by law to report our concerns to those who would ensure the person's safety.

CLIENT FILES

Please be aware that the information that you share in your session(s) is kept in your child's file (also called a Health Information Record). With your informed consent, we will collect information from relevant others that is needed to provide the best service to you and to ensure good continuity of care. Client records include information relevant to health including your child's date of birth, contact information, health history, record of your child's visits to ROCK, contact notes, care/service plans, and written reports.

ROCK is required to limit access to a client file if it is believed that the information in the file might be harmful to someone or might place someone at risk of harm.

INFORMATION SHARING

ROCK requires a client's and/or parent/legal guardian's written or verbal consent before sharing or receiving information, including personal health information, with other persons outside of this agency and would discuss this with you in advance; please refer to the limitations of confidentiality.

ROCK uses a shared client information system with other Ministry of Children and Youth Services, Ministry of Community and Social Services, and Ministry of Health and Long Term Care funded agencies in Halton, including Nelson Youth Centre, the PAHI program (a partnership program between ROCK and Bob Rumball Canadian Deaf Centre of Excellence) and Community Youth Programs, Region of Halton, Central West Specialized Developmental Services, ErinoakKids and the Mississauga Halton and the Hamilton, Niagara, Haldimand, Brant Local Health Integrated Networks. Only the client's name and address is visible at these agencies. ROCK shares de-identified information with approved external sources as required; this data may be analyzed for the purpose of research.

Every four years, ROCK is accredited and in the process your file may be reviewed. On occasion client files may be reviewed by a clinician's governing college (e.g., the college of psychologists) to ensure that appropriate processes are being followed in accordance with the standards and guidelines set out for professionals.

If you have concerns about the collection, use, or disclosure of your/your child's personal health information, please contact our privacy officer: privacy@rockonline.ca

HOW TO SHARE YOUR THOUGHTS WITH US

Parents and youth who have received ROCK services can share your thoughts of our service. One way you can share your feedback is through our Client Experience Questionnaire.

ROCK's Board of Directors, Leadership Team and staff welcome your thoughts and suggestions. We encourage input from our clients and use it to help improve our services.

PAY IT FORWARD

The Government of Ontario primarily funds ROCK services. There are currently 100's of children awaiting mental health services in your community. You can help decrease this number by 'paying it forward' and joining ROCK's PIF campaign. ROCK is a registered charity and we appreciate donations toward another family's service and to help us maintain the current level of services we provide. Tax receipts are available for all donations over \$20.

COMMUNICATING WITH ROCK

You are welcome to communicate with staff, students, and volunteers at ROCK by email/text as long as you understand the risks, limitations, conditions of use, and instructions for the use of electronic communication services (email, text messaging).

ROCK staff cannot provide counselling via email/text but we

can schedule and cancel appointments and exchange generic information and resources. Emailing/texting with ROCK staff must respect professional guidelines within which the staff works. If your counsellor/therapist has any concerns, they will speak with you directly.

CLIENT EMAIL AND/OR TEXTS

If you decide to communicate with ROCK staff, students and volunteers electronically, you are accepting all risks associated with the use of electronic communication. Please note that email and text messaging are not secure so if you wish to use these communication methods with ROCK staff, students and volunteers you must accept the following:

- Use of email/text to discuss sensitive information can increase the risk of such information being disclosed to third parties. ROCK staff, students and volunteers will not use email or text to provide counselling or therapy services.
- Employers and online service providers may have a legal right to inspect and keep electronic communications that pass through their system.
- Electronic communications can introduce malware into a computer system, and potentially damage or disrupt the computer, network or security settings.
- Email/text communications can be forwarded, intercepted, circulated, stored or even changed without the knowledge of the sender or the recipient.
- Even after the sender and the recipient have deleted copies of e-mails and texts, back-up copies may exist on a computer system.
- Electronic communications may be disclosed in accordance with a duty to report or a court order.

CLIENT EMAIL AND/OR TEXTS CONDITIONS OF USE:

- ROCK staff, students and volunteers cannot guarantee that all emails and text messages will be reviewed and responded to within any specific period of time. E-mail and text messaging should not be used for emergencies or time-sensitive matters.
- Email or text messaging is only appropriate for communication with ROCK staff, students and volunteers regarding appointments and the sharing of general resources and information. ROCK staff, students and volunteers will not provide specific advice, counselling or therapy through e-mail or text.
- Clients, families or caregivers shall not include ROCK staff, students or volunteers on any email lists, group chats or give the email address or phone number to anyone else. If this occurs, the client will be informed and electronic communication may be discontinued.
- ROCK staff, students and volunteers will not accept any email or text message that contains an attachment.
- To help protect your privacy, we recommend you password protect you email account, all devices used to access emails and texts and keep your passwords secret.

CONTACT US

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