



Lutherwood

A Handbook for Participants of
Counselling Services
at Lutherwood

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www.lutherwood.ca



Table of Contents

Page 3	Our Philosophy, Diversity
Page 4	What to Expect from Lutherwood’s Counselling Program
Page 6	Standards That Guide Our Working Together Service Agreement
Page 7	What We Mean by ‘Voluntary Service’
Page 8	About Your Records
Page 9	Storage of Records; Request to Review Your Records
Page 10	Privacy and Informed Consent
Page 11	Exceptions to Confidentiality
Page 12	Confidentiality and Electronic Communication Professional Ethics
Page 13	Your Responsibilities
Page 14	Risks and Benefits of Participation
Page 15	Our Client Complaint Procedures
Page 17	Lutherwood and Our Mission and Vision
Page 18	Our Values and A Message from the CEO
Page 19	Emergency Phone Numbers
Page 20	Where We Are Located

What to Expect from Lutherwood's Counselling Program

While you are participating in Lutherwood's Counselling Program, you can expect:

- As a first step, an intake meeting will be set up where you will visit our office and we will ask detailed questions about your history, life situation and present distress to determine the types of concerns you have.
- After the intake meeting, you will be contacted by phone to set up a meeting with the counsellor that has been assigned to your file.
- An individualized treatment plan with specific goals and objectives will be developed to meet the unique needs of you and your family.
- Together, we will agree on a plan of action including goals, methods to accomplish these goals and approximate length of time to achieve the goals. A start date and end date will be agreed upon with you. This agreement, also known as a Service Agreement is a contract between our Agency and you, the client, to access counselling at Family Counselling Services.
- Your progress will be continually reviewed during your counselling sessions. Occasionally, the review will lead us to revise the goals and/or adjust the discharge date.
- At the end of your contract, we will evaluate the success of the work by referring back to the goals you set at the beginning.
- To make full use of these counselling services, it will be important for you to attend all of your scheduled appointments. Equally important is your participation at these appointments. We encourage you to be as active, open and

honest as possible with your counsellor as it will help us understand how best to support you.

- Finally, the most important responsibility is to work toward the goals we have mutually agreed upon.

The following are some examples of what we do to provide a complete treatment program and some of the services that might occur while you are involved in our programs:

Needs Assessment:

Needs Assessments are the way you and your family express your wishes about treatment at Lutherwood. Clinical staff complete the assessments soon after you request our help. The recommendations will be shared with you.

Therapeutic Interventions:

Counsellors at Lutherwood have been trained in several therapeutic models. Depending on the needs that are identified, the Counsellors will use the model that best suits the presenting issues of each client.

Individual Therapy and Counselling:

Individual therapy and counselling sessions may be part of the interactions between you and your Counsellor. Therapy is organized around your individual treatment goals with an emphasis on known effective methods.

Family Therapy:

This essential portion of treatment includes you and the members of your family. Family therapy follows up on recommendations regarding specific needs identified in the area of family interaction, roles of family members, emotion management in the family and parenting support. These sessions are scheduled on an as needed basis.

Standards that Guide our Working Together

The rest of this handbook will explain a number of important standards and policies that we follow to ensure that we provide excellent service to you and your family.

Terms of Service

In order to participate in our programs, you have signed a Terms of Service. The Terms of Service is intended to make sure you understand that the service you are requesting is voluntary and that you know what is involved in the program you are agreeing to. This agreement clearly outlines the things that Lutherwood is responsible for and committed to provide as well as your responsibilities while participating in our programs. We will be working together to make this service work.

If you are dissatisfied with what is happening, you can either ask to change the agreement or to end it. Some parts of this agreement may be changed but other parts cannot be changed because the laws and standards governing our service require them to be a part of our agreements (e.g. duty to report, confidentiality, etc.). As a voluntary service, you can choose to stop participating any time. We ask that you let us know when you are unhappy, and we will try to problem-solve the situation with you; however, the final choice of stopping service is yours.

If we are concerned that the agreement is not being maintained, we will contact you and ask for your commitment. If you don't wish to provide it, we can assume that you are withdrawing your voluntary consent to participate in the program. We sincerely hope that this never occurs and will make every effort to work out whatever concerns you have with you. However, in the end if things cannot be resolved, we may need to withdraw our service.

What We Mean by 'Voluntary Service'

Lutherwood's Children's Mental Health Services are voluntary. This means you and your family or caregiver make the final decision as to whether you want to be a part of our program or service. You and your family (or those involved in the concern) will be asked to make a commitment and will be required to sign an agreement that confirms that:

- a. You wish to receive service from Lutherwood;
- b. The treatment agreement is voluntary, and;
- c. You understand the agreement very clearly.

