



Mental Health & Autism Services  
for Children & Youth  
Services de santé mentale et  
d'autisme pour enfants et jeunes

## Welcome!

What you need to know as you begin services  
with the Maltby Centre

[www.maltbycentre.ca](http://www.maltbycentre.ca)

Or to reach us by phone or email, please see the back of this booklet to find the  
office nearest you!

*Creating possibilities for change in young lives....*

## Welcome to the Maltby Centre

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

We ask that you take a few minutes to review this material. It explains how we:

- Protect your privacy and right to confidential services
- Seek your specific consent, and plan services with you
- Respect special needs and considerations
- Listen and learn from your concerns

When two parents are involved in a child's life, we do our best to include them, and to respect their right to information about their child's mental health. We will discuss this with the parent who initiates the referral process.

Please feel free to ask us any questions, or visit our website: [www.maltbycentre.ca](http://www.maltbycentre.ca).

## About the Maltby Centre

We believe that all children, youth and families should have access to the information and services they need to help their children thrive. At the Maltby Centre, we provide comprehensive mental health and autism services for children and youth from birth to 18 years of age. The Maltby Centre also offers consultation services and works in partnerships with schools, health services, and other community organizations.

The Maltby Centre is also the regional provider for the Ontario Autism Program and the ASD School Support Program.

The Maltby Centre is governed by a volunteer Board of Directors and funded by the Ministry of Children and Youth Services.

There is no fee charged for accessing the Maltby Centre services.

## The Maltby Centre Clinical Philosophy

The Maltby Centre believes that children and youth thrive when we:

- Help children, youth and families appreciate their strengths and build their skills to manage their particular concerns
- Engage the expertise of families, children, and youth in planning
- Respect each person's race, gender, spirituality, culture, and sexual orientation
- Provide the right services at the right time
- Share and apply inter-professional evidence-informed practices in mental health and autism
- Build communities that support the healthy growth of each child, youth and family

The Maltby Centre clinical philosophy guides how services are developed and delivered. Mental Health and Autism Intervention Services help, usually over a short term, to help families, children and youth take charge of their own health and well-being.

## Your Consent Matters

Your participation at the Maltby Centre is voluntary and you may decide to stop receiving services at any time. As services get underway, we will discuss the likely benefits of service, possible drawbacks, service options, and any concerns that you might have. All assessment and counselling services will be mutually agreed upon by you and your counsellor.

Youth who are 12 years of age and older have the legal right to access private counselling without their parent's permission.

## Your Rights, Your Responsibilities

When you use the Maltby Centre services you have the **right** to:

- Be treated with respect, dignity, and without discrimination
- Take part in planning services for you and your family
- Take part in reviewing how the services are going for you
- Withdraw from service at any time
- Have your personal information kept safe and confidential (with exceptions noted in the Privacy and Confidentiality section)
- Have copies of your reports
- Access your file and, if required, request a correction to your information
- Express a concern or complaint if you are dissatisfied with any aspect of our service

When you use the Maltby Centre services, you are **responsible** for:

- Providing the information we need to offer you the best service possible
- Sharing accurate information around each parent's custodial and access rights
- Participating in the service to the best of your ability
- Attending all appointments and letting your counsellor know if you need to change an appointment
- Talking with us if you feel that any decision or service is not right for you

## Who will work with you and your family?

The Maltby Centre staff and consultants have varied backgrounds including Community Counsellors, Social Workers, Psychologists, Psychiatrists, Child and Youth Workers, Behaviour Consultants, Autism Instructor Therapists and Early Childhood Educators. Please feel free to ask your counsellor about his or her professional qualifications and experience.

## Privacy and Confidentiality

Confidentiality means that information you share with your counsellor(s) and/or Program staff will not be shared with anyone else outside of the Maltby Centre without your informed consent.

The Maltby Centre will keep information about your child and your family safe and confidential. We have safeguards in place to make sure your information stays private, such as physical and electronic security measures and policies. When your service is finished and you are no longer a Maltby Centre client, we will securely store your file as required by law for 10 years after the client reaches 18 years of age and then it will be destroyed.

