

CAMHS

Community Addiction and Mental Health
Services of Haldimand and Norfolk

.....partnering for Mental Health and Addiction Wellness

**Your
Health Care**

Rights and Responsibilities

A guide for clients, care givers and families

Dedicated to the enhancement of our community
through the provision of addiction and mental health
services that promote and support wellness.

WELCOME

Welcome to Community Addiction and Mental Health Services of Haldimand and Norfolk (CAMHS)

CAMHS provides a continuum of community-based services, including assessment, treatment, education and support for persons with mental illness and/or addiction concerns within Haldimand and Norfolk Counties.

CAMHS strives to offer clinical service excellence to people living with mental illness and addiction concerns.

Our purpose is to Partner for Mental Health and Addiction Wellness. We provide client-centred care and this means that you are the central participant on your Journey of Recovery.



We have a number of services available to you, and you may be involved in more than one program.

In order to best serve you, we want to share with you and have you know both your rights and responsibilities as the central person on your recovery journey.

Some of these rights are guaranteed under legislation such as:

- Excellent Care for All Act
- Ontario Mental Health Act
- Personal Health Information Protection Act

Along with rights come responsibilities. This booklet more specifically outlines client rights and responsibilities while you work with us. If there is anything you do not understand, please be sure to discuss it with the staff person you are working with in CAMHS.

Our role is to help you on your journey of recovery. We will focus on goal attainment and, as such, the support we provide will be time limited.

We hope that your time with us is useful and fulfilling as, we together, partner for mental health and addiction wellness.



CAMHS PROGRAMS

Achieve Mental Health Wellness & Recovery Centre (WRC)
Addiction Mobile Outreach Team (AMOT)
Addiction Program
Adult Program
Crisis Assessment Support Team (CAST)
Mobile Crisis Rapid Response Team (MCRRT)
Specialized Geriatric Services (SGS)
Telemedicine Services (TMS)



OVERVIEW OF CAMHS PROGRAMS

Achieve Mental Health Wellness & Recovery Centre (WRC)

Community program by and for people who live with mental illness and/or addiction. Providing peer support, education, social/recreation and advocacy.

Addiction Mobile Outreach Team (AMOT)

The Addiction Mobile Outreach Team (AMOT) provides support to individuals living with substance use concerns, problem gambling or concurrent disorders. The three main pillars of the AMOT program are engagement, (situational) assessment, and prevention through education. The team engages people throughout Haldimand and Norfolk 'where they are located'. The team engages people who experience multiple barriers to accessing social and healthcare services and provides support to connect them with addiction support and services.

The team consists of addiction counsellors and peer support workers as well as a Nurse Practitioner.

Programs

Addiction Program

Assessment and outpatient counselling for people of all ages experiencing issues with alcohol, drug use and/or gambling. Assistance is also available to family and friends. Additionally, counsellors are available through the guidance offices of high schools. Community education is a major component of this program.

Adult Mental Health Program

Community-based, client-focused services to adults with mental illnesses or with concurrent disorders (mental illness/addiction). Services include assessment, consultation, treatment, education, support and advocacy. It is an interdisciplinary staff team (physicians, nurses, social workers, with support from addiction counsellors as required).

Crisis Assessment and Support Team (CAST)

A 24/7 mental health crisis support telephone line for people aged 16 and older staffed by experienced mental health professionals. CAST provides face-to-face assessments and short term follow-up crisis counselling. Response time to clients is expected to be within 24 hours. Crisis behavioural support for people suffering from dementia is accessed through CAST, and is available through our partnership with Alzheimer Society BSO Program (Behavioural Support Ontario).

Mobile Crisis Rapid Response Team (MCRRT)

The MCRRT engages a Mental Health Clinician who works directly with the Haldimand and Norfolk OPP (Ontario Provincial Police) in response to 911 calls. This person is partnered with an OPP officer and aids with assessment and support of the client/callers at the site of the 911 call. The aim of the MCRRT is to offer support for, and assessment of, a client in distress at the first point of contact; to aid in quickly accessing appropriate community services; to support and educate the community at large with regard to available services and mental health and addiction issues.

Specialized Geriatric Services (SGS)

Provides non-emergency clinical assessment, consultation, treatment and education to older adults and their families for those experiencing mental health issues with age-related difficulties. This is an interdisciplinary staff including physicians responding to needs of clients and families. Referrals are accepted from anyone. However, the family physician is notified and is a part of our team. Short term ongoing behavioural support for people suffering from dementia can be accessed through our SGS program.

