niagarahealth
Extraordinary Caring. Every Person. Every Time.

Mental Health & Addictions Outpatient Program
Rights and Responsibilities Participation Agreement

At Niagara Health our person-centered approach assists individuals in achieving the best outcomes and experience as they move through their care. The following rights and responsibilities intended to empower individuals by helping them understand their role, responsibility and participation expectations in their treatment. Please take the time to review this document and to have all of your questions answered.

Dignity, Respect, and Confidentiality

As a client you have the right to:

- Be listened to, responded to and treated with dignity and respect.
- Focus on your own wellness and treatment goals.
- Be an active participant in therapy process/ in your treatment for example do not engage in other activities while in treatment, ie. cell phones muted (for emergency reasons only), driving, childcare, preparing meals.
- Privacy, safe keeping and confidentiality of your personal health information as per hospital policy except when mandatory reporting is required by law/professional requirements in the following instances:
  - Where there is a serious risk of harm to self or others;
  - Where child welfare or elder abuse is present (physically, sexually and/or emotionally);
  - By court order.
- Privacy of your personal information, including contact number/address/social media, not shared by staff or facilitated by staff and to/with other clients/visitors.

Your responsibility as a client is to:

- Respect the privacy, dignity and confidentiality of others, including clients, families, visitors, and staff.
- Ensure the confidentiality of all information shared within group process (in the event of a privacy breach, an investigation will be undertaken by the Clinical Manager/Supervisor and the outcome of the investigation may impact continued participation in therapeutic groups).
- Be mindful of language and/or behaviours that may affect other clients, families, visitors, and staff, for example oversharing details of traumatic events, aggressive language, with no tolerance for racism, xenophobia, homophobia, transphobia, ableism or any other form of discrimination.
- Not engage in any physical contact/inappropriate and/or unwanted contact (ie. not touching/ hugging).
- Sit only in designated seating within waiting room spaces, offices and/or group rooms.
- Practice routine hand hygiene.
- Respect hospital property, policies, and guidelines as they may apply to you.
- Stay at home and call in absent if you or a member(s) of your household is sick with cold, flu, COVID symptoms or other illnesses that may spread easily.
- Turn off all electronic devices/cell phone during in-person or virtual sessions or appointments.
- Contribute to a latex and scent-free environment by not wearing perfumes, hairspray, or other products.
- Ensure you are in a private/quiet space for all virtual sessions including mute your device microphone (unless speaking) and your camera is on at all time.
- Respect NH policy with no screen shots, videos, recordings of individual/group sessions.

Information and Communication

As a client you have the right to:

- Ask questions about your health care and receive information in terms you understand.
- Know who the members of the health care team are including learners and volunteers.
- Receive information about services with your animal, if appropriate, to your care at Niagara Health.
- Receive contact information to communicate any issues related to attendance.
- Know virtual services have limitations (ie. slow transmission, frozen screen, drop call, off-line service).

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Your responsibility as a client is to:

- Ask questions until you have the answers needed to make informed care decisions.
- Provide your healthcare team with all accurate health information that may affect any individual/group virtual and/or in-person participation (ie current contact number/mailing address/email)
- Review and understand the potential risks and benefits of any therapeutic intervention (provided both in-person and virtual) with the opportunity to ask further questions.
- Identify and communicate your own needs and/or any special accommodations.
- Inform a staff member if you have a safety issue or have a safety concern including thoughts of harming yourself or others. In the event that a staff member is not available and the situation is an emergency:
  - Call 911 or Go to the Emergency Department
  - If you are in crisis call COAST at 1-866-550-5205 extension 1
- Identify if you require a service or support animal, before you start of any services, to ensure any documentation required, which may include letter from your primary care and written documentation (minimum of yearly) from certified veterinarian your animal has current inoculations and recently been screened for communicable diseases.
- Maintain control of your animal at all times through harness/leash and responsible for all damages.
- Understand your animal cannot adversely affect the health/safety of others.
- Understand that there may be goals that you will continue to work on after these services end.
- Contact health records / release of information department (905-378-4647 ext. 44764) if documentation needed regarding your participation. There may be associated fees.