If there is any confusion, lack of clarity or concern, do not hesitate to ask questions and share your concerns with us.

If you are over 12 years of age, both you and your parent(s)/caregiver(s) will be required to give consent to enter service voluntarily. If consent is not given by both you and your parent, we will try to assist in problem-solving and finding a resolution. In some instances, there are steps that may be taken when parents see a clear need to obtain help for their child and the child is unwilling.

Service at Lutherwood works best when there is family involvement. Thus, in establishing our contract, we need not only family consent, but also cooperation and involvement. We prefer to work with the family whenever possible; and the overall plan at Lutherwood will usually involve family or caregiver sessions. These sessions may focus on counselling, assessment, parenting, relationships and/or education, among other things. Please feel free to ask specific questions you may have about this. If you are over the age of 16 years and wish individual service without family involvement, this can be provided and your wishes respected.

About Your Records

When you enter one of our programs, we start a file. We only collect information necessary to provide service and to support you. A file is kept to document and track your participation in a Lutherwood program(s) and may include:

- Goals and progress on goals;
- Recommendations that are made;
- Case notes regarding meetings we have;
- Information we collect on your behalf, including any previous involvement with other organizations, assessments, counselling reports, medical and/or school information.

On an ongoing basis, we are required to report non-identifying information collected from you to our funders (including the Ministry of Children and Youth Services and the Ministry of Community and Social Services). Examples of what would be reported include number of families served, number of clients reporting a positive experience, and number of clients on a waiting list.

Storage of Records

Your file may be in paper and/or electronic format. Paper files are kept in a locked file cabinet within a locked room. Electronic files are part of a web-based client information program that has many security features in place. Your file cannot be accessed without an assigned password.

Lutherwood keeps Mental Health Services records and files for a minimum of 20 years. In cases where abuse (e.g., sexual, physical, emotional) has been documented in a file, the file is retained indefinitely. All these timelines are as required by law.

Request to Review Your Records

It is your right, and it's important to us, that you have the opportunity to understand why we collect the information in your file and for you to be able to ask any questions that may arise during or after your time receiving service. At any time, you may request to see your file and/or request a copy of information from your file and/or make corrections to information in your file. The process for this is to set up an appointment with the Program Manager. A time will be arranged for the two of you to meet and review your record.

Privacy of your Personal Health Information

Lutherwood is responsible for protecting your privacy and we take this very seriously. Many safeguards are in place to protect your personal health information. All Lutherwood programs follow the privacy principles as outlined in the Personal Health Information Protection Act 2004 (PHIPA). If you have any questions about our privacy procedures, please ask your worker or ask to speak with our Privacy Officer.

Your Informed Consent

We would like you to be aware that as a participant in a Lutherwood program or service, your personal health information may be shared with other relevant Lutherwood staff members who are working with you and your care team. For staff to either collect information about you from non-Lutherwood people (a counsellor, family doctor, school, etc.) or talk to non-Lutherwood people about your particular situation, we ask for your permission or 'consent' in writing. A signed consent is your written permission for us to ask for and/or share information with specific agencies or organizations or in some cases particular individuals. At the beginning of service, you and/or your parent (s)/legal guardian(s) will be asked to sign consents for participation in Lutherwood's programs and services, for any emergency and other medical care required, and to release or obtain any information about you. The Child and Family Services Act (1990) states that the legal guardians' written consent is required if you are under 16 years of age and a young person over 16 years of age can sign their own consents.

On the back of each consent form that we use, you will find additional information about providing informed consent including the age of consent, the length of time a signed consent is valid and providing consent by separated/divorced individuals.

We would also like to make you aware that every four years, Lutherwood invites an accreditation organization, called the Canadian Centre for Accreditation (CCA), to review our operations. The CCA review team examines randomly selected files to ensure excellent practices are being followed. The CCA reviewers are sworn to uphold confidentiality of client information. It is your choice to have your file reviewed or not.

All information collected about you and/or your family remains confidential. We cannot release this information without your informed consent. 'Informed' consent means that the purpose, risks and benefits of what you are being asked to consent to, have been explained and that you understand them. It is important that you have had a chance to ask questions and possibly get another opinion before signing the consent, if you wish.

Consent can be withdrawn at any time by informing us in writing. Once consent is withdrawn, we can no longer seek or share information on your behalf. Withdrawal of consent cannot reverse any action that was already taken with your previous consent.

Exceptions to Confidentiality

The law indicates that confidentiality is limited when a person discloses any of the following:

- Abuse to themselves or to another person (physical, sexual, emotional);
- Intention to hurt themselves (suicidal);
- Intention to hurt another person (homicidal); or
- Where a Lutherwood staff member has reason to suspect that a young person has been or is currently being abused or at risk of abuse.