Telemedicine Services (TMS)

The Brant Haldimand Norfolk Telemedicine Service (TMS) provides non-emergency community-based services for adults 16 years or older with mental illness and/or addiction issues. Using video cameras and monitors to connect clients to specialists who live elsewhere TMS aims to increase access to specialized care. Staff are Registered Nurses who have a working partnership with a Nurse Practitioner employed by the Grand River Community Health Centre. The NP is available for clients experiencing mental health and/or addiction issues who do not have a Family Physician.

CAMHS is a Safe Space: *a place in which a person or category of people can feel confident that they will not be exposed to discrimination, criticism, harassment, or any other emotional or physical harm.*



We are a diverse, inclusive, accepting, welcoming safe space for everyone

Mental Health & Wellness Collection



Books, DVDs, Pamphlets

Collection housed at:
**Norfolk County Public Library
Simcoe Branch, 46 Colborne South**

Answers and information about mental health, mental illness, addiction, recovery are just a click or visit away

www.ncpl.ca

All materials available through inter branch / intra branch loan

Collection provided by CAMHS, maintained by WRC

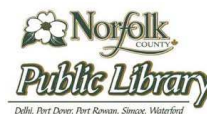
A partnership between:



CAMHS
Community Addiction and Mental Health
Services of Haldimand and Norfolk



United Way
of Haldimand and Norfolk



General Guidelines

Please do not use cell phones for conversation, or sound enabled games or texting in the clinic or waiting room areas as this can be disturbing to others.

CAMHS is a scent free agency, for the health and well-being of others please respect this policy.

This is a clinic committed to providing public healthcare. As such, no weapons are allowed into the clinic.

Please call ahead of time if you need to cancel your appointment. This allows us to make use of the time to meet another client's needs.

If you are late, more than 20 minutes without notice, you will have forfeited your appointment time (be determined a 'no show'), and will need to re-book another appointment.

On occasion, the clinic will loan out reading material. We expect materials to be returned in the same state as they were loaned.

On occasion, a client's therapy time may be interrupted by an urgent situation requiring the therapist's attention. We commit to notifying clients, in advance when possible, of any developing or pressing situations which may require attention and result in an interruption in service.

Understanding client satisfaction or dissatisfaction with our service is important to us. It allows us to focus on our strengths of service and helps shape our quality improvements in care. Please feel free to express concerns and give compliments. We have a client satisfaction survey that you might be requested to fill out; you can speak to your clinician directly and/or send a note or request a meeting with the Manager.



www.camhs.ca

www.facebook.com/CAMHSWRC



RIGHTS & RESPONSIBILITIES

You have the **right** to expect confidentiality. You have the **responsibility** to respect and maintain the confidentiality of others.

You have the **right** to a respectful environment. You have the **responsibility** to be respectful of others (e.g. in the waiting room, turning off cell phones).

You have the **right** to a clean and tidy environment. You have the **responsibility** to use garbage receptacles and maintain the order of the waiting area.

You have the **right** to an atmosphere free from remarks or actions that could be interpreted as discriminatory. You have the **responsibility** to refrain from making any remarks or gestures that could be interpreted as being discriminatory.

You have the **right** to a safe, professional environment. You have the **responsibility** to refrain from physical or verbal aggression toward others. Inappropriate behavior or failure to maintain these standards will result in the cancellation of your appointment.

You have the **right** to an appointment for service that occurs in a prompt and timely manner. You have the **responsibility** to show up on time, or ensure you give enough notice if you are unable to attend.

You have the **right** to receive service which supports you to successfully manage your own health and care, and make informed decisions: person centered care. You have the **responsibility** to play an active role in your care.

You have the **right** to ask questions, seek clarification, or address any issues of concern about our service. You have **responsibility** to speak directly with us, in a timely manner, in order to assist us to improve our service.

RIGHTS *and* RESPONSIBILITIES

RIGHTS & RESPONSIBILITIES

You have the **right** to a healthy environment. You have the **responsibility** to not attend the clinic while physically ill. Please be responsible to contact the clinic if ill/or unable to attend your scheduled appointment. You also have the **responsibility** to respect and adhere to the clinic's **scent free policy**.

You have the **right** to choose how you live your daily life in the community. However, you have the **responsibility** to refrain from attending while under the influence, such that it could interfere with your treatment.

