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# CLIENT WELCOME PACKAGE



Hands TheFamilyHelpNetwork.ca is an organization dedicated to helping our community members receive the best possible care and help they need, when they need it the most. Our team is comprised of caring and committed individuals whose primary concern is solving the tasks at hand with compassion, respect and the utmost knowledge and professionalism.

Our community based approach, through offices across Nipissing, Parry Sound and Muskoka regions ensure that all services are delivered equally to all members of our broad region. Servicing an area as large as ours contributes to us being one of the leading service organizations in Northeastern Ontario. We are proud to be part of the communities we serve and to have the privilege to deliver a comprehensive range of professional services. It is through these services that we achieve our mission to support and improve the quality of life of all those we touch, and to strengthen the families and communities we all belong to.

Hands is a non-profit, bilingual, charitable organization, affiliated with and accredited by Children's Mental Health Ontario, governed by a Board of Directors, and funded primarily by the Ministry of Children and Youth Services and the Ministry of Community and Social Services.

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This information package has been prepared so that we can share with you some general information about Hands TheFamilyHelpNetwork.ca, and outline how we work. Please keep this document and refer to it as needed. We will review with you the details in this document. If at any point you have additional questions about the information provided, please feel free to ask us. We will be happy to provide additional clarification.

### **Vision**

Improve the well-being of individuals, families and our community through clinically effective partnerships.

### **Mission**

The provision of comprehensive client-centred, professional, and skilled services to infants, children, youth and their families, and developmentally challenged adults, that address social, emotional, behavioural, physical and developmental difficulties, and make a positive difference on their quality of life.

### **Core Values**

Client-centred  
Responsive  
Integrated  
Strengths based  
Accessible  
Comprehensive

1. Clients are entitled to a variety of services with a range of options that best meet their identified strengths and needs.
2. Services are unified, flexible, responsive and accessible.
3. Clients and families are at the centre of service planning; we encourage and support their involvement.
4. Services received are private and voluntary.
5. Services are delivered in language that is understandable to clients and families.

**The Following beliefs are at the core of our work:**

1. Clients and their support systems have strengths that, when nurtured and included in planning, can lead to effective and creative solutions.
2. The best place for a child, youth or individual to grow is within their family, providing that they are safe and nurtured within that setting.
3. Whenever possible, challenges need to be addressed in the areas in which they occur.
4. Providing services that are driven by the strengths and needs of clients ensure effective outcomes for our clients.

We want your experience at Hands TheFamilyHelpNetwork.ca to be positive and we firmly believe that with your support, together we can make a difference.

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## Services offered

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Hands The FamilyHelpNetwork.ca is a multi-service agency including, by geographic district, the following services:

### Muskoka

Autism Intervention Program  
Autism – Behaviour Communication Therapy  
Autism School Support Program  
Developmental Support Services for children and adults  
Early Literacy Specialist  
Great Beginnings Prenatal Nutrition Program  
Great Beginnings Growing Up Program  
Infant and Child Development Services  
Children’s Mental Health Residential Treatment (in partnership with Family Youth & Child Services of Muskoka)  
Passport  
Psychological Consultation

### Parry Sound

Autism Intervention Program  
Autism – Behaviour Communication therapy  
Autism School Support Program  
Developmental Support Services for children and adults  
Early Literacy Specialist  
Great Beginnings Prenatal Nutrition Program  
Great Beginnings Growing Up Program  
Infant and Child Development Services  
Intensive Service Coordination  
Passport  
Children’s Mental Health

- Office-based counselling
- Group therapy
- School-based mental health services
- Home-based intervention services
- Residential treatment
- Consultation services including psychology & psychiatry

Youth Justice partnerships, including School-based Restorative Practices

### Nipissing

Autism Intervention Program  
Autism – Behaviour Communication therapy  
Autism School Support Program  
Intensive Service Coordination  
Passport  
Children’s Mental Health

