



WELCOME TO OUR SERVICES

What to Expect

Service starts with a Single-Session appointment where we will provide you with an opportunity to meet with a counsellor to talk about a particular concern you have, and to explore different ideas to help you with this concern.

We know that this type of service has been useful to many people, and hope that you have a similar experience. If needed, you can come back at any time in the future.

This first session will also give us the opportunity to explore other services at our agency that may fit your needs. We may also be able to discuss other services outside of our agency that may be helpful to you.

What if I need more specialized help?

We work closely with the Children's Hospital of Eastern Ontario, the Royal Ottawa Mental Health Centre, Hotel Dieu in Kingston, and SickKids in Toronto. These hospitals have a range of psychiatric services that may be accessed. We are able to link and assist with the provision of assessments, consultation and sometimes, hospitalization.

Important Information for You to Know:

- ✓ **Confidentiality-** What you talk about in your session remains between you and your counsellor. There are only **3** exceptions. **If you report that you or someone you know under the age of 16 is being abused, if a judge orders the information to be provided and if you or a family member is in immediate danger of hurting him/herself or others.** Your counsellor will review these with you at the beginning of your meeting and ask you to sign a form stating that you understand the information and agree to participate in our services. The only time information can be shared outside of our agency is when YOU sign a consent form.

- ✓ **Parent Involvement-** We believe partnerships with parents are helpful. Although we usually encourage involvement of parents, youth 12 years of age or older have the legal right to private, confidential counselling and therefore can meet on their own with a counsellor.
- ✓ **Client Files-** Every youth and/or family who receives counselling will have a file opened. The file may contain any of the following: information you shared, written consents, walk-in questionnaires, and a summary document. You have the right to look at your file at any time.
- ✓ **Rights and Responsibilities-**

You have the right to:

- To privacy and confidentiality
- to be treated with respect, honesty, and integrity without discrimination
- to receive competent and effective services
- to a safe and secure service environment
- to participate and make decisions about service
- to withdraw from services at any time
- to inform your counsellor of any complaints about services
- to review your file with your counsellor
- to request the correction of any errors in your file.

Your Responsibilities:

- Actively participate in services
- Informing your counsellor if you feel our service is not providing what you/your family needs
- Treating others with respect.
- Contact us if you are unable to attend your appointment

What if you have a problem?

If you are not satisfied with the services you are receiving, please talk directly to your worker. If you are uncomfortable doing so, you can request to speak with the Director of Clinical Operations, Director of Clinical Quality or the Executive Director by calling any of our offices. If you are still unable to resolve your issue, you may contact the Advocacy Office c/o The Ministry of Children, Community and Social Services at 1888-789-4199. We also have a client experience survey you can fill out to give us important feedback we will use to improve our services.

At Open Doors Mental Health for Children, Youth and Families we are committed to the following values and practices

- Mental Health deserves everyone's care and attention.
- When we work together to look after child and youth mental health, we build healthy kids, healthy families, healthy communities.
- By helping families, children and youth appreciate their strengths and build skills to manage their unique mental health concerns, we help them thrive.
- We are children, youth, and family friendly regardless of race, gender, spirituality, culture and sexual orientation.
- We work with you to build a plan based on your goals, that reflects your strengths, your needs, and preferences.
- We work with you from a trauma-informed, responsive, and resilience perspective.
- Evidence-informed practices are used.
- Caring for mental health is a lifetime commitment, just like caring for our health in general. Mental health services help, usually over a short term, to help you take charge of yours and your family's mental health and well-being. Right from the start, you and your counsellor will make a plan regarding how to complete services.
- We welcome your feedback should you have any concerns.

What can you do in the case of an Emergency?

Open Doors Mental Health for Children, Youth and Families does not have an after-hour services. We are open until 8:00pm on Mondays, Tuesday and Wednesdays in addition to our regular hour from 8:30 to 4:30 from Monday to Friday.

If you experience an emergency, call 911 or proceed to your nearest hospital. You can also call Kids Help Phone at 1-800-668-6868.

Let us know the next working day so that we can follow up and ensure our response is coordinated with any emergency service you access.

What if your situation changes while you are waiting for service?

- **CALL AND LET US KNOW.**

How can you contact Open Doors Mental Health (ODMH)?

- Carleton Place 613 257 8260 - Monday to Friday 8:30 am - 4:30 pm and Wednesdays to 8:00 pm
- Smiths Falls 613 283 8260 - Monday to Friday 8:30 am - 4:30 pm and Mondays to 8:00 pm
- Perth 613 264 1415 - Monday to Friday 8:30 am - 4:30 pm and Tuesdays to 8:00 pm

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