

CLIENT CENTRED CLINICAL PHILOSOPHY

Children's Mental Health Services is committed to providing client centred services. Our clients will be encouraged to actively engage with our staff teams throughout the service process to maximize treatment outcomes.

Children's Mental Health Service Delivery Philosophy incorporates the following principles:

- Respect for the uniqueness of each client/ family member
- Respect for the values and beliefs clients/ families bring to the counselling/treatment setting.
- Respect for the needs and preferences clients/ families identify
- Appreciation for understanding and supporting the client/family within the context of their community, family, friends, social, cultural and spiritual beliefs
- Commitment to help client/families understand their rights related to service and support decisions, including the right to refuse or discontinue service.
- Commitment to a service approach that is strength based and promotes autonomy, skill development and quality of life.
- Commitment to ensuring communication with persons seeking and receiving service
- Accommodates diverse needs, interests, cultural backgrounds and language/communication needs.

Children's Mental Health Services

Serving Children Youth and Families
in Hastings and Prince Edward Counties

Belleville

Administration Offices
300 - 3 Applewood Dr
K8P 4E3

613-966-3100

Fax: 613-966-2744

Trenton

201 - 30 King St
P.O. Box 1258
K8V 6B1

613-392-4331

Fax: 613-966-2744

Picton

35 Bridge St
P.O. Box 7554
K0K 2T0

613-476-8252

Fax: 613-966-2744

Madoc

167 Durham Street, S.
K0K 2K0

613-473-1685

Fax: 613-966-2744

Bancroft

8 Hastings Street
P.O. Box 88
K0L 1C0

613-332-3807

Fax: 613-966-2744

www.cmhs-hpe.on.ca



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**Community
Services**
**Making Your
Concerns Known**

An Accredited

Children's Mental Health Centre

CMHS Complaints Procedure

Policy

All staff of Children's Mental Health Services will advocate for the best interests of the client and will reinforce the client's rights to be heard. On intake, every client will be informed of their rights and responsibilities and will be informed of the opportunities and procedures that exist to express their view points, concerns and complaints. Children's Mental Health Services will strive to resolve client complaints promptly and fairly using established lines of communication.

You Have the Right to be Heard!

The staff of CMHS value your opinions and want to ensure every family working with our agency feels safe and respected. In addition, our agency encourages staff to model effective problem-solving skills to resolve issues in a manner that is fair and responsive to the best needs of the client.

It is therefore our goal to assist you in resolving complaints or concerns with the individuals involved before the need for a more formal complaint.



When do I make a Complaint?

The staff of CMHS acknowledge that minor conflicts and disagreements may arise while you work towards making positive changes as a family. Should you feel confused, unsure or upset regarding your treatment directions we encourage you to speak with your assigned CMHS staff who will work with you to seek resolution regarding your concerns.

The procedure described in this pamphlet is used when you or a member of your family accessing services through CMHS is faced with a serious issue that makes you feel as though your treatment is no longer respecting your rights.

Complaint Procedure

Clients are encouraged to share their viewpoint, concerns and complaints directly with the agency staff they are working with. Should you wish not to speak directly with that staff person, you can express your concerns directly to an agency manager or the CEO of CMHS.

Regardless of who you decided to speak with, our staff would be happy to assist you in resolving your complaint in person or by phone.

What Happens If I'm Still Concerned?

Should the above step not provide resolution in a manner that is suitable to your needs, a more formal process can be used to assist you in resolving your identified concerns or complaints.

Process for Completing a Formal Complaint.

- A formal request to resolve a specific concern or complaint can be made in writing to the CEO by you, your child/youth or someone representing your child/youth. Depending on the age of the child/youth parents may wish to make a written complaint on their behalf.
- Once the CEO receives this written complaint, a written review of the issue will be prepared by your worker's manager within 7 days. This report will be shared with the client and will contain possible solutions or responses to your concerns.
- If this does not resolve the issue to your satisfaction, a further review by the CEO may be requested. This review will be completed within 14 days.
- If the matter is still unresolved, further written notification can be made the CEO and the matter will be reviewed by the Board of Directors. You (or the client) will be notified of the Board's opinion in writing within 14 calendar days.
- It is important that you are aware that you have the right to access the regional program manager for the Ministry of Health at any time during this process.
- Should you have any questions regarding the steps to make a formal complaint, a staff at CMHS would be happy to assist you.