However, you should know that there are some circumstances when we must provide information because of legal or professional obligations. These are the circumstances:

- The Maltby Centre must obey subpoenas, court orders, search warrants, and legislation
- The Maltby Centre has the legal duty to report suspected child abuse and neglect
- The Maltby Centre may at times share information with others in extreme situations such as threats of suicide or serious risk of harm to self or others
- Your file may be reviewed by a site reviewer as part of the confidential accreditation process to make sure that the Maltby Centre maintains high professional standards
- The Maltby Centre may be required to forward information to a prescribed registry under Ontario's Personal Health Information Act

## Collecting and Using Personal Information

When you seek services from the Maltby Centre, we assume that we have your consent to collect personal information from you, and to use that information specifically to help provide the best service possible. This information is given to your counsellor(s) and to other Maltby Centre professionals and students who are involved in the services you are receiving. At your first face-to-face meeting at the Maltby Centre, we make sure you understand how this information is used, and by who.

Sometimes the Maltby Centre uses "non-identifying" information to help us evaluate our programs, ensure quality of service (including Accreditation), and ensure compliance with legal and government regulations. This means that we use general information about the people who use services here, but in a way that does not identify you or your family.

When you and your counsellor and /or program staff think it makes sense, we will seek your consent to work in partnership with other community service providers, like school teams, or family health teams, that work with you. We will do this in a way that respects your privacy. You can withdraw your consent at any time.

## Release of Confidential Information

There may be times when you want us to give information about you and your family to another organization or agency, or to receive information from them. For example, you may want your family physician to know about your involvement with the Maltby Centre. This will only be done with your permission (please see Privacy & Confidentiality section). In these circumstances, your counsellor will have you sign a form giving your informed consent. When sharing information with others, we seek your direct permission regarding:

- What information we can share
- Who we can share it with
- How that information will be used

## Accessing your Records at the Maltby Centre

You have the right to access and review the information in your client record at the Maltby Centre, that is about you, but not if it is about another person. You also have the right to correct factual errors that are shown to be wrong or inaccurate.

If you have any questions about your records or your rights, please speak to your counsellor and/or Program staff. They will explain how to access your file and will help you with the required forms. These forms are available at each office.

If you have a concern about something that has been done with your personal health information, please contact the Maltby Centre Privacy Officer at 31 Hyperion Court, Suite 100, Kingston, Ontario (613-546-8535), and ask for Nicki Collins, our Executive Director. We want to work out any concerns you may have and see what can be done to fix the situation.

If you are unable to work out your concern about how your personal health information has been handled, you may contact the Information and Privacy Commissioner of Ontario at 2 Bloor Street East, Suite 1400, Toronto, Ontario M4W 1A8 ([commissioner@ipc.on.ca](mailto:commissioner@ipc.on.ca)) 1-800-387-0073.

## Email, Texting and Social Media

In some situations, you and your counsellor may wish to use e-mail to communicate. There are both benefits and risks when using e-mail, particularly with respect to confidentiality. If you wish to use e-mail, we need your informed consent, knowing that:

- We will not provide counseling or treatment using e-mail
- We will not send reports through e-mail
- We will only check e-mail during working hours
- We handle email communication in keeping with our confidentiality policies; however we cannot guarantee that e-mail communication will be confidential

Text messaging is used only with your informed consent and only for the purpose of confirming appointment times.

The Maltby Centre does not permit staff to accept Friend or Contact requests from current or former clients on any social networking site. This is because doing so can compromise confidentiality and privacy, and blurs the boundaries of the counsellor/client professional relationship. It is a different kind of relationship, and needs to be treated that way if it is to be useful to you and your family.

## **If you have a Concern or Complaint**

We try to provide you with the best service possible. But sometimes you may find you are dissatisfied with the service you are receiving or think something needs to change. If so, we encourage you to talk to your counsellor as a first step. But you are also welcome to contact your counsellor's supervisor, or to describe your complaint in writing. A pamphlet on "How to Make your Concerns Known" is available at each office, and on our website.

If you have let us know about a problem, we will do our best to resolve it.

There is also a Provincial Advocate for Children and Youth who will try to help if you ever feel that you need to complain about services. They can be reached at 1-800-263-2841, or through [advocacy@provincialadvocate.on.ca](mailto:advocacy@provincialadvocate.on.ca).

Your input helps us improve our services, and will help make sure that we are providing you the right services for you and your family.

## **Meeting the Needs of our Diverse Community**

The Maltby Centre is committed to providing services in both of Ontario's official languages. All the Maltby Centre's services are offered in English, and many Maltby Centre services are offered in French. If you speak another language, we will try and find a way to meet your needs using translation services.

We will make every effort to accommodate the uniqueness of each child, youth and family who seeks our service and to make our services and resources accessible. Please don't hesitate to tell us how to be helpful to you!

## **Research at the Maltby Centre**

The Maltby Centre evaluate client satisfaction with services, studies client outcomes, and sometimes participates in other research studies.

If you are invited to participate in a research study, it is your decision whether you would like to participate, and this decision will not affect the services you receive from the Maltby Centre.

## Help with Basic Necessities

From time to time, you may find you need a little help with basic necessities. Your counsellor and/or program staff can help you address concrete needs. The Maltby Centre may be able to help with transportation and childcare in order for you to access Maltby Centre services. We can advocate with social services or other agencies. Let your counsellor and/or program staff know if you have challenges meeting basic needs. We may be able to help.

## When a Crisis Arises

If you or your family is in a crisis or emergency situation, we encourage you to call the following services for help or assistance:

- If someone is at imminent risk of suicide or physical harm call 911 for immediate assistance or take the person to the hospital emergency department
- During office hours, you can call your counsellor at the Maltby Centre. If your counsellor is not available, the receptionist will direct your call to another mental health professional
- For emergencies after 4:30 p.m. and on weekends, please contact Addiction & Mental Health Services-Kingston Frontenac Lennox & Addington at **613-544-4229**
- You can also access Maltby Centre Walk-in clinics. You may call ahead to check hours of operation by calling Intake (613-546-1422 Ext. 1) or by checking our website at: [www.maltbycentre.ca](http://www.maltbycentre.ca)

Here are a few more numbers that might be helpful to you:

- Tele health Phone 1-866-797-0000
- Kids Help Phone 1-800-668-6868

## How to Reach Us

**Intake: 613-546-8535 ext. 1 or email [intake@maltbycentre.ca](mailto:intake@maltbycentre.ca)**

Kingston	Phone 613-546-8535 Fax 613-546-3881	Napanee	Phone 613-546-8535 Fax 613-546-3881
Amherstview	Phone 613-634-0057 Fax 613-546-3881	Northbrook	Phone 613-336-8934 ext. 231 Fax 613-336-2044
Central Frontenac	Phone 613-546-8535 Fax 613-546-3881	Ontario Autism Program	Phone 613-546-8535 Fax 613-546-3881
Sharbot Lake	Phone 613-279-2248 Fax 613-376-6794	School Support Program	Phone 613-546-8535 Fax 613-546-3881

**Offices are open Monday to Friday, 8:30 a.m. to 4:30 p.m.  
After hours appointments are available upon request.**

## Walk In Clinics

Maltby Centre is pleased to offer walk-in single session counselling service in various locations throughout KFL&A. There is no referral process. This is a first come, first served, free service for families in the community.

**For days, times and locations of our Walk-In Clinics please call us at  
613-546-8535 Ext. 1 or visit our website at [www.maltbycentre.ca](http://www.maltbycentre.ca)**

*We welcome your suggestions for improving this booklet and all other Maltby Centre services.  
Please share your suggestions with your counsellor or email them to: [inquiry@maltbycentre.ca](mailto:inquiry@maltbycentre.ca)*