

Getting involved with Woodview has many benefits. It also requires some work on your part.

While you are involved with Woodview...

- You will participate in developing an Individualized Support Plan.
- You will be involved in setting goals and working with staff to achieve them.
- You will learn to recognize and build upon your own strengths.
- You will learn new skills to increase your independence, helping you to feel successful.
- You will have the opportunity to practice social, life and communication skills.
- You will be able to participate in community activities.
- You will have the opportunity to make new friends.
- You will be able to address issues privately and confidentially.

This may sound like a lot of work, but you will not be working alone. You will work with experienced and dedicated staff who will listen to your concerns. They will help you take advantage of a variety of supports to ensure your experience with Woodview is a positive one.

What is Woodview?

Woodview is an accredited not for profit charitable organization operated by a volunteer Board of Directors.

Woodview offers a broad range of services for children and youth facing mental health issues and individuals of all ages with Autism Spectrum Disorder. Our services are flexible and responsive to the needs of both individuals and families. Families have an important role to play in the services that Woodview provides. We also work with schools and social service agencies to support individuals and families to build on their strengths and reach their full potential.

Our team of highly qualified and caring professionals may include child & youth workers, specially trained teachers, social workers, home based/outreach workers, psychometrists, consultants including psychologists, psychiatrists and pediatricians, and administrative staff.

General Contact Information:

Hamilton Programs

Woodview Manor

10 – 845 Rymal Road, Hamilton, ON L8W 1B6

Email: wcc@woodview.ca

Phone: 905-575-7355 Fax: 905-575-1756

Halton Central Administration Office

Woodview

69 Flatt Road, Burlington, ON L7P 0T3

Email: wcc@woodview.ca

Phone: 905-689-4727 Fax: 905-689-2474



Orientation Information for Adult Autism Services

Our Mission

Woodview goes above and beyond to engage individuals and families by providing high quality mental health and autism services and supports that inspires hope and strengthens lives.

Our Vision

An inclusive community where everyone has a voice and feels valued.

Our Values

Accountability, Respecting Others, Working Together, Leading, Innovation and Learning, Commitment to Staff

What are my Rights?

Your rights are:

- To be fully involved in the development of an individualized support plan that will meet your needs.
- To make your own choices.
- To be treated with respect and dignity in a safe environment.
- To have your cultural and religious beliefs respected and your needs met.
- To involve others to help you reach your goals, including family, service providers and other supports.
- To share information about yourself with others by signing a consent form.
- To receive education to increase your awareness of protection from abuse.
- To have your health and safety protected while in the program.
- Confidentiality and privacy.
- A formal complaint process if you are not satisfied with the services provided. You can speak with a Woodview staff, the Manager or the Coordinator of the program. If you are not satisfied with their response, you can have your concern reviewed by the Director of the Program, Executive Director and/or Board of Directors. If you still feel like you are not being heard, you can contact: *The Ministry of Community & Social Services / Children and Youth Services in Hamilton at 1-800-263-2841*
- A copy of our Service Principles, which outline our beliefs and commitment to you.
- A copy of Woodview's Privacy Statement.

Persons who live in one of Woodview's residential settings also have the right to:

- Their own possessions.
- Live in a safe and clean environment.
- Be involved in community activities.

What are my Responsibilities?

Your responsibilities are:

- To be actively involved in setting goals and developing a plan to meet your needs.
- To let the staff know how you think things are going and to request changes if necessary.
- To keep the staff up to date on any significant change in your situation including changes in your medications.
- To respect the privacy of others if you are in a group setting, or if you hear information about others.
- To treat others with respect.

How does Woodview measure progress?

Woodview is committed to ongoing monitoring and evaluation of service outcomes.

All Woodview programs are involved in an evaluation process that includes satisfaction surveys and program specific tools.

These tools are used to assess strengths and needs and measure program effectiveness, client satisfaction and individual progress of each person receiving service.

These tools also:

- Provide accountability to our funders, to ensure our programs continue to be available.
- Help us identify gaps in services and to identify other needs in the community that we could be meeting.

Non-identifying information is sent to the Ministry of Community and Social Services for research and planning purposes, as well as, for improving service delivery.

What does Confidentiality mean and how is it maintained?

Information that is shared by clients and families is private. When necessary, the Woodview team may share information amongst ourselves and/or our professional consultants, in order to provide the best service for you and/or your family. Information is not shared with anyone else, unless you give written permission to do so.

There are some limitations to confidentiality:

- If any Woodview staff suspects or witnesses abuse or is told about an allegation of abuse, that person is legally obligated to contact the police.
- If any Woodview staff has concerns that someone is at risk for suicide or seriously threatens the safety of others, they must advise the right persons/or authorities (e.g. police, hospital, family doctor, parents/guardians.)
- If a Woodview file is subpoenaed by a court of law, the file must be released to the court, as required.
- The Ministry of Community and Social Services has the legal right to review any file from a program that is Ministry funded.

Woodview Files:

The clinical file is the written record of your involvement with Woodview and is subject to the rules of confidentiality. With consent, files may include electronic recordings and/or photographs. All files are kept safe and secure either in-house or off-site, for a minimum of 20 years after closing, subject to the same rules of confidentiality. After that time, Woodview ensures and oversees the destruction of all records in a secure manner. Your file can be reviewed by you with the appropriate authorization.