



Client Handbook

www.hpcentre.on.ca

Vision

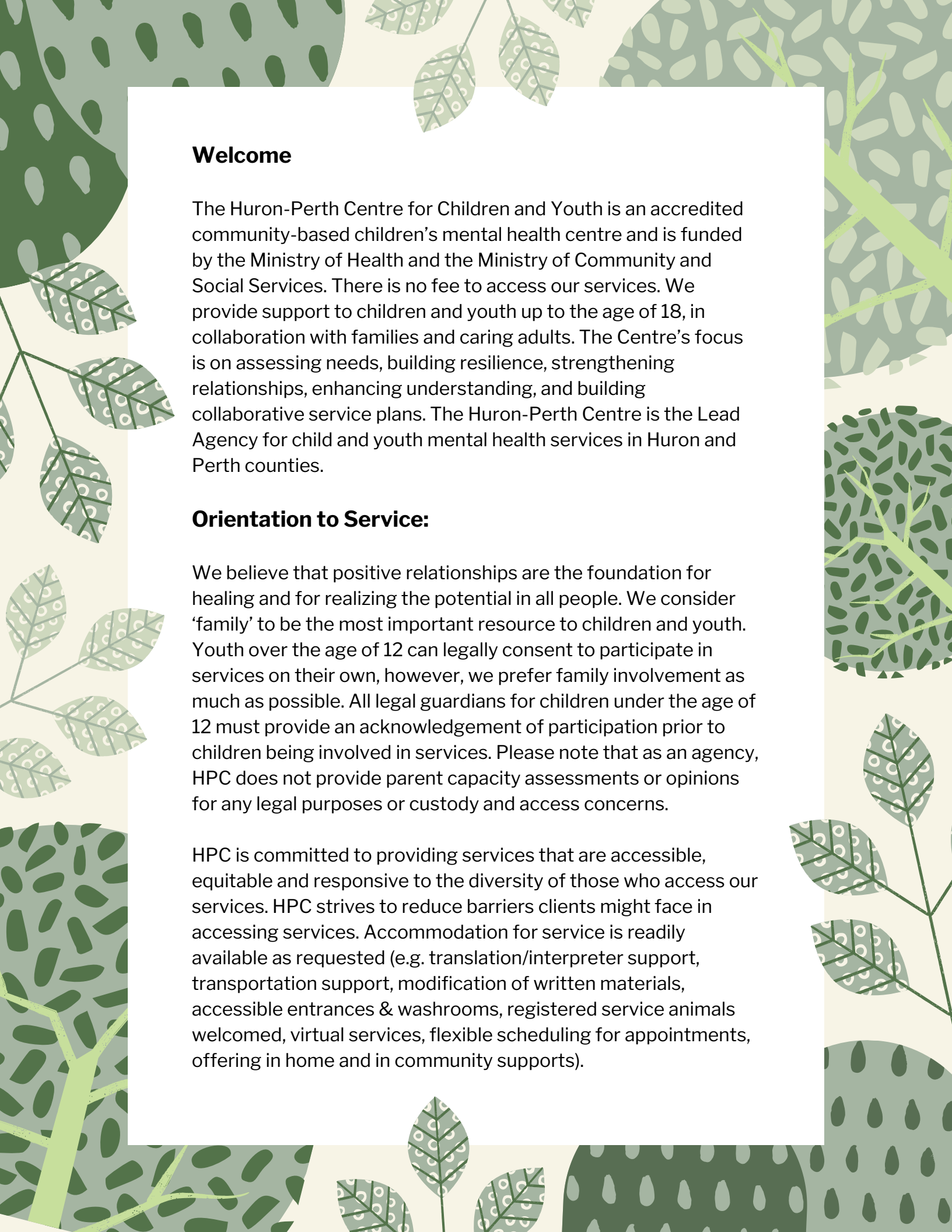
Health relationships and wellness for all in our communities

Mission

Supporting children, youth and families* on their mental health journey

Values

Positive relationships | Stronger together | Dignity & self-worth | Equity | Belonging | Hope



Welcome

The Huron-Perth Centre for Children and Youth is an accredited community-based children's mental health centre and is funded by the Ministry of Health and the Ministry of Community and Social Services. There is no fee to access our services. We provide support to children and youth up to the age of 18, in collaboration with families and caring adults. The Centre's focus is on assessing needs, building resilience, strengthening relationships, enhancing understanding, and building collaborative service plans. The Huron-Perth Centre is the Lead Agency for child and youth mental health services in Huron and Perth counties.

