

Although there are many benefits to becoming involved with Woodview there are also some things to think about.

- It's important to take the time to think about what is best for you and your family.
- At Woodview, you will *work together* with the staff to find strategies to use at home that will work for you and your son or daughter.
- Learning new skills takes time.
- All of the issues you are concerned about may not be solved during your involvement with Woodview.
- If there are concerns about abuse or neglect, we are obligated to call the Children's Aid Society.

Some of the benefits to being involved with Woodview...

- Each child's and family's needs are unique. You will have a plan designed just for you and your son or daughter.
- You will be involved in setting goals, working with staff to achieve them and in gaining new skills.
- You will learn to recognize and build upon your own strengths.
- Relationships often improve through better communication and problem solving.
- You will learn about your son or daughter's unique challenges and their development.
- Many parents experience a decrease in stress within their family.
- Many children and youth show positive changes in how they engage with their world.
- You will not be working alone. You will work with experienced and dedicated staff who will listen to your concerns. They will help you make connections to your son or daughter's school and / or additional community resources both during your involvement with Woodview and afterwards.

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

Mischa Weisz Centre for Autism Services

1900 Main Street West, Hamilton, ON L8S 4R8

Email wcc@woodview.ca

Phone: 905-527-9771 Fax: 905-522-4690

Halton Programs

Central Administration Office

69 Flatt Road, Burlington, ON L7P 0T3

Email: wcc@woodview.ca

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

Brantford Programs

Woodview

643 Park Road North, Brantford, ON N3T 5L8

Email general@woodview.ca

Phone: 519-752-5308 Fax: 519-752-9102



Orientation Information for Children and Youth 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

Rights and Responsibilities

We believe that individuals and families have the right to:

- Full involvement and participation in the learning process.
- Involve additional resources including family, service providers, and other supports.
- Information on your son or daughter's progress.
- Confidentiality and privacy.
- Be treated with respect and dignity in a safe environment.
- Have your cultural and religious beliefs respected.
- A formal complaint process if you are not satisfied with the services provided. You can speak with a Woodview staff and/or 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 Office of Child & Family Services Advocacy at 1-800-263-2841.*
- A copy of our Service Principles, which outlines our beliefs and commitment to you.
- A copy of Woodview's Privacy Statement, a program description for the service you will be involved with and specific risks and benefits of that program.

Woodview staff will review our policies with you so you understand the rights of children/youth at different ages and the rights of parents and guardians with regard to seeing files and sharing information with others.

You have a responsibility to:

- Be actively involved in setting goals and participating in the learning process.
- Let the staff know how you think things are going and to request changes if necessary.
- Keep the staff up to date on any significant change in your family's situation including changes in medications.
- Respect the privacy of others if you are in a group setting, or if you hear information about others.
- Treat others with respect.

What does Confidentiality mean and how is it maintained?

Information that is shared by children/youth and families is private. When necessary, the Woodview team may share information among 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 has concerns that a child/youth under the age of 16 has been a victim of, or is at risk of abuse and/or neglect, they are legally obligated to contact the Children's Aid Society. It is important to know that the Children's Aid Society will determine when and who will be notified.
- If any staff has concerns that someone is at risk for suicide or seriously threatens the safety of others, they must advise appropriate persons or authorities such as the police, family doctor, emergency services, parents/guardians...
- If Woodview files are subpoenaed by a court of law, the records must be released to the court.
- The Ministry of Children and Youth 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.

How does Woodview measure Progress?

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

All Woodview programs are subject to 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 the progress of each child/youth 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.

What happens when my involvement at Woodview ends?

When you come to the end of your involvement with Woodview, you may worry about what happens next.

Together we will work with you to:

- Creating a plan to address outstanding issues and plan for the future.
- Involving key people and resources who can help you carry out the plan and provide ongoing support. This may include family members, school personnel, and other community services.