

Services at Pathstone

Welcome! We hope that your experience with Pathstone Mental Health will be helpful and rewarding. This package has been developed to provide you with an orientation and description of our services. We have also included some additional important information about how our staff can effectively work with you and your family.

We ask that you take a few minutes to read this booklet. Please feel free to ask us any questions. We look forward to working with you and your family.



3340 Schmon Parkway Thorold ON L2V 4Y6

Our Mission Statement

We strengthen the quality of life for children, youth, and families who are dealing with mental health Challenges

Our Vision Statement

Mental wellness for all children, youth, and families

Philosophy

We view each child as an individual, a member of a family and a member of the community.

Pathstone Mental Health works in partnership with families and children, with other community services and with community groups to improve the mental health of the children and youth. The Centre works to develop an accessible, flexible and responsive continuum of service delivery for the community, and to provide specialized services.

A commitment to gender equality, cultural sensitivity and accessible economic opportunities provides an organizing framework to the philosophy of the Centre.

We appreciate the importance of our clinical work. We are proud and humbled by the responsibility given to us by families, children, and youth to work with them to affect positive change. We take seriously this responsibility knowing that when we intervene we change the direction of a child's life and the course of the entire family

Hours of Service

Monday	8:30 am – 7:00 pm
Tuesday to Thursday	8:30 am – 8:00 pm
Friday	8:30 am – 5:00 pm

How to Reach Us

Telephone: Schmon Site: (905) 688-6850
Merrittville Site: (905) 384-9551

Toll Free 1-800-563-0122
FAX (905) 688-9951

Website www.pathstonementahealth.ca

Crisis Services 1-800-263-4944

Values

Our core values are respect, communication, trust, commitment to quality, integrity, teamwork, innovation

Statement of Client Rights

As a client of Pathstone Mental Health, you have a right:

To be treated with dignity, respect and without discrimination on the basis of race, religion, ethnicity, gender, sexual orientation or socio-economic status.

To privacy and confidentiality, except when we are required to disclose or share information because of legal or professional obligations.

To receive service in safe, clean and accessible offices.

To make a complaint if you are dissatisfied with the service you are receiving.



An Overview of the Centre

Pathstone Mental Health provides comprehensive mental health services for children and youth, birth to 18 years of age, and their families.

The Centre also consults to schools, hospitals, other children's services and community organizations. An accredited children's mental health centre, is governed by a volunteer board of directors and funded by the Ontario Ministry of Children and Youth Services. There is no fee for service.

Prevention and Early Intervention Services encompasses prevention, early intervention, health promotion and community development programs, consultation to day cares and boards of education

Counselling and Therapy Services

Includes brief (1-6) sessions to intensive therapy for 15-18 sessions or longer. Issues may include issues related to adjustment, anxiety, depression, trauma, behavioural issues, violent or extreme risk taking behaviours. Treatment modalities include individual, family, parent, and group.

Intensive Services

Are delivered through our Section 23 programs (Day Treatment), our Residential program, or our Outreach Program. These are intensive and intrusive and in most instances all efforts will be made to effectively improve the well-being of both child/youth and family through less involved methods.

The Centre's Professional Staff

Pathstone Mental Health is staffed by social workers, psychotherapists, educators, child and youth workers, and early childhood educators. Many of the staff at the Centre have fifteen or more years of experience in helping children and their families. Many are proud to have been in a position to have taught students or other professionals. Please feel free to ask your clinician about his or her professional qualifications and experience.



Teaching at the Centre

Pathstone Mental Health is a teaching centre for graduate students in Social Work, Psychology, Public Health, Child and Youth Studies, Education, Nursing, Child and Youth Work, and Early Childhood Educators. With your consent, a trainee may be assigned to work with you and your family. In all cases, the trainee is supervised by an experienced clinician who is responsible for your care.

Consent to Service

Your participation at Pathstone Mental Health is voluntary. A clinician will discuss with you the likely benefits of service, possible drawbacks, and any concerns that you might have. Assessment and treatment will be mutually agreed upon by you and your clinician.

The Client Statement

To assist us in understanding your situation, we ask that parents and children complete a brief statement at the time of their initial interview. This is to provide a snapshot of your situation, strengths, needs, and expectations of service.



The First Visit

You and your family will meet with a clinician and have an opportunity to talk about your concerns and needs. This clinician may be a social worker, psychotherapist, psychologist, child and youth worker, early childhood educator, or a mental health worker. Generally, you will be asked to bring along other family members in order to provide as broad a perspective as possible. You or your child may also be seen alone.

Time Commitment

The number of visits to the Centre will depend upon your specific situation and needs. Some situations can be resolved over the course of a few sessions, while others require meeting over the course of several months or longer. Sometimes families will meet intensively at a certain stage in their children's lives and then return from time to time for a few sessions in order to address specific issues. Most families benefit from between 5-10 sessions.

Cancellations

Many families want and need our services. If you are not able to keep your appointment, we ask that you call us at least 24 hours in advance to notify us of the change.