Orientation to Service:

We believe that positive relationships are the foundation for healing and for realizing the potential in all people. We consider 'family' to be the most important resource to children and youth. Youth over the age of 12 can legally consent to participate in services on their own, however, we prefer family involvement as much as possible. All legal guardians for children under the age of 12 must provide an acknowledgement of participation prior to children being involved in services. Please note that as an agency, HPC does not provide parent capacity assessments or opinions for any legal purposes or custody and access concerns.

HPC is committed to providing services that are accessible, equitable and responsive to the diversity of those who access our services. HPC strives to reduce barriers clients might face in accessing services. Accommodation for service is readily available as requested (e.g. translation/interpreter support, transportation support, modification of written materials, accessible entrances & washrooms, registered service animals welcomed, virtual services, flexible scheduling for appointments, offering in home and in community supports).

What we provide:

- Individual, group and family counselling for a wide range of assessed children's mental health needs.
- Access to Registered Mental Health Therapists and Child & Youth Care Workers.
- Collaboration with other applicable services and contribution to the development of a single shared plan, including a plan for safety.

Core Services:

For a full review of all services, please see our website – www.hpcentre.on.ca

Timely Access – is a point of intake for children/youth and families that offers a collaborative community approach to assess the needs to access mental health services and other types of supports. Our goal is to identify strengths, needs and risks and to collaboratively determine next steps.

Counselling and Therapy – offers a series of planned interrelated interventions based on assessment of the child, youth and family's multiple risks, needs and strengths. Services are provided within the context of the child or youth's family, culture and community.

Intensive Services – programming includes a range of services. These services are customized and delivered based on the assessed needs of the children, youth, or families. Intensive services are delivered in a variety of settings; homes, school, community.

***Together we can create a plan to meet the unique needs of your children's mental health.*

Mental Health Emergencies:

For mental health emergencies 24/7, call the Huron Perth Helpline & Crisis Response Team toll free at 1-888-829-7484.

Other mental health supports:

You may have access to other community based mental health supports through your Family Health Team or a workplace Employee Assistance Program (EAP).

Client Voice:

We value your feedback! You can help us improve our services by completing an anonymous satisfaction survey at any time during service: <https://www.surveymonkey.com/r/CSS201819> or a paper version is available upon request. The results of your feedback/survey are reviewed by our Quality Improvement Program Coordinator and Leadership team and used to guide programming and service decisions.

Client Rights Statement

As a client of the Huron-Perth Centre for Children and Youth, you have the right to:

Participate in your Care

- Have access to your rights in writing
- Receive clear and understandable information
- Actively participate in the planning and delivery of your services
- Review and correct information in your agency file/record
- Provide feedback about your experience and complain if you believe your rights have been violated
- Participate voluntarily in services and withdraw at any time

Be Respected:

- Be treated with dignity, respect and courtesy
- Feel welcome, safe and secure
- Receive services that respect your cultural, and religious backgrounds, gender, and sexual identity
- Access services that are barrier free and value independence and equal opportunity

Quality and Confidentiality:

- *Receive high quality services conducted in a professional and caring manner and within a safe and secure service environment*
- *Expect and receive confidential services that respect your privacy*
- *Be informed of services available to you as well as your right to make decisions about the services provided to you*
- *Be provided the link to our client satisfaction survey*
- *Be informed about the formal complaint process*

Contact us toll-free at: 1-888-260-3924

Clinton Office

73 Wellington
Clinton, ON N0M 1L0
FAX: 519-482-9251
TEXT: 519-719-3134

Listowel Office

570 Main Street W.
Listowel, ON N4W 1A8
FAX: 519-291-9850
TEXT: 519-719-3766

Stratford Office

N2A-63 Lorne Ave E, Unit 2A
Stratford, ON N5A 6S4
FAX: 519-273-0892
TEXT: 519-719-2350