



Working together to create a better day, today and tomorrow.

## **Client Welcome Package**



## **Welcome to Hands TheFamilyHelpNetwork.ca**

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**Hands – Helping families and everyone in them.** Hands TheFamilyHelpNetwork.ca (Hands) is an organization dedicated to helping children, youth, adults with a developmental disability and families, achieve the best possible care and help they need when they need it the most. We look forward to being a part of your family journey.

Our team of Child and Family Therapists, Youth Counsellors, Behaviour Therapists, Social Workers, Psychologists and many other health care professionals, provides services to more than 11,000 individuals in Nipissing, Muskoka, Parry Sound, and Northern Ontario each year. We provide professional services across the life span in the areas of: adult developmental services, autism and behavioural services, child development, child and youth mental health, justice services and navigation supports.

Hands is a fully accredited, bilingual, not-for-profit registered charity that makes a positive difference in the lives of the individuals and families for whom we provide support. Hands funding comes primarily from the Ministry of Children, Community and Social Services, Ministry of Health, Ministry of the Attorney General, Health Canada, Justice Canada, and others.

[View Hands' vision, mission and values \(www.thefamilyhelpnetwork.ca\)](http://www.thefamilyhelpnetwork.ca)

## **Our Principles**

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The following principles guide Hands' work:

1. Clients and their families are encouraged to participate and are at the center of service planning.
2. Clients and their support system have strengths and when nurtured, these strengths can lead to reduction of their difficulties.
3. The best place for an individual to grow is within the context of their family or community setting, providing that they are safe and nurtured within that setting.
4. Services are integrated, flexible, responsive and accessible.
5. Clients should be provided with a wide range of services so that they have options that will respond to their unique needs.
6. Services are delivered in language and format that is understandable to clients and families.
7. Services received are voluntary and kept confidential within the circle of care and at the direction of clients.



8. Services are integrated and multi-disciplinary, based on appropriate assessment and informed by the best available evidence and research.
9. Hands TheFamilyHelpNetwork.ca values and embraces diversity, equity, culture and inclusion as fundamental to our mission.

## **Clinical Services**

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Hands' team of professionals tailors services to meet the unique strengths and needs of each client. We have expertise in: social work, psychotherapy, psychology, behavioural analysis, infant development, occupational therapy, speech language pathology, and child and youth work. Our approach involves working with each client and their support systems, to develop a plan to achieve success. Hands' Clinical Services are guided by evidence-informed practices.

For a full list of Hands Services, please visit our website ([www.TheFamilyHelpNetwork.ca](http://www.TheFamilyHelpNetwork.ca)).

## **Client Rights & Responsibilities**

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Any person receiving services and support from Hands TheFamilyHelpNetwork.ca has rights and responsibilities.

Clients are to:

1. Be informed of, know and understand their rights.
2. Be treated with dignity, respect, honesty and integrity.
3. Feel safe and be safe.
4. Have equal opportunity to access services and supports.
5. Expect that privacy is respected and personal information remains confidential (Appendix A).
6. Give or refuse consent of service.
7. Be treated as a unique individual with a right to choice.
8. Provide feedback and express opinions without impacting services.
9. Receive services and supports that promote inclusion, regardless of age, race, culture, ethnicity, sex, religion, gender identity, and/or sexual orientation.

## **Consent to Service**

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- Client involvement with Hands TheFamilyHelpNetwork.ca is voluntary.
- Clients may say yes or no at any time.
- Consent is ongoing during service planning in order to proceed. When changes are made, your consent will be needed.
- Important information that may impact your decisions, such as risks and benefits, wait times will be shared with you.

## **Confidentiality**

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- All services are confidential in accordance with the appropriate legislation, including the Personal Health Information and Privacy Act (Appendix A).
- Exceptional circumstances may occur where we are legally bound to break confidentiality.
- Limitations to confidentiality are explained on Hands' Consent to Service form.
- It is the right of clients to request to see their file.
- If a client believes there was an error in a file, they may request to have that error corrected.

## **Client Experience**

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### **Your experience matters.**

We are committed to delivering quality services that meet the expectations of our clients. During your time with us, please share how we are doing by completing one of the following confidential and anonymous surveys for Hands' clients on our website at <https://thefamilyhelpnetwork.ca/about-us/feedback/>

- **Children and Youth Services**
- **Adult Services**

## **Scheduling Appointments and Communicating with Hands**

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We have regular office hours, including some evening hours. If your schedule makes it difficult to attend sessions during our regular office hours, please discuss with your worker and efforts will be made to accommodate.



Ways to communicate with Hands (i.e. electronic communications/texting), include:

- Text
- Phone
- Email

Clients are encouraged to speak with their worker to determine the best way to connect. Ways of communicating may depend on what information needs to be shared. Please note that written consent may be required to use certain communication methods.

### **Diversity and Inclusion**

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Hands values and embraces diversity, equity and inclusion as fundamental to our mission. Clients will receive services and supports, regardless of age, race, culture, ethnicity, sex, religion, gender identity, and/or sexual orientation. Hands will make every effort to deliver services in the client's preferred language and format. If you have special needs or circumstances to be considered in planning for services, please let us know.

### **How to Get Involved**

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- Visit our website to keep informed of upcoming events
- Volunteer – If you are interested in volunteering with Hands, let us know by emailing your resume and availability to [info@handstfhn.ca](mailto:info@handstfhn.ca).
- Make a difference by donating to Hands TheFamilyHelpNetwork.ca. Donations to Hands will go to the area of greatest need unless specified for a certain program or purpose.

