



**Canadian Mental  
Health Association**

**Fort Frances Branch**

*Mental health for all*



# **Client Orientation Handbook**

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

# WELCOME

Welcome to the Canadian Mental Health Association, Fort Frances Branch (CMHAFF). We are very pleased that you have chosen our agency for services.

The purpose of this handbook is to provide you with some important information about our agency and how services are provided. After reading this handbook, please feel free to ask your worker any questions.

CMHAFF is an organization that strives to be the best, is open to change, eager to learn, and committed to community health.

CMHAFF partners with numerous health care, government, social service and community based agencies.

CMHAFF respects all facets of diversity and a person's right to make decisions for him or herself, while balancing what is best for individuals with the overall impact on the community.

**CMHAFF**

Has been providing services in Northwestern Ontario  
since 1988.

# **EQUITY. BALANCE. RESPECT.**

We believe that people who live with mental health problems and illnesses can and do recover.

We aspire to offer a supportive environment that provides you guidance to meet the challenges in your life, and helps you to reach your full potential.

## **UNDERSTANDING**

Is the first step to

## **ACCEPTANCE**

And only with acceptance can there be

## **RECOVERY.**

## **SERVICES OFFERED THROUGHOUT THE DISTRICT:**

- District Mental Health Services for Older Adults Program
- Psychogeriatric Resource Program
- District Peer Support Program
- Education Program
- Peer Support Drop-In Centres  
(Kenora, Fort Frances, Dryden, and Red Lake)

## **ADDITIONAL SERVICES OFFERED IN FORT FRANCES AREA:**

- Case Management Program
- Court Diversion and Support Program
- Housing Program

For more information on all services  
provided by CMHAFF, please visit:

**[www.cmhaff.ca](http://www.cmhaff.ca)**

# **SOME THINGS TO CONSIDER:**

It is important that you understand that there are both risks and benefits of participating in any mental health services.

## **Some of the benefits are:**

- You will have a voice in determining your goals and direction of service.
- You will have the opportunity to evaluate the service you receive.
- You may experience less stress and worry.
- You can develop new skills and learn healthier ways to cope.
- You may feel less alone and isolated.
- You may experience more hope, optimism and joy in life.

## **Some of the risks are:**

- Change may be uncomfortable or even frightening at times.
- You may learn things about yourself that are uncomfortable.
- Past issues may be brought up and discussed with you.
- You may be affected by other client's issues.

## IF THERE IS A CRISIS OR EMERGENCY:

During office hours, if you are a client you can call your worker at CMHAFF; however, our workers are not always available, and you may need to leave a message or you may be directed to another worker. Unfortunately, we are not able to provide after hours crisis intervention.

Phone numbers for all offices are located on the last page of this booklet.



**If you or someone you know  
is experiencing a crisis,  
you can call Crisis Response  
Services at**

**1-866-888-8988**

If you, your family member, or someone you know is in a crisis or emergency situation, we encourage you to use the following directions for help or assistance:

- If someone is at immediate risk of severe injury or death, you should call 911 for immediate assistance or take the person to the hospital emergency department.

**If 911 does not work  
in your area, call**

**1-888-310-1122**



# *Vision*

Mental health and wellness in all communities.

# *Mission*

To be a leader in the provision of advocacy, education, research and client-centered recovery-based services in the Kenora and Rainy River Districts.

# *Values*

Collaboration

Empowerment and Self-Determination

Diversity and Social Justice

Accountability

Integrity and Transparency

Innovation



Canadian Mental  
Health Association  
Fort Frances Branch  
*Mental health for all*

# PRIVACY AND INFORMATION PRACTICES:

## Collection of Your Personal Health Information

Your **Personal Health Information (PHI)** is important in allowing us to provide you with better services. Often times that information is used when performing assessments to determine your health service and support needs.

We collect PHI directly from you or the person acting on your behalf. We only collect PHI from other sources if we have your consent or if the law permits. PHI can include information such as:

- Your name
- Date of birth
- Address
- Physical and mental health history
- Employment
- OHIP number
- Education level
- Personal interests
- Personal support systems
- Spiritual and cultural information
- Medications



# **A Guide to the Collection, Use, and Sharing of Your Personal Health Information (PHI)**

## **The Use and Sharing of your Information with Health Providers**

Using and sharing PHI allows health care workers to provide you with the services that you need. Unless you tell us not to, we share your PHI with other health professionals who provide you with support. Primarily, we use and share information to:

- Provide you with support, care and advocacy
- Assist other health care workers who provide you with services. This is sometimes referred to as “The Circle of Care”

In addition to traditional methods of sharing information (such as phone, fax, mail, email and person to person), we also use a secure electronic system to share a portion of your health information with other health service providers.

We can also use PHI to provide statistics to those that fund and regulate our agency; comply with legal and regulatory requirements; plan and manage our agency; teach other professionals; as well as, conduct risk management and quality improvement activities.

# THE USE AND SHARING OF YOUR INFORMATION WITH OTHER SUPPORTS:

Sometimes it may be important or beneficial to use or share your personal information with individuals who are not health providers, but are assisting you. For example, you may want information shared with:

- A spouse or other family member
- A close friend
- A potential employer
- A housing provider (who is not providing health care)

We will ask your consent to do so and keep a note of the information shared in your file. These consents will remain valid until you withdraw consent.

