



AMHS-KFLA

## Client Information Handbook

YOUR GUIDE TO MENTAL HEALTH & ADDICTION SERVICES

## **CRISIS SERVICES**

AMHS-KFLA crisis programs provide urgent and immediate responses to individuals experiencing mental distress. Support is offered with the goal of minimizing stress, de-escalation, and providing emotional support to ensure the individual's safety while improving coping strategies.

If needed, we encourage all clients to contact our 24/7 crisis services in Kingston at **613.544.4229**, in Napanee at **613.354.7388** or **1 (800) 267.7877**.

Please note that when they receive a call from you, the Crisis Team will have access to your file so they can provide high quality care. There are several ways you can access crisis services:

### **24/7 Crisis Lines**

Our crisis lines are staffed 24/7, 365 days a year by experienced professionals who can provide immediate support, advocacy and referrals as needed. Reach out by calling:

- Kingston crisis team at **613.544.4229**
- Napanee crisis team at **613.354.7388**

### **Walk-In Crisis Services**

Visit our offices in Kingston or Napanee to meet with a Crisis Worker. No appointment is needed to access this service.

- Kingston office - **552 Princess Street**, Kingston ON K7L 1C7
- Napanee office - **70 Dundas Street East**, Napanee ON K7R 1H9

### **Mobile Crisis Services**

Crisis Workers can provide in-person support to those in crisis in the community, in a variety of settings.

Our Mobile Crisis Team responds to calls to our crisis line or situations where urgent in-person support is needed.

## ABOUT AMHS-KFLA

Addiction and Mental Health Services – Kingston, Frontenac, Lennox & Addington (AMHS-KFLA) is a non-profit providing community-based mental health, addiction, and housing services to nearly 7,000 individuals in Kingston and surrounding counties. Our 230+ skilled staff deliver client-centered care with a focus on psychosocial rehabilitation and harm reduction. All our services are free of charge.

## MISSION, VISION, VALUES

### *Our Vision*

An inclusive community where people can access integrated services that support their recovery journey and positive sense of well-being.

### *Our Mission*

As a health organization, AMHS-KFLA provides responsive, high-quality, community-based addiction and mental health services that empower individuals with severe, persistent challenges to become well and achieve their full potential. Our work is accomplished in collaboration with many networks of service providers.

### *Our Values*

#### *Respectful & Compassionate*

**Relationships, grounded in respect and compassion, are core to our work.** We cultivate relationships in safe and welcoming environments that encourage client recovery and wellness. We are universally positive in our actions — with clients, families, colleagues, partners and the community.

#### *Trustworthy & Accountable*

**Our pledge is to be trustworthy and accountable for our actions.** We will act honestly and with integrity by taking responsibility for our own actions and by holding others responsible for theirs. We will also ensure proper stewardship of the public resources for service delivery that have been placed in our trust.

#### *Equity, Diversity & Inclusion*

**We embrace EDI in our practices because it is the right thing to do.** In addition to upholding the values of equity, diversity and inclusion, we promote equitable access to services for all individuals, including members of equity-seeking groups.

#### *Excellence & Innovation*

**We take pride in pursuing excellence at all levels.** Whether the focus is on our teams and workplace culture, or optimal use of funds and enhancements to organizational assets, structure, partnerships and processes, we value the pursuit of innovation and excellence in all we do.

#### *Collaborative Partnerships*

**Collaborative partnerships help us accomplish more than we could do alone.** To improve the health of our communities, we partner in innovative ways with families, community organizations and other health and social service providers to ensure our clients' journeys to recovery feel as smooth and supportive as possible.

#### *Supporting Each Other*

**We support each other in the work we do.** Supportive work environments are essential to sustaining staff in their challenging work. A culture of continuous learning encourages ongoing initiative, innovation and creativity.

## CLIENT BILL OF RIGHTS

Every participant in AMHS-KFLA programs and services, regardless of race, culture, religion, gender identity, sexual orientation, economic, marital, or legal status, political belief, or any other personal characteristic or life experience has the RIGHT to:

### Be Treated with Respect

- Every person is a person first and has the right to be treated respectfully and without judgement.
- Every person will have their privacy respected at all times. All personal information remains confidential unless there is a risk of individual safety or that of others.
- Every person will have their individual needs, wishes, values, beliefs, dignity, independence, and experience respected throughout their recovery journey.

### A Safe & Welcoming Place

- Every person has a right to be provided supports in a safe, welcoming, and secure environment.
- Every person has a right to receive services based on support, healing, and recovery.
- Every person may choose to have a third-party present during any or all appointments.

