

## Office Locations

### Brockville

779 Chelsea Street, Suite BU  
Brockville, ON  
K6V 6J8

### Gananoque

140 Garden Street, Unit 1  
Gananoque, ON  
K7G 1H9

### Prescott

193 Water Street, Unit 401  
Prescott, ON  
K0E 1T0

### Elgin

Guthrie House, 10 Perth Street  
Elgin, ON  
K0G 1E0

### Kemptville

79 Shearer Street, Downstairs  
Kemptville, ON  
K0G 1J0

## Who to Contact

If you have any questions, while you are waiting for further service, you can contact the agency at 1.800.809.2494 and reception will redirect your call. Once services begin you can call your assigned counsellor directly. Or visit our website [www.cmhlg.ca](http://www.cmhlg.ca) for resources.

## What to Do in a Crisis

Crisis situations can arise. If you are experiencing a life-threatening emergency, please call 911 and follow their instructions.

We provide mental health crisis response service for children, youth and their families Monday to Friday from 8:30 a.m. to 4:30 p.m. If you are concerned that someone in your family is at risk of suicide, serious self-harm or causing harm to others, call us at 1.800.809.2494.

If you are experiencing a crisis after 4:30 p.m. or on weekends you can go to the nearest emergency room or call 911.

## Making Play Possible

Facilitates access to recreational activities for children and youth of Leeds-Grenville, so that they will grow up physically and mentally strong.

### MPP Provides:

- A warm, friendly face-to-face service
- Financial support for youth recreation
- Connection to recreation for children with special needs
- Referrals to community services

**1.800.809.2494**



## Client Welcome & Orientation

**Through collaboration, we provide mental health services for children, youth and families that they experience as accessible, timely, effective, inclusive and empowering**

**1.800.809.2494**

**[www.cmhlg.ca](http://www.cmhlg.ca)**

**[reachus@cmhlg.ca](mailto:reachus@cmhlg.ca)**

Office Hours: 8:30 a.m. - 4:30 p.m., Monday to Friday

*Flexible appointment times including evening sessions available upon request.*

**48 hours notice is required when cancelling appointments. This allows us to ensure that everyone is receiving timely service.**

Accredited Children's Mental Health Agency

## Your Privacy & Personal Information

### Protecting the Privacy of Your Information

To provide the best care possible, we need to collect and use information about you and your family. Children's Mental Health of Leeds & Grenville is committed to keeping your information safe and confidential. We follow rules set out in our accreditation standards and the law, about collecting, using, and disclosing your information. We have a variety of safeguards in place to make sure your information stays private including locked cabinets, security policies and electronic passwords. Only personnel who need to see your personal information are allowed access.

### How We Use Information About You and Your Family

- To plan treatment within the context of a multidisciplinary team
- To ensure quality service (including accreditation)
- To evaluate our programs
- To compile statistics for research purposes (without exposing identifying information)

While we take every precaution to ensure your confidentiality, we are required to release your information without your consent in the following circumstances:

- We believe a child (including your own) under the age of 18 has been harmed or is at risk of being harmed
- We believe that you intend to harm yourself or someone else
- Our workers and/or your files are subpoenaed by the court
- We participate in a confidential accreditation process
- You disclose information about any sexual involvement, past or present, with a person in a position of authority or a regulated professional

## Consent

The Personal Health Information Protection Act, 2004, requires us to obtain your expressed consent (written/signed) to disclose your health information to any outside agency. By accepting services at Children's Mental Health of Leeds & Grenville you need to know that your information will be shared with those individuals who are directly involved with your care.

### You have the right to:

- Withdraw your consent
- Request access to your personal health information
- Request a correction to your personal health information

To access your personal health information contact:

**Privacy Officer**  
Children's Mental Health  
of Leeds & Grenville  
779 Chelsea Street, Suite BU  
Brockville, ON  
K6V 6J8  
or  
reachus@cmhlg.ca

Or, you can contact:

**Information and Privacy  
Commissioner of Ontario**  
2 Bloor Street East, Suite 1400  
Toronto, ON  
M4W 1A8  
www.ipc.on.ca

### How Long We Keep Your Information?

Children's Mental Health of Leeds & Grenville maintains client's records electronically. Any hard copies of information collected during treatment are confidentially destroyed upon completion of service.

## We are here to help. Welcome to our Agency!

### Our Commitment

Our counsellors will work with you in a respectful and non-judgmental manner. We will come to your appointments prepared, and ready to work. Building upon your strengths, we will work with you to resolve your concerns. Our knowledgeable counsellors will help you develop and achieve your goals. We will provide respectful culturally-sensitive, individualized services that meet your needs. Finding mental health services for your child can be confusing and complex. We are committed to working within our mandate to provide you with the best service we can. If your child's needs require the services of other agencies, we will work with you to identify these resources and do our best to connect you to them.

### Your Commitment

Dealing with difficult issues takes time and commitment. In order for us to be helpful, we need you to help us identify your concerns, attend appointments, work hard on your goals, and let us know how it is going from your viewpoint. It is also important for you to let us know if you need other services.

### Benefits and Risks

There are many benefits to receiving mental health services. You will likely feel heard, supported and more connected to others. You will develop new skills and perspectives that will help you deal with current and future challenges. There are possible risks too. You or your family members may initially feel more vulnerable, and be fearful of dealing with challenging issues. Sometimes, things don't get better for a while. Your counsellor will always review with you the benefits and risks that relate to your service so you know what to expect.

### Compliments & Concerns

Receiving feedback helps us tailor our services to client needs, please let us know how we are doing! You can pass on compliments or concerns directly to anyone at Children's Mental Health of Leeds & Grenville. You can also use our formal process to give us feedback. For more information, see our website [www.cmhlg.ca](http://www.cmhlg.ca) under feedback or ask one of our Administration Assistants for a hard copy of our forms.

## First Appointment

There are many different types of services available to you at Children's Mental Health of Leeds and Grenville. We believe every person who seeks services from us has the ability to achieve their goals.

### Together you and your counsellor will:

- Discuss what brought you in today
- Discover the skills, strengths, and resources of all family members
- Set goals for this session
- Evaluate the helpfulness of this session
- Determine if further service would be helpful

## Diversity and Inclusion

CMHLG recognizes, welcomes, and accepts the diversity of our clients and their families with respect to race, national or ethnic ancestry, place of origin, colour, religion, citizenship, creed, sex, sexual orientation, gender identity/ expression, age, marital status, family status, mental or physical disability, economic status or language. Let us know if you need any accommodation and/or if you need service in a language other than English.

## Service Philosophy Statement:

CMHLG is committed to:

- Putting the needs and preferences of clients at the centre of all considerations
- Respecting the values and beliefs of clients
- Employing strength-based approaches that identify individual strengths and competencies to further build resiliency
- Recognizing the importance of the whole context, including an individual's family, friends and community
- Honouring and respecting the social, cultural and spiritual needs of clients
- Empowering clients to participate fully in decision making around their care

## Client's Rights Statement:

CMHLG is committed to the following client's rights statements:

Clients have the right:

1. To timely and effective service
2. To be treated with dignity, respect and without discrimination
3. To privacy and confidentiality
4. To a safe and secure environment
5. To make decisions about service and participation
6. To refuse or discontinue service participation
7. To provide feedback on services