

Welcome to
Lynwood
Charlton
Centre

Orientation Manual

Lynwood Charlton Centre is a publicly funded charitable organization in the City of Hamilton, which provides a spectrum of innovative and evidence-based mental health services to children, youth, families and the community. As a Children's Mental Health Centre our mission is:



“Supporting children, youth and families to achieve better mental health.”

WELCOME TO LYNWOOD CHARLTON CENTRE!

This guide is designed to provide an overview of essential information about the accessing services at the Centre.

We work with the unique strengths, needs and goals of individuals and their families to support better mental health. We use the term family in its broadest sense to include relatives, friends and any other supports you identify.

Please don't hesitate to talk to our staff about any questions or concerns.

We look forward to working with you and your family.

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Principles of Service Statements

The following statements are the Centre's Principles of Service that are based on the value statements developed by the Board of Directors. These Principles of Service are the standards which guide the professional activity and interactions of the staff in their work with children, youth and their families:

- All interactions and activities will be recognized and valued for their importance in influencing and fostering of positive and reciprocal relationships with children, youth and families.
- The Centre is committed to engaging children, youth and families in an invitational manner that promotes and maintains significant relationships for the child, youth and family.
- Families, children and youth are entitled to services that support them in taking charge of their lives and which provide hope and opportunities for change by enabling them to use the knowledge and skills that they already possess.
- Children, youth and families have individual needs, circumstances and experience. They are entitled to have these issues recognized and addressed in a compassionate, caring and understanding manner within the service provided.
- The Centre will be sensitive to the impact on children, youth and families of being involved with service providers.
- The Centre is sensitive to the issues of culture, gender and financial status and will endeavour to treat others with the utmost respect and to address these types of issues within the parameters and the resources available to the programs.
- The Centre acknowledges the rights of others to determine what is in their own best interest including how, when and where they wish to access service within the parameters and the resources available to the programs.
- The Centre expects that there will be an active demonstration of this respect in our discussions with and reporting about our clients.
- Interactions between and amongst board members, professional staff, children, youth and families and others outside the organization will be guided by the principles of good stewardship; which we recognize to include trust, fairness, honesty, and integrity.
- All work and actions will be based on our value for excellence and productivity; supported through an environment which promotes professional development and organizational wellness.
- Provision of service at both the agency and community level must be based on a cooperative and coordinated effort in collaboration with our external partners.
- The Centre must remain sensitive to the changing characteristics and needs of the community and will be committed to the promotion of mental health and the development of innovative service approaches, based on evidence-based practices, as the environment and current needs change.

Lynwood Charlton Centre

Lynwood Charlton Centre is an accredited children's mental health agency offering a variety of different programs that assist children, youth, and families. Our services include several residential treatment programs, respite programs, day treatment classrooms, student support services, as well as different community based services and groups.

Each program has different criteria (age, type, etc.). Please feel free to look at descriptions on our website (www.lynwoodcharlton.ca) or by speaking to a staff member.

We will make every effort to ensure needs are matched with the appropriate service.

Rights

All children, youth and families have the following rights when participating in Centre programs:

- To be treated with dignity and respect and without discrimination
- To privacy and confidentiality
- To a safe and secure service environment
- To make a complaint
- The right to discontinue or refuse service at any time

Further information about these rights are explained throughout this manual.

Celebrating Diversity

The Centre is committed to responding to the differing cultural and diverse needs of children, youth, and families who are engaged in any service with the Centre.

This will include attending to an understanding of and accommodation where needed around:

- Race
- Colour
- Ancestry
- Creed (religion)
- Place of Origin
- Ethnic Origin
- Citizenship
- Sex (including pregnancy, gender identity)
- Sexual Orientation
- Age
- Marital Status
- Family Status
- Disability
- Receipt of Public Assistance

The Centre will work with each person to respond to and accommodate needs based on the services the Centre provides, and individual treatment needs. Where this is not possible, and it would be in your best interest to be referred to a different service, the Centre will work with you to support an alternative plan. This may include facilitating a referral through CONTACT or a community agency, or by co-providing service.

Evidence-Informed Practice and Clinical Philosophy

The Centre is committed to using the best available treatment approaches that have been proven to be effective through research and practice. Lynwood Charlton's belief is that children, youth and families should receive the best clinical treatments or services to meet their needs.

Consultation and Collaboration Model

Each team and program is comprised of a unique blend of disciplines, dependent on the services offered. In order to support a multidisciplinary and holistic approach to providing you service, each program has access to various disciplines and consultations across the agency.