- Office-based counselling
- Group therapy
- School-based mental health services
- Home-based intervention services
- Residential treatment
- Therapeutic Foster Care, in partnership with Parry Sound/Nipissing CAS
- Consultation services including psychology & psychiatry
- Wraparound
- Youth Justice partnerships, including Intensive Support & Supervision program and School-based Restorative Practices

### Northern Ontario

(Muskoka – Manitoba border-James Bay Coast)

North Community Network of Specialized Care

### North-eastern Ontario

(Timmins/ James Bay coast)

Autism School Support Program

Details about each service can be found at <http://www.thefamilyhelpnetwork.ca>

### **Intervention:**

Hands TheFamilyHelpNetwork.ca program staff are professionals who are trained in fields such as social work, counselling, psychology, education, autism, infant development, behaviour therapy, developmental services and child and youth work. The Agency is committed to using the best known and available practices and draws on the multiple skills of our staff, consultants, and other community partners to understand the strengths and needs of each client accurately and completely.

At Hands TheFamilyhelpNetwork.ca, we design our services to meet the unique strengths and needs of each client. The approach always involves working in partnership with each client and his/her support systems, to develop a plan that will result in a successful outcome.

Intervention planning is guided by what are known as “best practices” for any identified issue or area of concern and are based on current research.

Initial contact with Hands TheFamilyHelpNetwork.ca is a telephone interview with an intake worker. The information gathered from this point forward will be used to develop an intervention plan. The intake worker may make some suggestions to you about things you can try while you are waiting for service and/or send you some reading material. A contact name will be provided should your situation change while waiting for service. Once service begins, your worker may complete another brief assessment, which will assist you in setting the goals for service.

### **Boundaries of Services:**

Services offered by Hands TheFamilyHelpNetwork.ca vary according to location. The chart on the previous page outlines which services are offered in each geographic district. In addition, each service has been developed for clients of specific ages. The intake worker will discuss these details with you further. If a service you require is not available through this agency, the intake worker will assist you in finding the best service.

Certain specialized assessments fall outside the mandate of this agency; for example custody and access assessments. Program staff will assist in finding the appropriate resource if this is a service you require.

1. Services are voluntary and provided at no cost to you, our client.
2. All services are confidential in accordance with the Personal Health Information and Privacy Act (PHIPA 2004), the Child & Family Services Act (CFSA 2003), and Youth Criminal Justice Act (YCJA 2003). Hands TheFamilyHelpNetwork.ca may share information with anyone involved in your “circle of care” without your expressed approval (implied consent). We will not, however, provide personal health information to anyone (e.g. schools, child welfare) who is not involved in your health care without your expressed approval, unless required to do so by law. It is your right to change or withdraw your consent (implied or expressed) at any point. A public posting about PHIPA is in each office. If you have questions, please discuss them with your worker.
3. Non-identifying information from records or evaluation forms that you provide may be used for research or program evaluation. No information that identifies you personally will be used. An example might be a study that shows what percentage of clients report a decrease in needs and/or increase in strengths over the course of involvement with the agency. Please know that we may contact you for research and evaluation purposes. If you have concerns or want your information to be excluded, please inform your program staff.
4. From time to time, we may forward information about specific groups, services and events that may be available to you as clients of HANDS TheFamilyHelpNetwork.ca.
5. Exceptional circumstances may occur, under which we are legally bound to break confidentiality. These include:
  - When we have reasonable grounds to suspect that any child may be suffering or may have suffered abuse or neglect.
  - When we believe that the client is in imminent danger of harming himself/herself or others.
  - When we are informed of criminal activity.
  - When files are subpoenaed to court, which may occur in a child custody, criminal, and/or other court-related matter.
  - In exceptional circumstances, Ministry personnel may be authorized to review client files as part of a general agency review.

In a situation where confidentiality must be broken, all attempts will be made to inform our client before the information is disclosed, unless this information presents a risk to the client or where it is part of a general review.