Resources and information are available through the CAMHS web site which include agency/program brochures:

- CAMHS
- Addiction Program
- Adult Program
- CAST (Crisis Assessment and Support Team)
- MCRRT (Mobile Crisis Rapid Response Team)
- Specialized Geriatric Services
- Telemedicine Services
- Wellness & Recovery Centre



Also available through the website are CAMHS Sign Post series pamphlets:

- Myths of Mental Illness
- Positive Mental Health
- Providing Support
- Treatment
- Asking for Help
- Eliminating Stigma
- Journey to Recovery
- Understanding Mental Illness

YOUR HEALTH INFORMATION

Collecting Your Personal Health Information

Personal health information is collected from you and available to those involved in providing your care. Care providers may include physicians, nurses, therapists, social workers or other health professionals. The information you provide along with information from your family and referral source is represented in your personal health information record.

Protecting Your Health Information

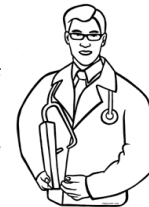
We take measures to protect the privacy of your information and ensure your confidentiality is maintained. CAMHS' privacy program regulates how the agency collects, uses, discloses, retains, disposes of and protects your personal health information.



Disclosure of Your Health Information

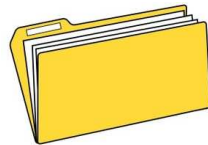
A Privacy Officer is responsible to handle inquiries and process requests for access, correction and/or release of copies of personal health information record, in accordance with legislation.

CAMHS has a responsibility to communicate to an individual's family physician to enable the physician to coordinate care. Physicians are advised of admission and discharge summaries and information from the health record. CAMHS will provide additional information to family physicians if requested **UNLESS ADVISED OTHERWISE**. There is no fee for information to other health care facilities or physicians, under the Circle of Care.



Access to Your Personal Health Information

Provincial legislation provides access for individuals to their own personal health record and CAMHS has an obligation to make it available with **limited exceptions**. Exceptions can be made if the requested information would put the individual, treatment or a third party at risk. A health care professional will review requested files with individuals prior to releasing any information.



YOUR HEALTH INFORMATION

Request for Personal Information

Clients of CAMHS may request a copy of their own health record for personal, legal or insurance purposes or request to view their own health record. A *Request for Access to Personal Information* form must be completed or a written request submitted to access a personal health record. Charges apply to requests for copies; individuals will be notified of the fee and required to make payment prior to the processing of the request.

Records for Those Deemed Incapable

If a client is deemed incapable to give consent for access, use or disclosure of health information, consent rests with the appointed substitute decision maker. Proof of legal signing authority must be provided to CAMHS with any request for client information.

Record Request for Deceased Clients

For clients who are deceased, proof of trustee/executor of the estate or legal signing authority must be provided to CAMHS with any request for client information.

Insurance or Legal Requests for Records

If you are a client of CAMHS, an insurance company or lawyer may request a copy of your personal health record for legal or insurance purposes. You may request on their behalf or provide prior approval allowing them to submit the request.

Correction of Your Personal Health Record

Individuals who believe that their personal health record is incorrect or incomplete may request a correction to their health record by completing a *Request Form for Correction to Personal Health Record*. Where it is clearly demonstrated that a record is incorrect or incomplete, corrections will be made. However, health records will not be amended where the contested information is a professional opinion or observation that was made, in good faith, concerning an individual.



Our Responsibility to Respond

In accordance with the Personal Health Information Protection Act (PHIPA), CAMHS has up to 30 days to respond to requests.

CAMHS Privacy Officer

For any questions or concerns regarding how CAMHS collects or shares your health information contact:

Privacy Officer

Community Addiction and Mental Health Services of Haldimand and Norfolk

101 Nanticoke Creek Parkway, Townsend, ON N0A 1S0

Phone: (519) 587-4658 x 103 or 1-877-909-4357 x 103

Fax: (519) 426-3257

Privacy Commissioner of Ontario

If you are unable to resolve a privacy issue directly with CAMHS and wish to pursue the concern further you may contact:

Information and Privacy Commissioner of Ontario

2 Bloor Street East, Suite 1400

Toronto, ON M4W 1A8

You have the right to receive services from our organization; you also have the right to stop services. You can do this by withdrawing your consent to receive services.

It is also your responsibility to let us know when you feel you no longer need our services. If you wish, we can work with you to find services that better meet your needs.

It is important that we hear from you about how we are doing. Knowing your perception of our service is critical to us improving the quality of service we provide. You will be asked to complete a survey to help us understand this. However, at any time, please feel free to let staff and/or management know about your concerns and/or compliments or call 519-587-4658 extension 125.



**101 Nanticoke Creek Parkway
Townsend, Ontario, N0A 1S0**

Supported by:

