



# Welcome to Maltby Centre

Client Information Booklet

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## WELCOME TO MALTBY CENTRE

Welcome! We hope that your experience with the Maltby Centre will be helpful and rewarding. This booklet outlines 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.

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



## ABOUT 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 (please note our mental health walk-in clinic service is available up to age 24). The Maltby Centre also offers consultation services and works in partnerships with schools, health services, and other community organizations.

The Maltby Centre is the Lead Agency for child and youth mental health services for KFL&A.

The Maltby Centre is governed by a volunteer Board of Directors and funded by the Ministry of Children, Community and Social Services and the Ministry of Health.

Mental health services provided at the Maltby Centre are free. In Autism services, we offer both fee-for-service and free services.

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### MALTBY CENTRE'S CLINICAL PHILOSOPHY

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

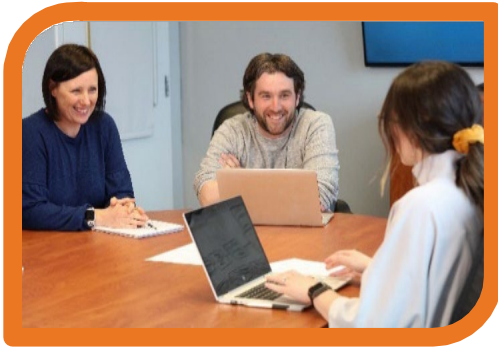
- Help children, youth and families appreciate their strengths and build their skills to manage their concerns.
- Engage the expertise of families, children, and youth in planning.
- Respect each person's race, gender, spirituality, culture, and sexual orientation.
- Provide the right services at the 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 children, youth, and families take charge of their own health and well-being.

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## YOUR MALTBY CENTRE TEAM

The Maltby Centre staff and external consultants have varied backgrounds and include Registered Social Workers,



Psychotherapists, Psychologists, Psychiatrists, and Behaviour Analysts, as well as Child and Youth Workers, Behaviour Consultants, Autism Services Therapists, and Early Childhood Educators. Staff governed by regulatory colleges have unrestricted registration with the appropriate regulatory body or are in receipt of supervision from an unrestricted registrant. Please feel free to ask the program staff about their professional qualifications and experience.

If you ever feel that the staff member assigned to your family isn't a good fit, for any reason, please let us know and we will do our best to meet your needs.

## PRIVACY, CONSENT, AND CONFIDENTIALITY

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### YOUR CONSENT MATTERS

Your participation at 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 services provided will be mutually agreed upon by you and your service team.

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.

Youth who have the capacity to consent to services (this is generally around age 12) have the right to access service without parental consent.

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### YOUR RIGHTS AND 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
- Be supported through transitions between Maltby Centre services and those of our community partners
- 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 program staff know if you need to change an appointment
- Letting us know if you feel that any decision or service is not right for you

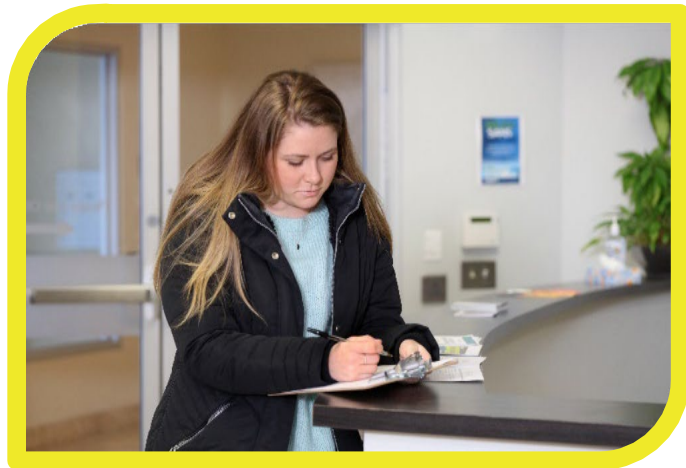
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## PRIVACY OF YOUR PERSONAL INFORMATION

Confidentiality means that personal information you share with your 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 in our secure client information system. We have safeguards in place to make sure your information stays private, including 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.

When you access services from the Maltby Centre, we assume that we have your consent to collect personal information from you, and to use that information to help provide the best service possible. The program staff you work with at Maltby Centre is **part of a larger service team**. For example, Program Assistants help make sure your clinical record is accurate, and Clinical Supervisors help your assigned therapist work out the best treatment options for you. At your first meeting with Maltby Centre, we make sure you understand how this information is used, and by whom. All staff members are governed by laws, policies, and professional standards that make sure that they protect your privacy and confidentiality. If you have a connection with a Maltby Centre staff member and would **prefer to have your file blocked from their access**, just let us know and we will be happy to do so.



When you and your therapist and/or program staff think it makes sense, we will seek your consent to work in partnership with other professionals, such as your school or family health team. We will do this in a way that respects your privacy. You can withdraw your consent at any time.

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## REPORTING, RESEARCH, AND EVALUATION

We receive our funding through a variety of sources, primarily the Ministry of Health and Long-Term Care and the Ministry of Children, Community, and Social Services. We are accountable to our funders and are required to report various service statistics to them throughout the year. In some instances, this is aggregate level data, such as the total number of clients served in a program. In other cases, we report client-level data directly through business intelligence solutions. **All data reported to funders is anonymized** and does not include any identifying information, meaning your name is removed and the recipient of the data cannot trace it back to you.



As part of our commitment to quality improvement and being leaders in our field, Maltby Centre participates in research and program evaluation. Client data may be used for research and evaluation purposes. Your data will always remain anonymous and identifying information will always be removed for these purposes.

If you are invited to participate in any research studies outside of your routine service, it is up to you if you would like to participate and your decision will not impact any of the services you receive at Maltby Centre.

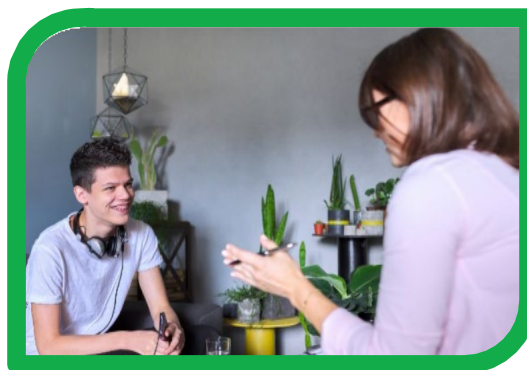
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## RELEASE OF CONFIDENTIAL INFORMATION

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 (see Privacy of Your Personal Information). In these circumstances, your program staff will ask for your 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

If you are referred to Maltby by your family doctor, we will notify them whether you are receiving services at Maltby.



There are some circumstances when we must provide information because of legal or professional obligations. These are the circumstances:

- Maltby Centre shares information about the services families, children and youth use with the ministries responsible for our funding. This information is ‘**anonymized**’ – meaning it does not personally identify you or your family.
- Maltby Centre must obey subpoenas, court orders, search warrants, and legislation
- Maltby Centre has the legal duty to report suspected child abuse and neglect
- 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 Maltby Centre maintains high professional standards
- Maltby Centre may be required to forward information to a prescribed registry under Ontario’s Personal Health Information Act

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## ACCESSING YOUR RECORDS

You have the right to access and review the information in your client record at 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 program staff. They will explain how to access your file and will help you with the required forms.

If you have a concern about something that has been done with your personal health information, please contact the Maltby Centre Privacy Officer by emailing [privacy@maltbycentre.ca](mailto:privacy@maltbycentre.ca). 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.

## ELECTRONIC AND VIDEO COMMUNICATION

### EMAIL

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



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

### TEXTING

Text messaging is used only with your informed consent and only for the purpose of arranging and confirming appointment times. We will not provide counseling or treatment using text messaging and messages will only be responded to during work hours.

### VIDEO CONFERENCING PLATFORMS

Maltby Centre uses a secure video conferencing platform to conduct virtual sessions. We will make every effort to ensure that the use of electronic communication is secure and confidential, but there is always a threat of computer viruses, hackers, and third-party providers gaining access to confidential information.

We will use all reasonable means to protect your privacy, but due to the risks outlined above, we cannot guarantee the security and confidentiality of using video conferencing platforms and cannot be held liable for improper disclosure or technical failure that is not caused by our intentional misconduct.

If you choose to use video conferencing for your session, we ask that you agree to the following (Maltby Centre will do the same):

- I will not share my meeting link with anyone.
- I will not record any portion of the session.
- I will do my best to find a private area where I will not be disturbed or overheard (we understand that this isn't always possible due to childcare needs).



- If participating in a group session, I will respect the privacy of others in the group. If their names appear on the screen, I will not search their names using social media or other means.

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## SOCIAL MEDIA

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 staff/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.

Maltby Centre uses Facebook, Instagram and LinkedIn to communicate to the broader community. Our social media pages are not monitored 24/7. We're happy to direct any general inquiries that come through our social media pages, but we do not provide any services through these platforms, and they should not be treated as crisis support.

## CONCERNS AND COMPLAINTS

We care what you think. Your input helps us improve services for you and for others. When you are dissatisfied with the service you are receiving or think something needs to change, we encourage you to talk to your program staff as a first step. You are also welcome to contact your program staff's supervisor, or to describe your complaint in writing. Complaints can be submitted through the ["Contact Us" page on our website](#). Here is what you can expect when you report a complaint:

- You will be respected.
- You may continue to receive services throughout any part of the complaint process.
- We will document your complaint, clarify any details with you as needed, and work together to resolve the issue.
- You may invite someone to take part in any meetings about your concern(s).
- We will respect your wishes around the confidentiality of your complaint.

If you have let us know about a problem, we will do our best to resolve it. If you are not satisfied with our effort to resolve your issue, you may also arrange to speak with the Director of Clinical Programs and Services, the Executive Director, or write a letter to our Board of Directors. You may also make a complaint directly to the respective College of a registered staff member or contact the Provincial Ombudsman. More information can be found at [www.ombudsman.on.ca](http://www.ombudsman.on.ca).<sup>2</sup>

## MEETING THE NEEDS OF OUR DIVERSE COMMUNITY

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### LANGUAGE

The Maltby Centre is committed to providing services in both of Ontario's official languages. All Maltby Centre 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.





## INCLUSION

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!

## HELP WITH BASIC NECESSITIES

From time to time, you may find you need a little help with basic necessities. Your 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 program staff know if you have challenges meeting basic needs. We may be able to help.

## CRISIS SERVICES

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 therapist at Maltby Centre. If your therapist 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**.
- For quick but not immediate service, you can also access Maltby Centre walk-in clinics at different sites and virtually across KFL&A. Please call ahead to check hours of operation by calling Intake (613-546-8535 Ext. 9) 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

## CONTACT US



613-546-8535



[reception@maltbycentre.ca](mailto:reception@maltbycentre.ca)



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



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