



**Changing the
trajectory of children's
mental health.**

CLIENT ORIENTATION BOOKLET

Welcome! We hope that your experience with The George Hull Centre will be helpful and rewarding. This orientation package provides a brief description of our services as well as important information about how we can work together with you and your family.

We ask that you take a few minutes to read this booklet. Please feel free to ask us any questions. We look forward to working with you and your family.



**81 The East Mall, 3rd Floor
Toronto, Ontario, M8Z 5W3**

Our Vision

Mental wellness from infancy through to adulthood.

Our Mission

Through clinical excellence and a continuum of mental health services, our mission is to reduce suffering, provide hope and enhance the quality of life of infants, children, youth and families.

Our Values

Innovation: creativity in programming and therapy

Empathy: Understanding without judgement

Passion: Doing whatever it takes to make a positive difference

Excellence: Striving for outstanding clinical care, leadership and professionalism

Holistic View: Improving children's lives within the context of their families, communities and systems

Diversity: Acknowledging, respecting, including and reflecting the communities we serve

Philosophy and Values

The George Hull Centre regards each child as an individual, a member of a family and a member of the community.

The George Hull Centre works in partnership with families and children, with other community services and with community groups to improve the mental health of the children and youth. The Centre works to develop an accessible, flexible and responsive continuum of service delivery, putting the needs and preferences of clients at the centre of all considerations while empowering clients to participate fully in decision making with respect to the services received.

A commitment to strength-based services, that identifies individual strengths and competencies, and supports clients to use and build them, as well as gender equality, diversity and inclusion and accessible economic opportunities provides an organizing framework to the philosophy of the Centre.

Hours of Service

Monday to Thursday 8:30 am – 8:00 pm

Friday 8:30 am – 5:00 pm

How to Reach Us

Telephone

Main: (416) 622-8833

School Program: (416) 393-0462

Clear Directions: (416) 393-0462

Libby's Place: (416) 745-4207

FAX Main: (416) 622-7068

Email reachus@georgehullcentre.on.ca

Website www.georgehullcentre.ca

Emergencies after 5pm and weekends

St. Joseph's Health Centre: (416) 530-6000

Humber River Regional Hospital: (416) 249-8111

William Osler Health Centre: (416) 747-3400

Trillium Health Centre: (416) 259-6671



Statement of Client Rights

As a client of The George Hull Centre, you have a right:

- ❖ To be treated with dignity, respect and without discrimination on the basis of race, religion, ethnicity, gender, sexual orientation or socio-economic status.
- ❖ To privacy and confidentiality, except when we are required to disclose or share information because of legal or professional obligations.
- ❖ To receive service in safe, clean and accessible offices.
- ❖ To make a complaint if you are dissatisfied with the service you are receiving.

An Overview of the Centre

The George Hull Centre for Children & Families provides comprehensive mental health services for children and youth, birth to 18 years of age, and their families.

The Centre also consults to schools, hospitals, other children's services and community organizations. An accredited children's mental health centre, The George Hull Centre is governed by a volunteer board of directors and funded by the Ontario Ministry of Children and Youth Services. There is no fee for service.

Prevention and Early Intervention Services encompasses prevention, early intervention, health promotion and community development programs. Programs include Preschool Speech and Language Services, the EarlyON Child and Family Centre, Every Child Belongs, and the Toronto Family Group Conferencing Program.

The Community Clinic provides outpatient service to children from birth to age 18 and their families. Consultation, assessment and individual, family and group treatment are provided.

Intensive Treatment Services includes Libby's Place, a residential treatment program for adolescent girls, Intensive In-Home Services for adolescents with complex mental health needs, the Clear Directions day treatment program for adolescents and their families who are experiencing problems related to substance abuse and/or mental health, and a specialized School Program.



The Centre's Professional Staff

The George Hull Centre is staffed by social workers, psychologists, psychiatrists, speech and language professionals, child and youth workers, and early childhood educators. Many of the staff at the Centre have fifteen or more years of experience in helping children and their families and have taught students or other professionals. Please feel free to ask your clinician about his or her professional qualifications and experience.



Teaching at the Centre

The George Hull Centre is a teaching centre for graduate students in social work, psychology, speech and language pathology, medical doctors specializing in psychiatry, medical and nursing students, child and youth work students, and early childhood education students. With your consent, a trainee may be assigned to work with you and your family. In all cases, the trainee is supervised by an experienced clinician who is responsible for your care.

