



## Child and Youth Mental Health Services When and Where You Need Them

Because Mental Health Can't Wait



Welcome to New Path Youth and Family Services (New Path). We are pleased that you are interested in receiving service from our agency and we would like to give you information about what you may expect from us during your involvement.

## Who We Are

New Path offers a range of mental health services for children and youth, with supports available for families and caregivers in English and en français. Services are provided using various evidence based practices to help children and youth in handling their emotions to improve their quality of life.

New Path services are free. They are funded by the Ministry of Health (MOH) and the Ministry of Children, Community and Social Services (MCCSS). Your OHIP card is not required to access counselling support. Our agency is accredited by the Canadian Centre for Accreditation.

### Our Vision

Healthy, thriving, and connected communities that support personal growth and wellbeing.



## Our Mission

Through leadership and partnerships, New Path Youth and Family Services ensures that children, youth, and their families in Simcoe County have integrated, accessible, innovative, quality mental health services when and where they need them.

## The Services We Offer

Upon a thorough assessment of needs, counselling services are provided to children, youth and families in the environment that best meets their needs. This can include a New Path office location, at-home, in the community, or at school.



## Our Professional Staff

Our staff and consultants include professionals from social work, child and youth work, education, recreation, psychology, psychiatry, youth justice, psychotherapists, and family support workers.

## Respecting Diversity

New Path serves people of any racial, ethnic, social, economic, linguistic, religious, or spiritual background and sexual orientation. Fairness and equity are integral to the service we provide, and diversity is respected and welcomed. We will consult with you about your diverse needs and work to ensure those needs are met.

## Accessible Service

We provide service to anyone with a disability in a manner that promotes and respects dignity, independence, integration, and equal opportunity. Should you require any kind of accessible services, such as printed reports in a different format, having a support person or service animal attend sessions, or you need an assistive device, please talk to your case manager.

## Personal Health Information Privacy

New Path is a designated health information custodian under the Personal Health Information Act (PHIPA) and complies with all PHIPA regulations, which means we follow rules to protect your personal health information. New Path collects personal health information about you and your child/youth to provide the most appropriate service to meet your needs.

New Path's Privacy Statement is available on the [newpath.ca](http://newpath.ca) website. It describes in detail New Path's commitment to upholding your rights and our responsibilities related to the privacy of your personal health information, and giving informed consent and choices for accessing your personal health information. Your case manager will be happy to answer any questions you may have on this important piece of information.

## Keeping Track of Your Information - Your Record

Once you contact New Path, a record of your information will be created. Reports on your progress are written according to a schedule set by the program or service you are participating in. Your case manager will explain what you can expect. All reports are kept in your file, and you have the right to see them at any time. To do so, please ask your case manager. Your file is kept in a secure location at New Path. We retain health records for at least 10 years from the date of last entry or, in the case of minors, 10 years from the time the client would have reached the age of majority (age 18). In some cases, we keep records for longer than this minimum period.



## Confidentiality and Our Duty To Report

Your confidentiality will be respected and under regular circumstances we require your written consent to share your information. All our staff, students and volunteers sign a confidentiality agreement when they begin work with New Path, and as employees of New Path are bound by legislation to uphold your right to privacy. However, when required by law, information must be released with or without your permission. Under the laws associated with the Duty to Report we are bound to disclose information (e.g., to Police or Child Welfare):

- ♥ If you tell us that a child under 18 years has been or is being abused or neglected.
- ♥ If anyone is at risk of being harmed or of harming others.
- ♥ If your records are subpoenaed for court.

## Accreditation

As an accredited children's mental health agency, New Path is dedicated to meeting standards of practice set by the Canadian Centre for Accreditation (CCA). Every four years New Path goes through a re-accreditation process to confirm that our work continues to meet these high standards. We collect, use, and disclose (share) your health information as part of this review.

## Support While You Wait

All requests for service are made via attendance at our Quick Access Counselling Clinic or by calling or emailing us at: [705-725-7656/info@newpath.ca](mailto:705-725-7656/info@newpath.ca). At this counselling session, you will obtain service when you need it, and this may include strategies to assist you with the challenges that brought you to New Path.