Under these conditions our staff members have a professional and legal “duty to report” the information they have received to the appropriate authorities including

- To Family and Children’s Services if the young person is under the age of 18 and there is reasonable suspicion they may be in need of protection;
- To a police officer if the need is urgent;
- To a medical practitioner if the need is urgent;
- To authorized staff of the Ministry;
- To courts with proper warrants.

Confidentiality and Electronic Communication

In order to ensure the confidentiality of all client and agency information, electronic communication is limited to information such as scheduling appointments, providing resources and crisis support. Clients and staff must provide written consent prior to using electronic communication.

Professional Ethics

The counsellors at Lutherwood are bound by the Code of Ethics of the Canadian Association for Pastoral Practice & Education, the American Association of Marriage and Family Therapy, the Ontario College of Social Workers and Social Service Workers. You may ask to see the codes at any time. You have the right to ask any questions you wish about your therapy. You are free to leave therapy whenever it makes sense for you to do so.

Your Responsibilities

The following is a list of responsibilities that will help you get the most out of your experience while participating in our programs and services:

- Let us know your needs in the most accurate and complete way possible so we can provide the most appropriate service options.
- Be respectful of other clients, volunteers, students, staff and property.
- Contact us when you're unable to keep appointments or to notify us of any change of address or other information relevant to treatment.
- Inform us of health and safety concerns and any accommodation required.
- Provide feedback on services and programs.
- Understand and follow the terms of the Service Agreement.

Risks and Benefits of Participation

As is the case with any mental health program or service, there are benefits and possible risks that you may experience while participating in one of our programs.

Risks

In the course of making changes, you and your family may experience struggles and setbacks. Difficult topics may need to be addressed and there may be distressing emotions and reactions that come along with that. You may experience an increase in negative behaviours during this time which may include resistance, self harm, uncooperative or disruptive behaviours. Every effort will be made to support you during difficult and challenging periods.

You should also understand that if you or your family refuse to use the supports offered through Lutherwood or withdraw from the program or service before the agreed upon discharge time, there is a strong likelihood of continued stress, conflict and concerns that brought you to seek help from our programs initially.

Benefits

Our experience also shows that program interventions and participation in services will offer you a unique opportunity to observe and practice new skills, learn about social norms and improve on relationships at home, in the community and with your peers. While participating in this program or service you may discover something new or different about yourself and/or your family that may change the way you understand the things that brought you here and/or the ways of resolving them.

Our Client Complaint Procedures

At times, you may feel upset or unhappy about what happens while you're involved with Lutherwood's programs and services. Exploring your thoughts and feelings, even when they are negative is important. If, however, you have major concerns and feel that they are not being addressed, you have access to the Client Complaint Procedures outlined below.

Where there is a concern about the service you are receiving, Lutherwood needs to know and is committed to resolving all complaints.

There will never be any negative consequences as a result of making a complaint in good faith. Lutherwood is committed to ensuring that the complaint procedure is carried out in a timely fashion while recognizing some time may be needed to bring the necessary people together.

Lutherwood will support you to choose a staff member who will assist you with the client complaint process. The staff member is responsible for ensuring your concerns are clearly and accurately communicated in writing, and that you are able to access external support at any time throughout the process.

STEP ONE: The first step to resolve complaints is for you to talk with the staff member involved. If this does not bring resolution, you may call or meet with the **Program Supervisor or Manager**.

STEP TWO: If these communications and conversation do not help you to solve the concern, the next step is to call or meet with the **Program Director**.

STEP THREE: If needed, the next step is to contact Lutherwood's **Chief Executive Officer**, or his/her designate.

Our Client Complaint Procedures (con't)

If you are still not happy with the solution(s), you may ask the Chief Executive Officer (or his/her designate) to bring this matter to the **Chairperson of the Lutherwood Board of Governors**, who will call a meeting of the members of the Board to review the complaint. They will ask you to tell them what your complaint is. You are allowed to bring a support person to help you explain your complaint. The Board will get as much information as possible and let you know what they think can be done about the complaint. They will send this information to you in a letter and explain it to you in a meeting.

If your concerns cannot be addressed at Lutherwood, you may write to and/or call the Office of the Child and Family Services Advocacy. You can also, at any time, submit your concerns in writing to the Ombudsman, Member of Parliament or the Prime Minister. Lutherwood staff cannot read this correspondence.