6. Every registered client of Hands TheFamilyHelpNetwork.ca will have a client file set up with the agency. This record contains any personal information you share with the worker or authorize the worker to collect from other sources. In addition, the record will also contain all assessments, intervention plans and correspondence reflecting the agency’s work with you. It is your right to request to see your file. We will arrange for you to review your file in the company of either the program staff assigned to work with you or one of our other team members. If you believe there is an error in the file, you may request to have that error corrected. Currently, our client records are kept indefinitely, beyond your involvement with our Agency.

### **Our Expectations:**

We have found that challenges are addressed and resolved more effectively when there are support systems involved with our clients. These may be family members, community members, spiritual leaders, teachers, staff from group homes, and others. It has been our experience that intervention is most effective when everyone involved has a clear and common understanding of the challenges to be addressed and the strengths to be used in addressing some of those challenges. It is important for all involved, most importantly our clients, to actively participate in developing a service plan. The greater the involvement of the client and support systems, the more likely a successful outcome for you as a client of our service. We encourage and will work with you in identifying a support team to help effect this change.

It is our expectation that you attend scheduled appointments. There is heavy demand for our services and most services usually have lengthy waiting periods. We understand that unforeseen circumstances may arise when you may have to reschedule an appointment. When this occurs, please let us know as soon as possible. An answering machine is available for calls after office hours.

### **Client Satisfaction Survey and Service Quality:**

We are committed to delivering quality services that meet the expectations of our clients. In order to monitor our efforts and progress, we conduct ongoing Client Satisfaction Surveys. Our surveys are conducted by Interviewers who are former clients of HANDS TheFamilyHelpNetwork.ca, and who have been trained for these purposes. Past clients, present clients, and/or members of each client's support system will be contacted randomly, four times per year. Your feedback will be considered in a way that is confidential and respectful of your privacy. You have the right to refuse participation in this Survey, and can withdraw at any time.

If you have any concerns or questions about the service you are receiving, please discuss them with your worker. Should you feel that you have not received adequate support or answers to your concerns, you also have the right to share your concern with your worker's immediate supervisor. You are also welcome to contact the Executive Director, Jeffrey Hawkins, at 705-476-2293 ext 1225; 1-800-668-8555 ext 1225 or email [jhawkins@handstfhn.ca](mailto:jhawkins@handstfhn.ca).

### How Can You Get Involved?

Talk to your worker and visit [www.thefamilyhelpnetwork.ca](http://www.thefamilyhelpnetwork.ca) often to ensure you are informed about upcoming events that may be of interest to you.

Please talk to your program staff about any of the following opportunities:

- If, upon completion of your service, you are interested in volunteering as one of our Interviewers for the Client Satisfaction Surveys.
- For information about Parent Support Groups for ongoing support and education in your community, or the nearest community to you.
- For opportunities to become involved as a volunteer.

### Office Hours:

Office hours during the school year are 8:30 to 4:30 p.m., Monday to Friday. Some offices are closed 12-1 pm for lunch. During the summer months, office hours are 8:30 a.m. to 4:00 p.m. with a half hour lunch 12-12:30. We do our best to schedule appointments at times that are convenient for you. Generally, each office is open one evening per week until 7:30 PM during the school year. If your schedule makes it difficult to attend sessions during our regular office hours, please discuss this with your worker, and every effort will be made to accommodate your schedule.

Hands TheFamilyHelpNetwork.ca strives to meet the cultural and social diversity of our clients. Within the District of Nipissing, services can be provided in French at the request of our clients. If you have special needs or circumstances to be considered in planning for services, please discuss with the intake worker.

Where there are after-hours support or crisis services offered by some programs, detailed information will be shared with you when you become involved. If an emergency occurs outside of our regular office hours please call your family physician or the nearest health centre or emergency services.