With our Quick Access Counselling Clinic, and our Brief in Three services, our goal is to get service to you in a timely and responsive manner, keeping your waiting time to a minimum. If you are required to wait for service, you will be contacted at least every three months to update any change in information and confirm your status on our wait list.

We know that it is difficult to wait for service. At any time during a wait, you can attend a Quick Access Counselling Clinic to speak with a counsellor.



## Resolution of Complaints

We do our best to offer quality service, but if a problem arises, we want to resolve it with you. Our complaint process may be utilized at any time during your involvement with New Path.

Should you wish to register a complaint, the following guidelines are meant to support you to voice your concern and get a quick resolution.

- ♥ If possible, raise your concern with your case manager first.
- ♥ If you are not satisfied with the outcome, contact the case manager's supervisor. If you don't feel that the issue is resolved, the supervisor will provide the contact information for the next level of management.
- ♥ If you wish you may contact our [Director of Services](#) with your concern. Following discussion, you will receive a letter outlining the results of your conversation.
- ♥ If your concern is still not resolved, you may contact the Chief Executive Officer.
- ♥ If your concern is still not resolved, you may contact the Chair of the Board of Directors.
- ♥ If at this step there is still no resolution, you may contact the Ministry of Health Supervisor (your case manager will give you the name and number).
- ♥ Should resolution still not occur, the Ontario Ombudsman is available at: 1-800-263-1830 to assist you.
- ♥ If the complaint relates to the collection, use or disclosure of your personal health information that New Path has on file, you have the right to contact New Path's Privacy Officer at [privacy@newpath.ca](mailto:privacy@newpath.ca) or 733-2654 ext. 522, or you may contact the Privacy Commissioner of Ontario at 1-800-387-0073 as indicated in the [Statement of Information Practices](#) that was provided to you when you first came to New Path. You can also ask your worker for more information about this.

Learn more: [www.newpath.ca/compliments-and-complaints](http://www.newpath.ca/compliments-and-complaints)

## INFORMATION ABOUT OUR PROGRAMS AND SERVICES

### Cost of Services

There is no charge for counselling. In most group programs, New Path does utilize evidence-based manuals. If the program you are involved with uses one of these manuals, we will let you know the cost. If you can contribute some or all the cost of the manual, we thank you. However, we understand that everyone's financial circumstances are different. Inability to pay for an evidence manual will not impact the service delivered to you. Some groups may also charge a fee to cover the cost of meals, snacks, and outings. Information regarding fees is available in program pamphlets. Inability to pay does not limit access to service.

### Planning Service With You

When families are engaged in services, there is a stronger sense of co-development and collaboration on the path to positive change. This path can be difficult and challenging at times; engagement ensures the ongoing support of all family members when working towards a common goal.

You are an important partner in the service that we provide, and you will be involved in planning and reviewing the service that we offer you. Your case manager will ask you what would be most helpful to talk about when you first attend the Quick Access Counselling Clinic session. If you are involved in other services after the Quick Access Counselling Clinic, your counsellor will talk to you about the length and type of service you will receive. You will be asked to review and sign reports and you will receive a copy of each report unless you indicate that you do not want one. If counselling continues, you will be asked to review progress toward your goals and your feedback and comments will be included in your reports. Your goals will be changed as required. As the end of counselling approaches, supports will be discussed with you and you will be involved in planning for this transition.



## Risk and Benefits of Service

Making the decision to seek counselling services at an organization such as New Path can be difficult. There are a number of risks and benefits we recommend you consider before deciding what is right for you and your family.

### Risks:

- ♥ It can be difficult to talk about the issues you might be having.
- ♥ You and your family may experience a range of emotions during counselling that you may not be used to expressing.
- ♥ You may also experience setbacks as you and your family work on doing things differently.
- ♥ There may be periods of confusion, disagreement and even a feeling of hopelessness about things changing.
- ♥ Change is hard, even when it is positive change.

### Benefits:

- ♥ Counselling can help you achieve your goals that may include positive changes in behaviour, relationships, coping skills and understanding each other better.
- ♥ We use evidence-based and evidence-informed practices that have been proven to be beneficial for people experiencing challenges similar to yours.
- ♥ You may notice you feel better, are able to get along better with others at home, school, the community, and the workplace.