Lutherwood

Our greatest strength is our people. We know you came to us for help at a time when you are facing significant challenges and are counting on us for assistance. Our knowledgeable staff will treat you with respect and offer you the best support we can because you matter to us. It is caring for people that makes our clients and our organization successful.

In fact, Lutherwood has been strengthening the lives of people in our communities for more than 45 years. Today, our children's mental health, employment and housing services are accessed by more than 16,600 people annually in Waterloo Region and Wellington County. Our children's mental health services include assessments, residential and day treatment, family crisis and prevention counselling, community-based support, and a youth shelter. We help individuals find and maintain jobs, access training and financial supports, and overcome barriers to self-employment. And, we help individuals and families at risk of experiencing homelessness find suitable housing.

Our tagline is our commitment to you: Caring People. Strengthening Lives.

Our Mission

We inspire hope and strengthen lives by offering high quality mental health, employment and housing services.

Our Vision

Communities where all children, youth, adults and families experience mental wellness, financial stability and a safe place to live.

Our Values

Respect for Others

We treat people with dignity and understanding, and free from judgment.

Care

We provide excellent service because we care about the people we serve.

Working Together

We strive to strengthen our ability to achieve our Vision, Mission and Goals by working together.

Accountable

We earn the trust of our clients by being accountable, reliable and honest.

A Message from the CEO

On behalf of our staff, I would like to extend a warm welcome to you. Your decision to come to Lutherwood is important and we want to make sure you have a positive experience with us. Working with people for the past 45 years has let us know that the best results come when individuals and families have a good understanding of our services and how we can best work together to achieve your goals. So we encourage you to review this handbook which contains information about how we work at Lutherwood, a written record of our practices and responsibilities, and most importantly the type of relationship we wish to have with you as our client. Once you have had an opportunity to read it carefully, please feel free to ask us any questions you may have.

We look forward to working with you,

Dr. John Colangeli, Chief Executive Officer

Emergency Phone Numbers

EMERGENCY SERVICES

Police, Fire, Ambulance	911
Waterloo Regional Police (non-emergency)	519-653-7700

GENERAL HEALTH

Grand River Hospital.....	519-742-3611
Cambridge Memorial Hospital	519-621-2330
St. Mary's General Hospital	519-744-3311
Cambridge Urgent Care Centre	519-624-2273
Fairway Road Urgent Care Clinic	519-748-2327
Victoria Street Urgent Care Clinic.....	519-745-2273
Telehealth.....	1-866-797-0000

DISTRESS NUMBERS

Grand River Hospital Crisis Clinic.....	519-742-3611 ext. 2353
Distress Centre	519-745-1166
Telecare	519-658-6805
Youth Line (<18 years).....	519-745-9909
Kitchener-Waterloo Sexual Assault Support Centre	519-741-8633
Here 24/7.....	1-844-437-3247
Kids Help Phone.....	1-800-668-6868
Parents Help Line Phone	1-888-603-9100

EMERGENCY SHELTERS

Anselma House (Domestic Violence).....	519-742-5894
Haven House (Domestic Violence)	519-653-2422
YWCA (Women & children)	519-744-0120
Argus (female 16-21 years).....	519-650-0452
Argus (male 16-21 years).....	519-623-7991
Safe Haven Shelter (Youth 12-17 years).....	519-749-1450
House of Friendship (Men).....	519-744-4666

OTHER NUMBERS

OneROOF (Youth 12-25 years)	519-742-2788
Waterloo Region Family & Children's Services	519-576-0540
Waterloo Region Social Services	519-883-2100
After Hours	519-883-2230

Where We Are Located



Children's Mental Health Centre

285 Benjamin Rd., Waterloo N2J 3Z4

519-884-1470



Lutherwood Child & Family Foundation

285 Benjamin Rd., Waterloo N2J 3Z4

519-884-1470



Front Door: Access to Child and Youth Mental Health Services

1770 King St. E., Kitchener N2G 2P1

519-749-2932



Child and Parent Place Administrative Office

(services accessible in Kitchener, Cambridge and Guelph)

35 Dickson St., Cambridge N1R 7A6

519-743-1460

89 Wyndham St. N., 3rd Flr., Guelph N1H 4E5

519-822-4141



Employment Services

35 Dickson St., Cambridge N1R 7A6

519-623-9380

165 King St E., Kitchener N2G 2K8

519-743-2460

89 Wyndham St. N., 3rd Flr., Guelph N1H 4E5

519-822-4141



Housing Services

35 Dickson St., Cambridge N1R 7A6

519-623-9380

41 Weber St. W., Kitchener N2H 3Z1

519-749-2450



Safe Haven Shelter at Betty Thompson Youth Centre

41 Weber St. W., Kitchener N2H 3Z1

519-749-1450