Beginning the Process

To become a client and receive services at the Centre, please call the Intake Office at (416) 622-8833 extension 258. The Clinical Intake Coordinator will listen to your concerns and gather some information that will help us to understand your situation. The Clinical Intake Coordinator may schedule an initial Consultation Interview or suggest that you speak directly with a clinician.

Consent to Service

Your participation at The George Hull Centre is voluntary. A clinician will discuss with you the likely benefits of service, possible drawbacks, and any concerns that you might have. Assessment and treatment will be mutually agreed upon by you and your clinician.

The Client Statement

To assist us in understanding your situation, we ask that parents and children complete a brief statement at the time of their initial interview. This is to provide a snapshot of your situation, strengths, needs, and expectations of service.



The First Visit

You and your family will meet with a clinician and have an opportunity to talk about your concerns and needs. This clinician may be a social worker, psychologist, psychiatrist, child and youth worker, speech and language professional, or an early childhood educator. Generally, you will be asked to bring along other family members in order to provide as broad a perspective as possible. You or your child may also be seen alone.

Time Commitment

The number of visits to the Centre will depend upon your specific situation and needs. Some situations can be resolved over the course of a few sessions, while others require meeting over the course of several months or longer. Sometimes families will meet intensively at a certain stage in their children's lives and then return from time to time for a few sessions in order to address specific issues.

Cancellations

Many families want and need our services. If you are not able to keep your appointment, we ask that you call us at least 48 hours in advance to notify us of a change. Repeated cancellations and no shows may result in service suspension.

Use of Electronic Communication (E-Mail)

Electronic communication (such as e-mail, text, instant messaging, etc.) should only be used to arrange or modify appointments. Content related to therapy sessions should not be sent electronically, as it is not completely secure, confidential or reliable. If you choose to communicate with your clinician electronically, please be aware that copies of your communication will be kept in your clinical file.

Accommodation of Diverse Languages and Culture

Clinicians can offer assistance in English, as well as a variety of other languages. Translators may be used to accommodate clients who speak other languages.

The Centre makes every effort to accommodate the diverse cultural backgrounds of the children, youth, and families it serves. We do this by offering assistance in different languages, arranging for translation services, and through the use of cultural consultants.



Privacy and Confidentiality

Our policy is to keep information about your child and family confidential. Confidentiality means that information about your child and family that you share with your clinician(s) will not be shared with anyone else outside the Centre without your informed consent.

However, you should know that there are some circumstances in which we are required to disclose or share information because of legal or professional obligations. These are the circumstances:

- ❖ The George Hull Centre must obey subpoenas, court orders, and search warrants.
- ❖ The George Hull Centre has the legal duty to report suspected child abuse and neglect to a children's aid society.
- ❖ The George Hull Centre may at times share information with others in extreme situations such as threats of suicide or homicide or serious risk of harm to self or others.

Within the Centre, your information is protected by physical and electronic security measures and will be shared only among personnel who have a need to know in order to perform their professional duties, including for routine management, professional consultation, supervision, and quality assurance purposes.

The George Hull Centre is accredited by the Canadian Centre for Accreditation, which assesses the quality of the Centre's programs, management, governance and staffing. Accreditation reviewers, who include mental health professionals, may review your file. If you do not wish your personal health information to be disclosed as part of an accreditation review, please inform your clinician and a note to that effect will be placed on your file.

Questions, concerns or complaints relating to the Centre's privacy policy on the treatment of personal information should be sent to the attention of the Privacy Officer at the Centre:

Rick Arseneau, Privacy Officer
81 The East Mall – 3rd floor
Toronto, Ontario, M8Z 5W3
416 622 8833 ext. 237

For more information, you can contact the Information and Privacy Commissioner of

Ontario at 416-3236-3333 or info@ipc.on.ca
www.ipc.on.ca



Working with Your Clinician

It is useful to view your time at the Centre as a partnership between you, your family, and your clinician. We encourage you to speak openly about your concerns and ask questions when you feel unsure about something. Also, we encourage you to keep an open mind to new ideas or information that may arise. Just meeting and talking as a family sometimes sheds new light on a situation or serves as a positive experience. Many answers to your questions will come from your own thoughts and insights with time, effort, and patience.

Client Complaints

The Centre provides clients with the best service possible. If you are ever dissatisfied with the service you are receiving or think something needs to change, we encourage you to speak to your clinician as a first step. If you are still dissatisfied, you are welcome to contact the relevant Program Manager, Program Director or the Executive Director at 416-622-8833 or reachus@georgehullcentre.on.ca.