### Dignity & Independence

- Every person is encouraged to provide information on their individual needs, goals and preferences that will help support their wellness and recovery.
- Every person may access confidential, outside support when desired including counseling, rights advice, advocacy, legal counsel, and other supports in the community.
- Every person has the right to fully participate in all decisions relating to their treatment, except in accordance with a court order.

### Quality Services

- Every person has the right to have quality services that comply with all legal, professional, and ethical standards.
- Every person has the right to accessible services.
- Every person has the right to collaborative services among all involved service providers.

### Be Fully Informed

- Every person can access current and accurate information about AMHS-KFLA and/or their individualized treatment plans, in a format that best meets their needs.
- Every person has the right to provide informed consent or refuse services at any time, except in accordance with a court order.
- Every person may access and review their personal health record, receive information and/or make corrections as needed, consistent with AMHS-KFLA privacy policies and the Personal Health Information Protection Act (PHIPA).

### Provide Feedback

- Every person is able and encouraged to provide feedback (positive or negative) on their service experience at any time, anonymously, in multiple, accessible formats (by phone, in person, on paper or by email).
- Every person has the right to escalate a complaint to an external organization(s) as appropriate or applicable.
- Every person may ask questions or voice concerns at any time during their treatment.

## PRIVACY AND YOUR PERSONAL HEALTH INFORMATION

AMHS-KFLA treats the health information of our clients with respect. We value client privacy and protect your health information. As our staff work with you, we create and store your personal health information in an official health record.

Staff who work with you may have reason to view your personal health information to provide you the best possible care and in the safest manner possible.

In Ontario, every health care organization must have a “contact person” to do the following five tasks:

1. Ensure compliance with the health privacy law,
2. Ensure that everyone who works for the organization is informed of their privacy duties,
3. Respond to inquiries from the public about their information practices,
4. Respond to requests for access to or correction of health information,
5. Receive complaints about privacy breaches.

This person is called the Privacy Officer. The Privacy Officer is responsible for the tasks listed above and will be the main point of contact for any of your privacy questions or concerns.

### YOUR PRIVACY CHOICES

Please speak to your team or our Privacy Officer if you want to:

- **See your personal health record:** You can request to view or to get a copy of your record.
- **Correct your own information:** You can ask to have information in your record corrected.
- **Opt-Out:** You may choose not to share your information with other health services providers. (The withdrawal of your consent is not retroactive. If you ask for this, it applies as of the date you request it. It will not apply to past information which may have already been shared).

if you would like to know more about how your personal health information is handled, feel free to ask our Privacy Officer by contacting them at [privacy@amhs-kfla.ca](mailto:privacy@amhs-kfla.ca). They will be happy to answer any questions that you might have. You can also fill out a release of information form, provided by your worker. We will respond to your inquiry as soon as possible and within 30 days.

### YOUR FILE

A digital note will be written for every session and this information is kept on a digital file. Every staff member who works at AMHS-KFLA signs a confidentiality agreement on hire and under Privacy legislation are prohibited from accessing the files of clients they are not working with.

However, if you wish to explore additional agency supports or services, the staff involved in those services could be consulted and will have access to your file. If you contact the Crisis Team, they will also have access to your file.

## **CONFIDENTIALITY**

During appointments, you may share personal information. This information is treated as strictly confidential. There are circumstances where disclosure, without your consent, is required by law. These circumstances include:

- **Harm to Self or Others:** If your worker or delegate believes that there is significant and imminent risk of bodily harm to yourself, or others and disclosure is necessary to eliminate or reduce this risk (e.g., suicidal, or homicidal ideation).
- **Child Safety:** Where disclosure is required under the Family and Children Services Act, 1990 where the worker has reasonable grounds to suspect that a child needs protection due to physical harm, neglect, or sexual abuse by a person having charge of that child.
- **Court Ordered:** If your documents are subpoenaed by the courts or we receive a warrant.
- **Emergency Contact/Decision Making:** Contacting a relative, friend or potential substitute decision-maker of the individual, if the individual is injured, incapacitated or ill and unable to give consent personally.

## **CIRCLE OF CARE & IMPLIED CONSENT**

The term “circle of care” is used to describe the group of healthcare professionals providing care to you who need to know your personal health information to provide that care.

When it comes to those other health care professionals in your circle of care, your worker can assume your implied consent to collect, use or disclose personal health information.

For us to share your personal health information with other people without your express consent:

1. That person needs to be a health care worker who is working at AMHS-KFLA or another healthcare organization.
2. That person also must be providing healthcare to you, or they are assisting someone else in providing health care to you (like a program support assistant or receptionist).
3. That person must be requesting your health care information for the purpose of providing you with healthcare.