**At CMHAFF, we take your privacy  
very seriously**

**If you have any questions or concerns about  
confidentiality please talk to your worker.**

# PRIVACY AND SECURITY OF YOUR INFORMATION:

The privacy and protection of your PHI is a priority. We only collect health information that we need in order to determine your service and support needs. This information cannot be used for other purposes without your permission or unless required by law.

- Your health information is kept in a secure place and we take steps to protect this information
- We take steps to ensure that everyone who performs services for us will protect your privacy and use your PHI only for the purposes you have consented to or as required by law
- Your health information will only be viewed by people who deliver your services, people who have signed an oath of confidentiality and other individuals with whom you have given permission for us to share information
- Information is stored and/or disposed of according to the law
- We will investigate any suspected breach or unauthorized access to your PHI.

# YOUR PRIVACY CHOICES:

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

- **See your own health record:** You can request a copy of your health record at any time.
- **Correct your own health record:** You can ask to have information in your health record corrected or updated.
- **Refuse Consent:** You may choose not to share your information with other health service providers. This could have both desired and undesired consequences, and should be weighed carefully with your worker.
- **Withdraw Your Consent:** You can change your mind about the use or sharing of your PHI and withdraw your consent.

If you would like to know more about how your PHI is handled and shared with our partner organizations, feel free to contact our Privacy Officer.

## Privacy Officer

P.O. Box 446, 414 Scott Street, Fort Frances, ON P9A 3M8

Phone: (807) 274-2347, ext. 307 • Fax: 807-274-2473

## THE PRIVACY COMMISSION:

If you have any issues or concerns about how your health information is being handled, you also have the right to contact:

### **Information and Privacy Commissioner of Ontario**

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>

***What you do today can improve  
all of your tomorrows***

## CLIENT SAFETY:

You and your family play an important role in preventing safety issues. Your questions and comments are often a good source of information about potential risks, errors, or safety issues.

CMHAFF is committed to providing a safe and respectful environment for everyone. You, however, are also responsible for maintaining the safety of CMHAFF property and locations. This can be done by ensuring that you alert staff when you see any unsafe conditions.

In addition to enforcing and practicing safe work habits for staff, CMHAFF also offers prevention focused education and services to clients to ensure a safe environment for you and others.

# CLIENT RIGHTS AND RESPONSIBILITIES

## YOU HAVE THE RIGHT TO:

- Be treated with dignity and respect
- Be informed of services and to make decisions about your care
- Make informed decisions about consent and have access to the CMHAFF Privacy and Information Practices Statement
- Express compliments and concerns
- A safe service delivery environment
- Obtain quality services in a timely manner
- Communication in a manner that assists you to understand the information

## YOU ARE RESPONSIBLE FOR:

- Treating other clients and staff with dignity and respect
- Providing necessary information and asking questions if you do not understand something
- Respecting the privacy and confidentiality of other persons who are receiving service
- Participating in services without the impairment of drugs and/or alcohol
- Working toward your goals
- Contacting your worker if you are unable to attend a scheduled meeting
- Maintaining a safe environment and reporting any unsafe conditions



Canadian Mental  
Health Association  
Fort Frances Branch  
*Mental health for all*

## COMPLIMENTS AND CONCERNS:

Your input is important to us. You can assist us in improving service by providing your feedback.

CMHAFF strives to make every contact with service recipients and their families an opportunity for quality improvement. As a consumer of our services, we encourage you to share your opinions and your experiences with us.

Compliments assist us in knowing what aspects of our service delivery are working well and to compliment deserving staff.

Concerns provide us with an opportunity to improve. You are entitled to have concerns dealt with in a respectful manner without fear or retribution.

**Compliments and Concerns brochures are available at each of our offices. Please ask your worker for a copy or pick one up at any CMHAFF office.**

## MY QUESTIONS/COMMENTS:

---

---

---

---

---

---

# OFFICE CONTACTS INFORMATION:

## **Administration Office**

P.O. Box 446, 414 Scott Street  
Fort Frances, ON P9A 3M8  
(807) 274-2347

## **Programs and Services:**

### **Fort Frances Office**

P.O. Box 446, 612 Portage Avenue  
Fort Frances, ON P9A 3M8  
(807) 274-2347 • Toll Free: 1-877-311-0117

### **Kenora Office**

P.O. Box 492, 21 Wolsley Street  
St. Joseph Health Centre  
Kenora, ON P9A 3X5  
(807) 468-4699 • Toll Free: 1-866-872-0408

### **Dryden Office**

P.O. Box 525, 52 Van Horne Avenue  
Dryden, ON P8N 2Z2  
(807) 223-8841

### **Sioux Lookout Office**

P.O. Box 413, 54 Front Street 2C– 2nd Floor, Centennial Centre  
Sioux Lookout, ON P8T 1A5  
(807) 737-4996

### **Red Lake Office**

P.O. Box 1244, 201-B Hammell Road  
Red Lake, ON P0V 2M0  
(807) 727-2162