Release of Confidential Information

There may be times when it is helpful to exchange information about you and your family with another organization or agency. In these circumstances, your clinician will provide you with information about the process for obtaining your informed consent.

Access to Records

We are required to keep written records for everyone who receives service from the Centre. Written records are kept for several reasons:

- ❖ To note strengths, concerns, and needs so that together clients and clinicians can develop a plan that is most helpful to the client.
- ❖ Records help to identify progress made in achieving client goals.
- ❖ Records ensure compliance with legal and Ministry regulations.

You may ask your clinician to view your file. The clinician will attempt to meet your request within the framework of our legal obligations. The process to access your file can be discussed with your clinician. Client records are retained for 10 years from the client's 18th birthday.

Research at the Centre

The Department of Research conducts research in children's mental health, evaluates client satisfaction with the Centre's services, and studies client outcomes for specific programs.

It is your decision whether you would like to participate or not, and this decision will not affect the services you receive from the Centre. Information collected for research is private and confidential and research reports do not identify you as an individual. We thank you in advance for your participation in these valuable research activities.

For more information, please visit our website at www.georgehullcentre.on.ca



Revised: October 2020



GEORGE HULL CENTRE
FOR CHILDREN & FAMILIES

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The Community Clinic at The George Hull Centre



81 The East Mall, 3rd Floor
Toronto, ON M8Z 5W3

416-622-8833 x 258
www.georgehullcentre.on.ca

Welcome to the Community Clinic

Who should come to this service?

- Children aged 0-17 who are experiencing social, emotional or behavioural difficulties and their families. Often, these challenges are getting in the way of children experiencing success in their daily lives.
- The service is available to families who live in Etobicoke.
- Consultation, assessment and individual, family and group treatment outpatient services are provided.
- There is no cost for our services, except for some of our groups. Group fees may be waived or reduced if needed.

What should I know?

Please read our **Client Information Booklet** for detailed information regarding our services and your rights as clients at the Centre. This pamphlet is intended to help supplement the Client Information Booklet and provides some additional information. As a client of the Centre, you will be assigned a Service Coordinator, who is your key point person. Note that our counselling services are voluntary, and you have the right to refuse any recommended services and to terminate counselling whenever you wish. GHC recognizes and accommodates cultural and faith-based practices.

The George Hull Centre values and respects the rights, privacy and diversity of clients. The Centre expects that staff, trainees, volunteers and clients will be treated with respect. We do not tolerate aggression, harassment or discrimination. Our policies reflect our commitment to participating in respectful interactions and engaging in processes to promote healing and establish a safe and inclusive environment for our team members, clients and their families.

When and for how long is treatment?

Consultation Interviews

Consultation Interviews generally consist of 1 session, but may take up to 3 sessions. This is a chance to meet with your child and your family and hear your concerns and hopes. Together with the clinician, you will talk about which services at the Centre (or in the community) may be helpful.

Individual, Family & Group Treatment

We generally expect that after the initial assessment, you and your clinician will jointly come up with a plan of service that will include some focused goals, number of sessions, and how frequently we will meet. We may also recommend groups at George Hull or in the community. Family and individual counselling is generally offered for up to 6 months. Brief counselling is up to 8 sessions. Appointments are 50 minutes in length.

What if I cannot attend?

Many families want and need our services. Treatment will be offered when your name comes to the top of the waitlist. If you wish to defer treatment at that time and stay on the waitlist, we can accommodate this request, but your name will be moved to the end of the waitlist.

When receiving service, if you cannot keep your appointment, please notify us at least 48 hours in advance. Missing 2 or more appointments without notice, and/or repeated cancellations, may result in your counselling file being closed. If you are late, your appointment will still end at the originally scheduled time. Meeting your goals will be more likely if you participate actively and consistently.

What are the risks and benefits of counselling?

In our meetings together, we may talk about sensitive topics that may result in strong emotions. Our hope is to eventually move through these to help your child and your family. You have been provided with a list of possible risks and benefits and your clinician will discuss these with you.

Will the sessions be confidential?

Yes, the information you provide is confidential and will not be released without your written informed consent. There are exceptions to this:

1. We must obey subpoenas and court orders.
2. We are obligated by law to report suspected child abuse and neglect to Children's Aid.
3. If there is a risk of harm to self or others, we share this information with people needed to ensure safety, such as other doctors and/or the police.
4. If a child has been involved with CAS in the last year and the child experiences serious bodily harm, we have a legal duty to report to the Office of the Provincial Advocate for Children and Youth.
5. If we hear that a health practitioner abuses a patient, we have to notify appropriate authorities.

