

## Communicating With Your Clinician

### Texting

You can connect with your clinician by phone or text. If you choose to text your clinician, we ask that you send non-urgent messages like scheduling an appointment. For more serious issues phone your clinician directly.

### Voice Messages

Please do not leave urgent voice messages on your clinician's answering service outside of business hours. Phone messages are only checked between office business hours; this is typically 9:00 to 5:00 pm from Monday to Friday. If you try to contact your clinician outside of business hours they may not get your message until the next business day.

## Contact Information

### Clinton

73 Wellington St.  
N0M 1L0

Phone: 519-482-3931

Fax: 519-482-9251

### Listowel

570 Main St. W.  
N4W 1A8

Phone: 519-291-1088

Fax: 519-291-9850

### Stratford

2A – 63 Lorne Ave E.  
N5A 6S4

Phone: 519-273-3373

Fax: 519-273-0892

## Drop-In

Clinton

Tuesday from 9 to 11:30 a.m.

Listowel

Not available

Stratford

Tuesday from 9 to 11:30 a.m.

## Emergencies

For mental health emergencies call the Huron Perth Helpline & Crisis Response team toll free at 1-888-829-7484.

[www.hpcentre.on.ca](http://www.hpcentre.on.ca)

## Client Information about the Huron-Perth Centre



### Vision Statement

Huron-Perth Centre will be a leader in providing effective community-based services to address a broad range of child and youth mental health concerns.

### Mission Statement

The Huron-Perth Centre provides timely access to a range of assessment and treatment services offered by skilled professional staff in collaboration with children, youth, families and their community.

### Belief Statement

We believe that positive relationships are the foundation for healing and for realizing the potential in all persons.

### Value Statement

Our work is guided by these values:

**Strengths** - A focus on strengths helps individuals build resilience.

**Family** - "Family" is the most important resource to children and youth.

**Dignity and Worth** - All children, youth and families have the right to make choices about their treatment.

**Collaboration** - The needs of children, youth and families are best met when we all work together.

## **Welcome!**

Welcome to the Huron-Perth Centre for Children and Youth. We are an accredited community-based children's mental health centre.

We provide assessment and treatment services for a wide range of mental health concerns for children and youth up to their 18<sup>th</sup> birthday. We offer individual, group and family counselling.

Together we can help you work out a plan to meet your needs.

Visit our website at [www.hpcentre.on.ca](http://www.hpcentre.on.ca) for further information.

## **Nothing about You without You**

Information about you and your counselling is confidential which means it cannot be shared with anyone else without your knowledge and written permission.

Circumstances in which information may be disclosed includes but is not limited to: situations of suspected child abuse, immediate and serious risk of harm to self and/or others, court summons, professional supervision, case consultation, and quality assurance (including accreditation).

Non-identifying data is shared with funders as part of funding agreements. This information helps to evaluate the performance of the service/service system.

## **Appointments**

Please arrive for your appointment on time. If you need to cancel your appointment, call your clinician and give as much notice as possible. A pattern of cancelled appointments and/or failure to notify the office of cancellations may result in the closure of your file.

## **If you are Sick**

As a courtesy, we ask that if you or your family member is sick to stay at home and reschedule your appointment.

## **Services are Accommodating, Flexible & Responsive to Your Needs**

- All offices have wheelchair accessible entrances and washrooms
- All offices offer daytime & evening appointment times
- We are sensitive to individual differences that include but are not limited to: gender, culture, language and spiritual issues

## **We Value Your Opinion**

You can help us improve our services by answering some questions about the services you received at any time during your counselling. Client Satisfaction Questionnaires are available for completion on the reception area tablets, on our website; or by requesting a copy from the receptionist. All responses will be kept anonymous and confidential.

## **Concerns about Our Services**

If you have any concerns about the services you are receiving, follow these Complaint Procedure guidelines:

- Initiate the problem solving process by talking with your clinician about your concerns.
- If this step is not satisfactory, you can write to our CEO at our Stratford location who will attempt to resolve the situation.
- As a last resort you can contact the Program Supervisor, John Sinclair at the Ministry of Health & Long Term Care at 1-800-265-4197, extension 3322.

**[www.hpcentre.on.ca](http://www.hpcentre.on.ca)**