



Orientation Information

Children & Youth Mental Health Services



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About Woodview

What We Do

Woodview Mental Health and Autism Services is a registered and accredited non-profit offering services and supports for children and youth facing mental health challenges and for those diagnosed with Autism Spectrum Disorder (ASD).

We work in partnership with families who play an important role in our services. We work with schools and social service agencies to support children and youth and their families.

How We Do It

Social workers, child and youth workers, autism specialists, and consulting professionals work together to provide individualized client-centred services. By offering a continuum of flexible services, Woodview can respond fully to the needs of individuals and their families. Tracking performance and measuring results ensures programming and services are as effective as possible.

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.

Why should I consider Woodview?

Benefits of being involved with Woodview include:

- a plan that meets the unique needs of your family and your child;
- being involved in setting goals and working with staff to achieve them;
- learning to recognize and build upon your own strengths;
- gaining a better understanding about your child's challenges;
- learning new parenting strategies and skills designed to help you be successful in your role as a parent;
- learning that relationships often improve with better communication and problem solving;
- seeing positive changes in your child's behaviour;
- a reduction in stress within the family; and
- understanding that 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 child's school and/or other community resources during and after your involvement with Woodview.

Things to think about before getting involved with Woodview.

It is 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 child. Learning new skills takes time. Change will not happen overnight. Sometimes things get worse before they get better.

All of the issues you are concerned about may not be solved during your involvement with Woodview.

When working with Woodview what are my rights and responsibilities?

During the treatment process you have the right to:

- 1** full involvement and participation;
- 2** involve additional resources such as family, service providers, and other supports;
- 3** receive information on your child's progress;
- 4** confidentiality and privacy;
- 5** be treated with respect and dignity in a safe environment;
- 6** have your cultural and religious beliefs respected and your needs met;
- 7** review the program with a staff member so that you understand the rights of your child and the rights of parents and guardians with regard to seeing files and sharing information with others;
- 8** a discussion of risks and benefits of that program;
- 9** receive a copy of our Privacy Statement; and

- 10** a formal complaint process. We will respond to all concerns with sensitivity and respect. Concerns will also be dealt with in a confidential manner. If you have concerns about the services provided to you by Woodview, please follow the steps below:
- Share your concerns with a Woodview staff member or the Manager / Coordinator of the program.
 - If you are not satisfied with their response, ask to have your concern reviewed by the Director of the Program.
 - If you are not satisfied with their response, ask to have your concern reviewed by the Executive Director of Woodview.
 - If you are not satisfied with their response, your concern may be reviewed by the Board of Directors.
 - If you still feel like you are not being heard, you can contact: The Ministry of Health or The Ministry of Children, Community, and Social Services (Central and West Region) at 905-521-7280.

During the treatment process you have the responsibility to:

- 1** be involved by attending meetings and participating actively;
- 2** let staff know how you think things are going and ask for changes if necessary;
- 3** update staff about changes in your family's situation including changes in medications;
- 4** respect the privacy of others if you are in a group setting, or if you hear information about others; and
- 5** treat others with respect.

Your Privacy

At Woodview, what does confidentiality mean and how is it preserved?

Information shared by children/youth and families is private.

To provide the best service for you and your family, it may sometimes be helpful for Woodview staff to share information. Information may be shared among ourselves and/or with our professional consultants. Information is not shared with anyone else, unless you give written permission to do so.

Are there times at Woodview when information is shared without my written permission?

Information will be shared without written permission if:

- any Woodview staff has concerns that a child/youth under the age of 18 has been a victim of, or is at risk of abuse and/or neglect. In these cases, the staff is legally obligated to contact the Children's Aid Society. The Children's Aid Society will determine when and who will be notified;
- any Woodview staff has concerns that someone is at risk for suicide or seriously threatens the safety of others. In these cases, an appropriate person or authorities must be advised. These may include police, family doctor, emergency services, and/or parents/guardians;

- Woodview files are subpoenaed by a court of law, they must be released to the court;
- the Ministry of Children, Community and Social Services or Ministry of Health wants to review a file. They have the legal right to review any file from a program they fund;
- a reviewer from The Canadian Centre for Accreditation wishes to review files for accreditation purposes.

What files does Woodview keep?

A clinical file is kept for all individuals working with Woodview. The clinical file is the written record of your involvement with Woodview and is confidential. With consent, files may include electronic recordings and/or photographs.

All files are kept safe and secure in-house or off-site. They are kept for a minimum of 20 years after your involvement with Woodview has ended. These stored or electronic files are considered closed files but they are still subject to the same rules of confidentiality as current, open files.

After 20 years, Woodview ensures all records are destroyed in a secure manner. Your file can be reviewed by you with proper authorization.

How do we measure progress?

Woodview regularly reviews and evaluates program effectiveness. Evaluation tools are used to assess strengths and needs, measure program effectiveness, client satisfaction, and the progress of each person receiving service.

Data Sharing

Non-Identifying Information Data Sharing

Non-identifying information is sent to the Ministry of Health and/or the Ministry of Children, Community and Social Services. The information provided is used for planning purposes, as well as, for improving service delivery.

Identifying Information Data Sharing

In Halton and Hamilton, children's mental health client-specific information (Name, Date of Birth, and Postal Code) is encrypted and securely sent to the designated Lead Agencies. The Lead Agencies then send non-identifying information to the Ministry of Health for planning purposes, as well as for improving service delivery.

What happens when my involvement at Woodview ends?

When your involvement ends, you might worry you cannot manage without the Woodview team.

This is why we will work with you to make sure your transition is smooth. We will:

- create a plan that addresses outstanding issues and identifies additional resource supports for the future; and
- involve key people and resources who can help you to carry out the plan and provide ongoing support. This may include family members, school personnel, and other community services.





Woodview Mental Health & Autism Services

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