If your clinician needs to break confidentiality, they will try to discuss it with you first, but this may not always be possible.

At the George Hull Centre, we work as a multidisciplinary team and some information from your counselling sessions will be shared with other members of your team to provide you with the best service possible.

Does The George Hull Centre keep records?

Yes. The clinician takes notes at every session and these become part of the file at the Centre along with any reports we are required to write or which we receive. Keeping a record helps us to keep track of the services we provide and also means that you do not have to repeat the same information if you come back again. We do not write reports for the purposes of court proceedings or custody and access issues.

The file is kept in the child's name and the child (along with anyone the child authorizes) generally has a right to access the file and may arrange this with the clinician. Information provided by the parent may also go in the file.

Can I attend again in the future?

Sometimes families will meet intensively at a certain stage in their child's life and then return from time to time for a couple of sessions in order to address specific issues. For up to six months after service has ended, clients are able to attend one or two Booster sessions by calling their Service Coordinator. After that, families may call intake and initiate a new referral as needed.



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The Child and Adolescent Functional Assessment Tool for Children's Mental Health

How It Works and How We Protect Your Privacy



Seeking to serve children and families better

What is it?

The Child and Adolescent Functional Assessment Scale (CAFAS) is a rating scale that can be filled out by social workers, psychologists or psychiatrists to determine what a child's strengths are, how well a child is functioning at home, I school, in the community and with their friends and peers, as well as whether they have difficulty with their moods, substance use, or thinking clearly.

The assessment is filled out by the clinician working most closely with your child. Your clinician will share the results of the overall assessment with you and work with you to decide what need to be addressed first and what the goals of treatment should be.

Functional assessments are usually repeated at intervals to help clinicians identify how well a child or youth is responding to treatment and when treatment changes are needed. The assessments also let us measure the overall effectiveness of certain types of treatment.

The information collected about your child and family through the functional assessment is a very important part of providing your child with effective mental health services.

Why is it used?

Many agencies who provide mental health services to children in Ontario use standard tools for finding out the kinds of problems for which children and youth seek help, and whether they improve as a result of the services they receive.

The Child and Adolescent Functional Assessment Scale is a well-recognized tool for assessing whether children and youth improve in their day-to-day functioning. The outcome data from this tool tells us whether our services are working and helps us plan treatment.

Who can look at the information?

Your child's assessment information is accessible to the people who need it, including:

- Your child's mental health team
- Your child or the person responsible for making decisions for him or her
- Students and others training with the team caring for the child
- Researchers doing studies who do not need specific information that identifies a child, provided the work is approved by a recognized research ethics board
- Other people, if you agree, or when the law requires it

Privacy

The information collected about you and your child is necessary to provide the best care possible, but is kept confidential.

All children's mental health service providers have rules, required by law, about keeping child and family information confidential.

All information gathered in CAFAS is stored electronically in a database maintained by MHS – Multi-Health Systems Inc. MHS complies with current privacy legislation including *The Personal Information Protection and Electronic Documents Act* (PIPEDA) and the *Personal Health Information Protection Act* (PHIPA). The data is stored on an industrial standard secure SQL database with AES-256 bit encryption.

How is this information used?

Our foremost reason for gathering information about your child and family is to develop a care plan and deliver the services you need.

As well, we sometimes combine and analyze client information to determine if our services are effective overall, or how we can improve them or manage them better.

All outcome data is reported in a non-identifying way. This means that no names or information that could identify you or your child are ever reported.

How we protect your information

Your child's and family's assessment information is kept confidential. Only the people who need to see your child's clinical records are allowed to see them.

We will always ask your permission before we collect, use, or show your child's or your family's assessment information to anyone for any purpose other than what we've described – that is, to provide mental health care for your child and assess our services.

You can ask to see your child's and family's assessment information at any time.

We keep your child's information only for as long as it is needed or required by law.

We will look into any concerns you may have about how your child's personal information is kept confidential.

We are required to have someone in charge of looking after privacy of information in our organization.

Questions?

If you need more information, or have concerns about the confidentiality of the information we've gathered in our assessments, you may contact Rick Arseneau, our Privacy Officer, at 416-622-8833 extension 237.

You may also contact the Information and Privacy Commissioner for Ontario at: or visit www.ipc.on.ca

Telephone: Toronto Area
(416) 326-3333

Long Distance: 1 (800) 387-0073

FAX: (416) 325-9195