From time to time, the program you are working with may access a consultation (either directly with you, or for direction and information) from the following disciplines:

- Occupational Therapy
- Social Work
- Nurse Practitioner
- Fetal Alcohol Spectrum Disorder Specialty
- Assessment and Measurement
- Social Work- Developmental Disabilities/Dual Diagnosis

Quality Assurance and Program Evaluation

The Centre continuously strives to evaluate and improve its services, and to ensure the treatment it is providing results in positive improvements.

You may be involved in some of the activities that help us accomplish this, including survey(s) about the program you are involved in and measures (questionnaires) that evaluate progress or ask questions about a specific area, or help us determine the best treatment/service. Sometimes you are asked to fill out the measures, and sometimes your primary staff member completes them. The information you provide is optional and confidential. Information relevant to your treatment and service is always shared with you for your input.

Reports on how our programs and the Centre is doing are shared annually in a manner that is non-identifying. Reports are available on our website (www.lynwoodcharlton.ca) or by talking to a staff member.

Safe and Respectful Environments

Should you be attending the site (for a meeting, appointment, etc.), participating in on-site programs (classroom, residential programs) or be part of groups (on-site or off-site), we strive to make the environment as safe, respectful and free of violence as possible. This includes limiting inappropriate language, being conscious of physical safety when children/youth are very upset and other influences (including violent toys/games, movies, etc.). We do want to highlight some of the situations that do however occur at our sites.

As an agency, we recognize that some of the children and youth in our programs have experienced or witnessed violence and/or abuse. We are respectful of their experiences and are committed to helping children, youth and families create a new story.

We believe that everyone has the right to feel safe, to be treated in a respectful manner, and to be in an environment that is free from violence. This means that we encourage the children and youth to speak to each other and adults in a respectful manner, and we as staff role model this behaviour.

Children/youth frequently have conflicts with their peers or adults. Staff assist with solving these conflicts by sitting down and talking to all those involved. The children/youth are taught problem-solving skills and are encouraged, with adult input, to manage situations differently. As much as possible, aggressive talk and threats are limited. This is done by positive role modelling, stating expectations, praising positive behavior, and where needed verbal cues, time outs, loss of privileges, and isolation from the group when there are safety concerns.

We understand that sometimes children and youth need adult support to help deal with aggression and to maintain safety. Staff will use a variety of means to assist a child/youth to calm and restore self-control. This might include talking through the cause of the anger or upset, working out a problem-solving plan, or providing a safe way to express the anger or frustration.

If, however, there is a risk of harm to anyone, staff are responsible to move in and physically stop the dangerous behaviour in a safe and supportive way. The least amount of physical intervention is used. A child/youth may be physically restrained as a last resort and only when there is imminent risk of the child/youth physically harming him/herself or others, or to prevent further physical harm to him/herself or others.

The staff are trained to do this and the program used is called Prevention and Management of Aggressive Behaviour (PMAB). Please ask staff to show you what the restraints look like if you have any questions at all.

Smoke-Free Work Environments

Smoking at our sites is permissible in designated smoking areas.

While an employee is providing service to you in your home, we request that those present do not smoke during the visit. If this is not possible, then arrangements will be made with you to meet at an alternative smoke-free location. Should an agreement for an alternative smoke-free service location not be reached then the service may not be able to be provided.

Centre staff will be expected to refrain from smoking while engaged in service with any client.

Privacy and Confidentiality

The Centre is committed to meeting the highest standards with respect to maintaining the privacy and confidentiality of your information. Ways in which we work to maintain this are:

- Only asking you for information that will help us to provide you the best service possible
- Always asking for your consent prior to sharing any information (*exceptions noted below).
- Each staff member, consultant and contractor is required to sign an Oath of Confidentiality
- Maintaining up-to-date policies and practices about how we collect, store and destroy your information, including:
 - Passwords, firewalls and safeguards in place for electronic files

- Careful storage (double locked) and restricted access to paper files
- In the unlikely and unfortunate event that your privacy is breached (stolen, lost, shared or accessed by an unauthorized person), we will notify you at the first reasonable opportunity
- Consent may be withdrawn or limited by you during service

Information collected is used for the limited purposes of assessment, treatment planning and service provision, and is shared with staff at the Centre providing you service, and whoever you have consented to share information with.