If you do not want someone else who is working with you on your healthcare to be able to access your file, please discuss either removing your consent or restricting access with your worker.

## **THE PRIVACY COMMISSIONER**

If you have any issues or concerns about how your health information is being handled, you have a right to contact the Information and Privacy Commissioner of Ontario at:

By Mail: 2 Bloor Street East, Suite 1400, Toronto, ON M4W 1A8

Telephone: 416-326-3333 or 1-800-387-0073 Online: <http://www.ipc.on.ca>

## PROVIDING FEEDBACK

### *FEEDBACK & COMPLAINTS*

**Client feedback is important, and we encourage you to provide feedback on our services, whether it is positive or to express dissatisfaction with the services you received or are receiving.**

There are several ways to provide feedback to AMHS-KFLA:

- Online, using the form available on our public website (under Contact, then Feedback)
- In writing, using a printed form from AMHS-KFLA's offices.
- By email to [feedback@amhs-kfla.ca](mailto:feedback@amhs-kfla.ca)
- In person to any AMHS-KFLA staff member
- By telephone, leave a message on our Feedback Line 613.544.9210

All feedback is reviewed by the appropriate Managers, departments, or committees. The appropriate Manager will make every effort to address and resolve the complaint within seven (7) to ten (10) business days. If the complaint cannot be resolved within seven (7) to ten (10) business days, the complaint may be escalated.

For AMHS-KFLA to address and resolve complaints, individuals are asked to provide their name and contact information (such as an email address or phone number). Every effort shall be made to handle complaints in a manner that respects the privacy and confidentiality of all involved.



*Scan the QR Code to access our  
Feedback & Complaint Form*

### *ONTARIO PERCEPTION OF CARE SURVEY (OPOC)*

This survey is handed out regularly to clients of AMHS-KFLA. It asks about your perceptions of the services or supports you have received from our agency. This information is being collected to help us identify areas of strengths and areas for improvement.

Your feedback is important and will help to enhance our programs, as well as mental health and addiction services across Ontario.

Completing this questionnaire is completely voluntary. Choosing not to participate will not affect the treatment or support you receive in any way.

## CLIENT RESPONSIBILITIES

### WORKER HEALTH & SAFETY

AMHS-KFLA expects mutual respect in all staff client interactions. AMHS-KFLA will not tolerate violence, harassment, threats, inappropriate language, weapons, or any abusive or aggressive behaviour that creates safety concerns for staff or other persons.

Any concerns with worker health and safety will be addressed with all parties involved. If necessary, treatment with the agency will be terminated. AMHS-KFLA reserves the right to discontinue any contact when a health or safety issue is present and interferes with your worker safely providing care.

### PARTICIPATION

We ask that you take part and be an active participant in your treatment plan. If you have any concerns or questions about your treatment, your worker is always available for discussion.

- **Participation Standards:** If you frequently cancel or not show up to appointments, you may be discharged from our programs. Standards for participation will differ between programs. If you are struggling to attend appointments, please talk with your worker.
- **Ending Services:** Unless required by a Community Treatment Order (CTO) or probation/parole, this service is voluntary. You may choose to end service at any time. If you no longer want to participate in services, please discuss this with your worker prior to ending service.

### RESCHEDULING APPOINTMENTS & ATTENDANCE

If you are receiving services from an appointment-based program, it is important that you attend all scheduled appointments.

- **Cancelled:** If you need to cancel your appointment for any reason, please contact us as soon as possible and at least 24 hours in advance to let us know.
- **Rescheduling:** At times, your appointment may need to be rescheduled. This could happen because of worker absence/illness or severe weather. We will reach out to you and let you know if your appointment needs to be moved.

### HEALTH & ILLNESS

AMHS-KFLA asks that you not attend your appointment if you are experiencing any physical health symptoms that may be transmitted to others. Symptoms may include, fever, respiratory/sinus pain, muscle aches, diarrhea/vomiting, or a sore throat.

If sick, clients are encouraged to contact their worker to rebook, or to set up a virtual/remote appointment, if possible.

### PESTS

We ask that you notify staff if you are aware of any bedbugs or other pests present in your residence so we can accommodate accordingly and minimize risk of staff carrying bed bugs into other areas.

### ANIMALS

We happily welcome service animals at offices, and they are welcome to accompany you to appointments. We recognize that these specially trained animals are essential for the well-being of some of our clients. Remember, service animals are not regular pets.

Unfortunately, we can't allow pets at our office locations. Please avoid bringing them to appointments and arrange for someone else to care for your pet as our staff cannot.