Use of Electronic Communication (E-Mail)

Electronic communication (such as e-mail, text, instant messaging, etc.) should only be used to arrange or modify appointments. Content related to therapy sessions should not be sent electronically, as it is not completely secure, confidential or reliable. If you choose to communicate with your clinician electronically, please be aware that copies of your communication will be kept in your clinical file.

Accommodation of Diverse Languages and Culture

Clinicians are able to offer assistance in English, as well as a variety of other languages. Translators may be used to accommodate clients who speak other languages.

The Centre makes every effort to accommodate the diverse cultural backgrounds of the children, youth, and families it serves. We do this by offering assistance in different languages, arranging for translation services, and through the use of cultural consultants.



Working with Your Clinician

It is useful to view your time at Pathstone as a partnership between you, your family, and your clinician. We encourage you to speak openly about your concerns and ask questions when you feel unsure about something. Also, we encourage you to keep an open mind to new ideas or information that may arise. Just meeting and talking as a family sometimes sheds new light on a situation or serves as a positive experience. Many answers to your questions will come from your own thoughts and insights with time, effort, and patience.

Client Complaints

The Centre provides clients with the best service possible. If you are ever dissatisfied with the service you are receiving or think something needs to change, we encourage you to speak to your clinician as a first step. If you are still dissatisfied, you are welcome to contact the Program Director or the Executive Director.

Privacy and Confidentiality

Our policy is to keep information about your child and family confidential. Confidentiality means that information about your child and family that you share with your clinician(s) will not be shared with anyone else outside the Centre without your informed consent.

However, you should know that there are some circumstances in which we are required to disclose or share information because of legal or professional obligations. These are the circumstances:

- Pathstone Mental Health Centre must obey subpoenas, court orders, and search warrants.
- Pathstone Mental Health has the legal duty to report suspected child abuse and neglect to a children's aid society.
- Pathstone Mental Health may at times share information with others in extreme situations such as threats of suicide or homicide or serious risk of harm to self or others.

Pathstone Mental Health is accredited by the Canadian Centre of Accreditation, which assesses the quality of the Centre's programs, management, governance and staffing. Accreditation reviewers, who include mental health professionals, may review your file. If you do not wish your personal health information to be disclosed as part of an accreditation review, please inform your clinician and a note to that effect will be placed on your file.

Questions, concerns or complaints relating to the Centre's privacy policy on the treatment of personal information should be sent to the attention of the Privacy Officer at the Centre:

Bill Helmeczi Privacy Officer
3340 Schmon Parkway,
Thorold ON
905-688-6850 ext 161

For more information, you can contact the Information and Privacy Commissioner of Ontario at 416-3236-3333 or info@ipc.on.ca www.ipc.on.ca



Release of Confidential Information

There may be times when it is helpful to exchange information about you and your family with another organization or agency. In these circumstances, your clinician will provide you with information about the process for obtaining your informed consent.

Access to Records

We are required to keep written records for each individual who receives service from the Centre. Written records are kept for several reasons:

- To note strengths, concerns, and needs so that together clients and clinicians can develop a plan that is most helpful to the client.
- Records help to identify progress made in achieving client goals.
- Records ensure compliance with legal and Ministry regulations.

You may ask your clinician to view your file. The clinician will attempt to meet your request within the framework of our legal obligations. The process to access your file can be discussed with your clinician. Client records are retained for 10 years from the client's 18th birthday.

Research at the Centre

The Pathstone Research Institute conducts research in children's mental health, evaluates client satisfaction with the Centre's services, and studies client outcomes for specific programs.

It is your decision whether you would like to participate or not, and this decision will not affect the services you receive from the Centre. Information collected for research is private and confidential and research reports do not identify you as an individual. We thank you in advance for your participation in these valuable research activities.

Pathstone Expectations

You can expect Pathstone staff to be respectful, professional, and responsive. Your therapist or counsellor will discuss all treatment goals, directions, and intervention options. We use only evidence-based or evidence-informed practices or interventions. We will explain the focus and the intent of our service(s). We will be transparent and will advise you of risk and benefits of those service(s). Conversely we will be clear with you as to why certain practices or interventions would not be appropriate. If at any time you have a concern or issue, please feel confident that you can discuss it with your therapist or counselor. However, should this not bring about a satisfactory outcome, please refer to our complaints procedure which was provided to you at the initial meeting. It is also on our website under Consumer Relations.

Consumer Expectations

As a consumer of Pathstone you are expected to be actively involved in service. We would expect that if you are unable to keep a scheduled appointment that you notify your therapist or counselor (24) hours prior to the appointment. To demonstrate active participation we do expect that you will not miss more than 2 consecutive sessions without reason. We would also ask that any concerns you have are expressed civilly and with an openness to resolve those concerns. Additional and specific expectations of the service, which you will be entering will be discussed with you and a treatment contract will be presented to you at the initial meeting.