Attendance

As a client you have the right to:

- Participate in groups only from/while in the Province of Ontario and from the address that would be in your file, unless other arrangements made in advance with your clinician.
- Understand the time commitment for the program/service you are attending.
- Not attend outpatient services in the event of urgent personal happenings (death in the family, court appearance, religious observances, etc.) and/or physical health reasons.
- A discussion will be initiated by a program clinician when you are absent. If you do not respond within 5 business days discharge occurs.
- **EXCEPTION**: Individuals who reach four consecutive days of absence in Managing Emotions Skillfully (even with calling in) will be discharged from that group.

Your responsibility as a client is to:

- Arrive for all appointments and/or group sessions (in-person and/or virtual) on time.
- Inform the staff of any upcoming issues that may affect your attendance, call in advance of your appointment/ group session if going to be late/absent so facilitators can support your engagement.
- Wear appropriate clothing when attending in-person/ virtual appointments and/or group sessions.
- Not consume food/drink in wait areas/group rooms, and only designated areas (ie cafeteria space).
- Bring your own pen/paper, as you may need for your session.
- Not use alcohol, tobacco, tobacco-like products, cannabis, or any smoking/vaping devices on Niagara Health property and before and/or during in-person/ virtual appointments.
- Understand any medical duress occurring at individual/group session, either in person/ virtual, staff are required to initiate emergency procedures including either an internal code or calling 911.
- Understand you may require medical clearance before continuing an individual/group session from your primary care provider or through the ED if you have had any change in medical wellness/status while participating in individual/group sessions on site.

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Contact Information for the Program/Service I Am Attending:

- ☐ The **Adult Outpatient Mental Health Program** is a group-based psychoeducational and psychotherapy program, which offers several care choices (known as pathways) to aid in alleviating various symptoms of mental health. Both the individual and staff member will decide which pathway best suits based on set of symptoms, needs and therapeutic goals.
- ☐ The **Central Access to Psychiatry (CAPS)** is a one−time psychiatric consultation with the understanding that the referring physician is responsible for the implementation of recommendations.
- ☐ The **Central Access to Psychiatry Follow Up** accessed only through a Niagara Health CAPS psychiatrist, who requests this follow up completed by nurse or social worker, to provide brief individual intervention to a maximum of six sessions for adults requiring mental health follow-up.
- ☐ The **Child and Adolescent Mental Health Program** provides individual counselling and psychoeducational group therapy for child/adolescent age clients with mental health issues.
- ☐ The **Day Hospital Program** is an alternative to hospital for stabilization and/or supporting clients transitioning from inpatient care with a therapeutic emphasis on skill development including coping skills, enhancing activities of daily living, and interventions for acute mental health symptoms or psychosocial stressors interfering with daily functioning. Clients must be able to attend up to three days per week for three months
- ☐ The **Mental Health Intensive Transitional Support (MITS)** is a support to transition complex, long stay mental health inpatients to community (group homes, retirement homes, LTC).
- ☐ The **Skills Training And Recovery (STAR)** is a 19 week intensive group-based psychoeducational and psychotherapeutic program. Through establishing safety and stabilization; this program specializes in supporting individuals living with symptoms of trauma experiences that interfere with current life. STAR builds knowledge around understanding the impact of traumatic experiences through experiential learning, as well as DBT skills. Client must be able to attend two 2-hour sessions weekly.
- ☐ The **Wellness Recovery Integrated Comprehensive Care Program (WRICC)** is an intensive psychoeducational and psychotherapy program, which specializes in the treatment of complex mental health challenges to empower individuals to learn how to identify their needs and to learn strategies to improve and maintain their wellness. This is internal referral process only.

* Note – the word psychoeducational is a style of group that provides education and information to those seeking/receiving mental health services.

* Note – psychotherapy refers to *"the assessment and treatment of cognitive, emotional or behavioural disturbances by psychotherapeutic means, delivered through a therapeutic relationship based primarily on verbal or non-verbal communication"* (**Psychotherapy Act, 2007**, Section 3). In a therapeutic relationship, techniques are delivered (group based and/or individually) to improve impaired judgement, insight, behaviour, communication or social functioning due to a disorder of thought, cognition, mood, emotional regulation, perception or memory.