## The Role of Your Case Manager

You will be provided with a case manager who will co-ordinate your service while you are involved with New Path. If you are involved with more than one person only one will be in the role of case manager. Your case manager will collaborate with you to orient you to the service, schedule meetings, facilitate regular communication, discuss, and access resources, and help to ensure your service needs are met in the most efficient and effective way possible.

## Others Who May Be Involved in Your Service

To ensure the best possible service, we may ask your permission to have a consultation meeting with a psychiatrist or psychologist.

As well, on occasion as part of our quality assurance process, a worker's supervisor may join your session to observe the worker implementing an evidence-based practice being utilized.

## Students

New Path offers placement opportunities for students to learn professional skills. These students are from recognized colleges and universities and are training to become workers in agencies such as ours. The students are supervised by trained staff from New Path and follow the same rules of confidentiality as staff.

## Recording / Observing

Occasionally we request to audio or video record meetings with you. On occasion we may seek your permission to include other staff, students, or volunteers in meetings with you. This helps to ensure the best possible service for you and helps staff and/or students develop their skills. Your case manager, their supervisor and other helpful team members involved in your service may view the electronic recording. Participating in this is voluntary on your part and we require your written permission to do so. If you are not comfortable with this, please let your worker know. The service you receive will not be affected by your refusal.

## Cancelled Appointments

We recognize that on occasion you may have to cancel an appointment and we would appreciate a call notifying us in advance when this happens. If cancellations become a pattern, this will be discussed with you.



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## Missed Appointments

If you miss appointments without calling to cancel, this will be discussed with you. If you miss an appointment twice in a row without contacting your case manager, we will reach out to you. If we do not hear from you, you will receive a letter informing you that your file has been closed. New Path must respond to families in need who are waiting for service and therefore we cannot keep families on our caseload who do not attend sessions and do not inform us. Should this occur, you are welcome to attend a Quick Access Counselling Clinic if you require further assistance.

## Emergencies During Your Involvement With New Path

During regular business hours if your child or family is having a service-related emergency you should contact your case manager. If they are unavailable, you may request to speak to their supervisor. New Path does not provide after-hours crisis service. For emergency services please call the after-hours mental health crisis line for Simcoe County at **1-888-893-8333** or in South Simcoe at **1-855-310-COPE (2673)**.



## Service Evaluation and Research

New Path is committed to offering programs of high quality that meet your needs. At various times throughout your involvement, we may ask you for feedback on the services you are receiving.

This may be done by having you rate progress towards your goals; by participating in a feedback interview, completing a client satisfaction questionnaire, attending a parent/youth advisory meeting or by follow up after service is complete. This is valuable information that we review and summarize (without your name) and report back to our staff, Board of Directors, our funders and to the public at large. We use this information to improve our services. New Path may also participate in research projects aimed at evaluating our programs and services. In these instances, New Path is bound by our policy that states that any research involving clients must meet ethical standards that are reviewed by an Ethics Review Board. In all cases of formal research involving our clients, written consent to participate is required.

## Information and Resources

We can provide information about professional resources on the internet dealing with issues such as: child behaviour management, how to help children manage feelings in response to parental separation, etc. and other topics that may interest your family. Your case manager will show you these resources if you are interested.

## Parent Support Group

You may find it helpful to discuss your situation with other parents who are experiencing similar concerns. New Path encourages local parent support groups, and we offer resources and other assistance to these groups as needed.

New Path offers a Better Together Peer to Peer Support Group for parents/caregivers the fourth Monday of every month from 7 pm to 8:30 pm in-person or virtually. Please email [familyengagement@newpath.ca](mailto:familyengagement@newpath.ca) for more information.

Parents for Children's Mental Health (PCMH) is a provincial organization that seeks to support, educate, and empower families whose children are struggling with mental health concerns. The local Simcoe County PCMH Support Group can be contacted at 705-726-8861 extension 6634 or [simcoecounty@pcmh.ca](mailto:simcoecounty@pcmh.ca)

## Our Service Philosophy

**Healthy, thriving and connected communities that support personal growth and wellbeing is New Path's vision. To attain this vision, New Path seeks to lead and inspire positive change with families and within our communities.**

New Path is committed to youth and family engagement. At New Path this means that youth, families and staff work together in partnership, having active and equal roles in decision making at the individual, organizational and system planning levels. New Path recognizes the expertise that youth and families bring and are dedicated to creating a culture where youth and families meaningfully partner and participate as self-experts, utilizing their strengths and experiences to advocate for positive change that meets their unique needs. When youth and families are engaged in services, there is a stronger sense of co-development and collaboration on the path to positive change. This path can be difficult and challenging at times; engagement ensures the on-going support of all family members when working towards a common goal.