### **Concerns or Complaints**

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Your concerns are important to us. If you have any questions about the service you are receiving, please discuss them with your worker. Should you feel that you have not received support or answers to your concerns, you also have the right to share your concern with your worker's immediate supervisor.

You are also welcome to contact Hands' Chief Executive Officer, who can be reached by phone or email. Please call 1-800-668-8555 or email [info@handstfhn.ca](mailto:info@handstfhn.ca) for additional information. Your voice is important and we will work together to ensure that you are heard.

At any time, clients have the option of accessing the Provincial Ombudsman.

## How to Reach Us

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Toll-free and fax: 1-800-668-8555

E-mail: [info@handstfhn.ca](mailto:info@handstfhn.ca)

**24/7 Crisis Line: 1-844-287-9072** - For children and youth in crisis, call us any time for support

	Address	Phone	Office Hours
<b>Bracebridge</b>	23 Balls Drive Bracebridge, ON P1L 1T1	705-645-3155	Monday to Friday 8:30 am – 12:00 pm 1:00 pm – 4:30 pm
<b>Mattawa</b>	150 Water Street Mattawa, ON P0H 1V0	705-476-2293	By appointment only
<b>North Bay</b>	391 Oak Street East North Bay, ON P1B 1A3	705-476-2293	Monday to Friday 8:30 am – 4:30 pm <b>Extended Hours:</b> Tuesday and Thursday 8:30 am – 7:00 pm
<b>North Bay – Autism Centre</b>	820 Lakeshore Drive North Bay, P1A 2G8	705-476-2293	Monday to Friday 8:30 am – 4:30 pm
<b>Parry Sound</b>	2 May Street Parry Sound, ON P2A 1S2	705-746-4293	Monday to Friday 8:30 am – 12:00 pm 1:00 pm – 4:30 pm <b>Extended Hours:</b> Tuesday 8:30 am – 7:00 pm
<b>Powassan</b>	8 King Street Powassan, ON P0H 1Z0	705-384-5225	By appointment only

<b>Sturgeon Falls</b>	125 Lisgar Street Sturgeon Falls, ON P2B 3H4	705-476-2293	Monday to Friday 8:30 am – 12:00 pm 1:00 pm – 4:30 pm <b>Extended Hours:</b> Thursday 8:30 am - 7:00 pm
<b>Sundridge</b>	37 Main Street P.O. Box 596 Sundridge, ON P0A 1Z0	705-384-5225	Monday to Friday 8:30 am – 12:00 pm 1:00 pm – 4:30 pm <b>Extended Hours:</b> Tuesday 8:30 am – 7:00 pm
<b>Timmins</b>	60 Wilson Avenue Suite 103 Timmins, ON P4N 2S7	705-476-2293	By appointment only
<b>Timmins – Autism Centre</b>	100 Wilson Avenue, Suite B Timmins, ON P4N 2S9	705-476-2293	Monday to Friday 8:30 am – 4:30 pm
*Please visit our website for summer hours.			

## **Protecting the Privacy of Your Personal Health Information**

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**Hands TheFamilyHelpNetwork.ca, in accordance with the Personal Health Information Protection Act of Ontario Nov. 2004, recognizes the importance of the privacy of your personal health information, and is committed to respecting, safeguarding and protecting your personal health information.**

### **COLLECTION OF YOUR PERSONAL HEALTH INFORMATION**

We collect personal health information about you directly from you or from the person acting on your behalf. The personal health information that we collect may include health history and records of your health care. When we have your consent, or the law permits, we collect personal health information about you from other sources. Before collecting personal health information from you, we will explain to you the purpose of collecting the information. We will only collect, use and disclose your personal health information with your expressed or implied consent, except where otherwise permitted or required by law.

### **USE AND DISCLOSURES OF PERSONAL HEALTH INFORMATION**

This agency uses and discloses your personal health information to:

- treat and care for you in the community;
- plan, administer and manage our internal operations;
- conduct risk management activities;
- conduct quality improvement activities;
- teach;
- conduct research;
- compile statistics;
- comply with legal and regulatory requirements; and
- fulfill other purposes permitted or required by law.

### **SECURITY**

Your personal health information is kept confidential and secure and used only by those directly involved in your care. We take steps to ensure that everyone who performs services for us protects your privacy and uses your personal health information only for the purposes you have consented to.

This agency has policies and procedure that outline:

- security practices to protect your personal health information from theft, loss and unauthorized access, copying, modification, use, disclosure and disposal; and
- conducting audits and completing investigations to monitor and manage our privacy compliance.

### **YOUR ACCESS TO INFORMATION**

You have a right to access and request corrections to your personal health information by contacting your clinician.

You may withdraw your consent for some of the above collections, uses and disclosures, subject to legal exceptions/restrictions and with reasonable notice, by contacting your clinician or treatment team.

### **HOW TO CONTACT US**

If you have any questions, would like additional information, or have a concern about our privacy practices, you may contact your clinician or our appointed Privacy Information Officer in our North Bay site (705) 476-2293 ext. 1216; 1-800-668-8555 ext. 1216 or email [bmartin@handstfhn.ca](mailto:bmartin@handstfhn.ca).

### **FOR MORE INFORMATION OR TO REPORT A PROBLEM**

You also have the right to complain to the Information and Privacy Commissioner/Ontario and can be reached at: Information and Privacy Commissioner of Ontario 2 Bloor Street East – Suite 1400, Toronto, ON M4W 1A8

Telephone: 1-800-387-0073

Fax: (416) 325-9195

E-mail: [info@ipc.on.ca](mailto:info@ipc.on.ca)