### District of Muskoka

#### Bracebridge

23 Ball's Drive  
Bracebridge, ON P1L 1T1  
t. 705-645-3155  
1-800-668-8555  
f. 705-645-7988

#### Autism Centre

440 Ecclestone Drive  
Unit C4  
Bracebridge, ON P1L 1Z6  
t. 705-645-3155  
1-800-668-8555  
f. 705-645-7988

#### East Parry Sound

37 Main St., Box 596  
Sundridge, ON P0A 1Z0  
t. 705-384-5225  
1-800-668-8555  
f. 705-384-5808

#### West Parry Sound

2 May St. Suite A  
Parry Sound, ON P2A 1S2  
t. 705-746-4293  
1-800-668-8555  
f. 705-746-7600

For your convenience, we also can meet with clients in an office in Powassan

### Nipissing District

#### North Bay

(including Mattawa and Sturgeon Falls for **INTAKE**)

222 Main Street East  
North Bay, ON P1B 1B1  
t. 705-476-2293  
1-800-668-8555  
f. 705-495-1373

#### Autism Services

117 Chippewa St. West  
North Bay, ON P1B 6G3  
t. 705-476-2293  
1-800-668-8555  
f. 705-495-1373

#### Sturgeon Falls

180 Nipissing St.  
Sturgeon Falls, ON P0H 2G0  
t. 705-476-2293  
1-800-668-8555  
f. 705-495-1373

For your convenience, we also can meet with clients in an office in Sturgeon Falls and Mattawa



## **Protecting the Privacy of Your Personal Health Information**

Hands TheFamilyHelpNetwork.ca, in accordance with the Personal Health Information Protection Act of Ontario Nov. 2004, recognizes the importance of the privacy of your personal health information, and is committed to respecting, safeguarding and protecting your personal health information.

### COLLECTION OF YOUR PERSONAL HEALTH INFORMATION

We collect personal health information about you directly from you or from the person acting on your behalf. The personal health information that we collect may include health history and records of your health care. When we have your consent, or the law permits, we collect personal health information about you from other sources.

Before collecting personal health information from you, we will explain to you the purpose of collecting the information. We will only collect, use and disclose your personal health information with your expressed or implied consent, except where otherwise permitted or required by law.

### USE AND DISCLOSURES OF PERSONAL HEALTH INFORMATION

This agency uses and discloses your personal health information to:

- treat and care for you in the community;
- plan, administer and manage our internal operations;
- conduct risk management activities;
- conduct quality improvement activities;
- teach;
- conduct research;
- compile statistics;
- comply with legal and regulatory requirements; and
- fulfill other purposes permitted or required by law.

### SECURITY

Your personal health information is kept confidential and secure and used only by those directly involved in your care. We take steps to ensure that everyone who performs services for us protects your privacy and uses your personal health information only for the purposes you have consented to.

This agency has policies and procedure that outline:

- security practices to protect your personal health information from theft, loss and unauthorized access, copying, modification, use, disclosure and disposal; and
- conducting audits and completing investigations to monitor and manage our privacy compliance.

### YOUR ACCESS TO INFORMATION

You have a right to access and request corrections to your personal health information by contacting your clinician.

You may withdraw your consent for some of the above collections, uses and disclosures, subject to legal exceptions/restrictions and with reasonable notice, by contacting your clinician or treatment team.

### HOW TO CONTACT US

If you have any questions, would like additional information, or have a concern about our privacy practices, you may contact your clinician or our appointed Privacy Information Officer in our North Bay site (705) 476-2293 x 1224; 1800-668-8555 ext 1224 or email [dlarocque@handstffhn.ca](mailto:dlarocque@handstffhn.ca)

### FOR MORE INFORMATION OR TO REPORT A PROBLEM

You also have the right to complain to the Information and Privacy Commissioner/Ontario and can be reached at:

Information and Privacy Commissioner of Ontario  
2 Bloor Street East – Suite 1400  
Toronto, ON M4W 1A8

Telephone: 1-800-387-0073

Fax: (416) 325-9195

E-mail: [info@ipc.on.ca](mailto:info@ipc.on.ca)

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