



## 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 up to age 18 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. When 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 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.

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### 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.

Let us know if you need any accommodation and/or if you need service in a language other than English.

### 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, you will be asked to review and sign a letter to confirm your decision-making arrangement so we can better support your child.

### Decision-Making Ability

#### When do children/youth make their own decisions??

ROCK's practice is that youth 12 years of age and older have the legal right to private and confidential counselling. However, we review and encourage the involvement of parents/guardians whenever possible.

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

Where the youth is at-risk or is seeking residential treatment, the involvement of parents/guardians is sought.

### 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, 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 every time.

### **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.

### **Client Safety**

Keeping our clients physically and emotionally safe is of great importance for us at ROCK. Our staff will support you to identify and navigate situations that create safety risks to your child or family. Most frequently, families and youth share with us situations like:

- Fear of hurting themselves or a plan for suicide
- Feeling unsafe at home (violence) or in the community (bullying)
- Being sexually assaulted by anyone, or feeling physically-sexually-emotionally abused
- Being admitted to hospital for care
- Not having enough food or a place to live

ROCK acknowledges there may be other issues that make you feel unsafe that we have not mentioned here. If so, please share this with a staff person, or if you feel you are at immediate risk, call our 24-hour Crisis Line at 905-878-9785.

### **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
- 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
- Have your personal health information kept private and confidential
- To have a support person or advocate involved in your/your child's service
- Participate in assessment, treatment planning and the setting of goals
- Refuse service or refuse to have certain people involve in your service
- Withdraw from services at any time without consequence
- Raise concerns about the quality of service
- Inform your clinician of any complaints about you/your child's services, and be responded to in a timely manner
- 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
- 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 services and meetings concerning your family
- Inform our staff if you feel our service is not meeting your needs
- Attend scheduled appointments and notifying us if you are unable to attend and/or need to re-schedule your appointment
- Respect the privacy of others, including their right to confidentiality, when you are involved in group services
- Treat 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

### **Students at ROCK**

ROCK is committed to the education of the next generation of practitioners in the field of children's mental health and as such is involved in the education of practicum students, interns and residents. Your rights related to students include: deciding whether to work with a student or a staff member, knowing what parts of service will be provided by the student, understanding the student's level of training and having access to their students designated supervisor if any concerns arise.

### **Collection, Use and Disclosure**

#### **ROCK Database**

To better support the care and services of clients receiving services, ROCK collaborates with participating organizations to provide a database (ROCK Database). The ROCK Database is used by ROCK and between select youth mental health organizations for the purpose of making referrals and collaborating on care in a timely and secure way. Participating organizations only include: Radius Child and Youth Services, Bob Rumball Canadian School of Excellence for the Deaf – PAH! Program, Woodview Mental Health and Autism Services, Community Youth Programs, Nelson Youth Services and ROCK.

#### **Collection**

Your file includes information you share with us such as your/your child's date of birth, contact information, health history, record of your/your child's visits to ROCK, contact notes, care/service plans, results of assessments and written reports. The information you share in your session(s) is kept confidential in your/your child's file.

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.

You may also be asked to complete an evaluation survey or standardized questionnaire after your service. Your participation in this is completely voluntary. Your feedback will help us improve our services. All of the information/data collected will be kept confidential and stored in a secure location.

#### **Use and Disclosure: Information Sharing**

With your consent, we may collect and share your information with other persons and health providers outside ROCK or the participating organizations of the ROCK database, that are needed to provide the best service to you and to ensure good continuity of

care. ROCK requires your written or verbal consent before sharing or receiving personal health information, with other persons outside of this agency and the participating organizations of the ROCK database, and would discuss this with you in advance; please refer to the limitations of confidentiality.

Selected data from ROCK's client information system and standardized assessments or questionnaires may be shared with program funders (Ministries, LHIN, Halton Region), partner programs, or organizations for: reporting, research purposes or to improve services. ROCK undertakes robust privacy reviews to ensure proper establishment of processes for electronic data sharing. We may use unidentified and aggregate data from evaluation surveys in publications or reports.

On occasion client files may be reviewed by a clinician's governing college or our accrediting body 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](mailto:privacy@rockonline.ca)

You also have the right to file a privacy complaint with the Information Privacy Commissioner of Ontario. For more information visit [www.ipc.on.ca](http://www.ipc.on.ca)

#### **Limitations to 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:

- We are required to contact child protection services, when we have concerns 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. 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.
- When we have concern that a child or adult is at risk for serious self-harm, suicide or threatens the safety of others, we have a responsibility to involve emergency services (e.g. police or hospital services)
- Where ROCK has been court ordered to share information about a child's service, we review and determine if we need to do so. 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.

## **Communicating with ROCK using Email or Text**

You are welcome to communicate with staff, students, and volunteers at ROCK by email and/or text as long as you understand the risks, limitations, conditions of use for electronic communication services. Should you wish to communicate with ROCK using email/text, you will be required to sign a consent confirming your decision. Be aware that:

- ROCK does not provide counselling via email/text
- ROCK cannot guarantee that all emails and text messages will be responded in a timely fashion
- ROCK staff are only allowed to communicate scheduling changes and sharing of generic information and resources
- Email and/or text are not secure and are at risk of being forwarded, intercepted, circulated, stored or event changed without the knowledge of the sender or the recipient
- Electronic communications with ROCK are subject to disclosure without consent in cases of duty to report or court order
- ROCK will cancel communication with clients if email/ phone number is added to any email list, group chat or social media
- ROCK Staff will not accept email/text containing attachments

## **Your Experience at ROCK**

ROCK welcomes your feedback and suggestions about our services. After your service, you will be given the opportunity to answer a Client Experience Questionnaire. We want to hear from you so we can continually improve our services. ROCK's Board of Directors, Leadership Team and Staff welcome your thoughts and suggestions.

## **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:

- Ombudsman of Ontario – Children and Youth Unit  
**ombudsman.on.ca** | 1-800-263-2841 or 416-325-5669

## **Pay It Forward**

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. Visit **[www.rockonline.ca](http://www.rockonline.ca)** for more information.

## **Contact Us**

ROCK Head Office  
471 Pearl St., Burlington, ON L7R 4M4  
Phone: 905-634-2347 | Fax: 905-681-7477