Information will not be disclosed without consent, with the exception of:

- where it is required by law (ie: subpoena)
- in circumstances of imminent risk, including identified harm to self or others
- any allegation or suspicion of abuse or neglect of a child
- information may be reviewed by:
 - Ministry of Children and Youth Services (program funder and licensor)
 - Clinical Consultants (as described above)
 - Accreditation Site Review Team (accredits the Centre)

Should you have any questions or concerns about privacy or confidentiality, including:

- To access information pertained in your file
- To request a correction to information in your file
- To identify a breach of privacy
- For any general privacy or confidentiality question
- To access a complete copy of our privacy policy (*which is also available on our website* www.lynwoodcharlton.ca)

Please contact directly, or through your primary staff member:

Executive Director/Privacy Officer
Lynwood Charlton Centre
526 Upper Paradise Rd.
Hamilton ON
L9C 5E3
905-389-1361

Communicating through Technology

We understand that technology has become an increasingly common and accessible way to communicate. As such, there are times when we utilize e-mail and texting as a means to communicate. If you identify and consent to the use of e-mail and texting, we would like to highlight the following:

- Written consent to use e-mail and/or texting is required
- Certain programs and/or staff are not available/permitted to utilize e-mail and/or texting; this will vary depending on the type of service provided, and will be discussed with you
- E-mail and/or texting is not our primary method of communicating or providing service; as such we ask that these methods of communication are used for information sharing (ie: confirming appointment time) and not for treatment purposes

- In order to provide you with the best quality service, we feel at this time providing treatment to you requires face-to-face interactions and conversations
- Depending on the circumstances, the program and/or staff and/or you may determine that e-mail/texting may not be the best method of communication, and the consent/agreement may change at any time

Internal Complaints Policy

The Centre is committed to providing the very best service to its clients, their families, community partners and members of the public.

This policy covers any complaint we receive about our service and our organization. When we receive a complaint, we look to work with the individual(s) to resolve the concerns in a way that is fair.

We have a full and comprehensive policy about how we work to resolve complaints, and who is notified in the event of a complaint. This includes a process of informing the Board of Directors. We keep a record of complaints and look to improve any resulting actions. This helps us to deliver the best possible service.

If you would like a full copy of our Internal Complaints policy, please visit our website www.lynwoodcharlton.ca and visit the Parent/Youth page. Alternatively you can request a copy from the program you are receiving service from, or by calling our Main Office at 905-389-1361 x0.

What to Do If You Have a Complaint:

1. If you are comfortable, please share your concern with the staff person that you are dealing with, and he/she will listen to you and attempt to resolve the issue.
2. If your issue is not resolved during Step 1, or if you are not comfortable approaching the staff person involved, or if the concern is of significant nature, please speak with the Manager of that Program. The Manager will get back to you within 3 business days.

To contact the Program Manager:

- The contact information for the Program Manager is provided during orientation to service
 - It is also available at www.lynwoodcharlton.ca
 - You can also find out who the Program Manager is by calling 905-389-1361 x0
3. If the issue continues to not be resolved at Step 3, then an Internal Complaints form will be completed. You can choose to submit your complaint in writing on the form (available at www.lynwoodcharlton.ca) or through the Program Manager. You can also share your complaint by e-mail, letter, fax or verbally. We will arrange to discuss your complaint (in person or by phone) with the Program Manager and their Manager. At this stage, the Board of Directors is notified of the complaint.

External Complaints Policy

Any client or member of the public may access external parties including:

Office of Child and Family Service Advocacy
250 Davisville Ave, 5th Floor, Suite 503
Toronto, ON M7A 1G2
Toll free 1-800-263-2841

Ministry of Children & Youth Services
Hamilton/Niagara Regional Office
119 King Street West, 7th Floor
Hamilton, ON L8P 4Y7
905-521-7280

Office of the French Language Services Commissioner
700 Bay Street, Suite 2401
Toronto ON M7A 2H8

Discharge and Single-Session Follow-Up

We want to support you in making progress that impacts your life beyond the end of service. We will work with you throughout the duration of service, in preparation for discharge, and always discuss discharge with you.

In order to support you beyond the length of service, we will make a discharge plan. Additionally, we are available for a follow-up session after discharge if desired. This can be accessed by calling your primary staff member directly. Should this person be unavailable, you can call the Manager of the Program, or the reception of the site you were receiving service from. At the end of service, you will be provided with the contact information in your discharge letter.

Program Specific Information

Hopefully this manual has provided you with an overview of what you can expect from the Centre and how we are here to help. If you are involved with a specific program at the Centre, an orientation manual specific to that program with further information will be provided. These are also available upon request.