New Path will provide leadership in children's mental health and will strive to influence positive change in our communities.

**Meaningful youth and family engagement ensures strong and responsive support for children, youth and their families seeking mental health support.**

Through community intervention, advocacy, and research we can help to continue addressing large-scale challenges for families and influencing policy change.

New Path seeks to provide exceptional support to children, youth and families. We put youth and family first and balance the needs of our clients with an informed mutually developed course of action.



New Path believes youth and families are the experts in their needs and the needs of their loved ones and will build and sustain Youth and Family engagement practice by:

- ♥ Having a consistent, ongoing and shared understanding of youth and family engagement and its' practices.
- ♥ Providing ongoing capacity building opportunities for families, staff, leadership and community partners.
- ♥ Applying transparent, respectful and accessible two-way communication pathways.
- ♥ Ensuring inclusivity and collaboration across programing and at all planning levels.

We treat everyone with respect, compassion and dignity. We embrace diversity and accessibility. New Path is committed to removing barriers to participation to ensure that needs and common goals are achieved. Children, youth and families are offered service regardless of religious affiliation or creed, race, colour, ethnic origin, sex, sexual orientation, gender identity, gender expression and family status.

Rather than focusing on problems, our approach considers the whole person, their strengths and seeks to build on these strengths. New Path staff work collaboratively with the client, their family and our community partners to develop a treatment plan that addresses the client's unique challenges and strengths. Client and family input is valued throughout the assessment and treatment process.

New Path understands that Youth and Family Engagement is a process that benefits everyone and when embedded carefully and thoughtfully, will create:

- ♥ Positive outcomes for children, youth and families.
- ♥ Enhanced relationships between families and service provider.
- ♥ Greater family and staff satisfaction with services.
- ♥ Reduced feelings of stigma and isolation related to mental illness.
- ♥ Supportive work environments that will strengthen collaboration, trust, cohesiveness, partnerships, and respect.

## Quality Assurance

New Path values collaboration. We actively encourage, support and invest in collegial, professional partnerships. New Path staff work as part of a larger multidisciplinary team. Our teams are comprised of professionals from diverse disciplines who come together to provide comprehensive services to our shared clients. Team members can provide specialized consultations, identify service needs, work together to promote service coordination between agencies, and provide a forum for shared learning amongst team members.

Our agency is committed to personal, professional and organizational development leading to the delivery of the highest quality of services and support. New Path staff are trained in and deliver a variety of evidence-based and evidence informed practices. Evidence-based practices (EBP) are those social work practices that have been thoroughly researched and proven to be effective in clinical work. Evidence based practices also consider client cultural and situational circumstances and are guided by clinical experience and ethics.

Evidence informed practices are those practices that have some research base to indicate that they have positive outcomes for the population served. Evidence informed practices require additional research evidence to be considered evidence-based practices.

New Path is accountable to and holds a privileged position of trust with our clients, staff, community partners, and other stakeholders. As such, New Path seeks to continually measure specific outcomes that monitor change in developed goal areas of a client's life. These outcome measures help the New Path staff and clients determine next steps in the collaborative decision-making process about on-going treatment needs.

## The Care You Deserve

### Learn about your rights and responsibilities as a New Path Client

In general, as a client, you have a right to:

- ♥ Receive safe, secure, and proper care, and to be treated with dignity and respect without discrimination.
- ♥ Give, refuse or discontinue consent/ service for any reason.

- ♥ Have a medical professional clearly explain treatment and recommendations to you.
- ♥ Participate in health care decisions about your service and participation.
- ♥ Privacy, and be assured that personal information is confidential.
- ♥ Request to access your health information records.
- ♥ Request the transfer of your health records to another professional; you may be charged a fee.

**You have an important role to play in your own health care. You can call these responsibilities, but they are not described in any law.**

In general, as a client, you have a right to:

- ♥ Choose an appropriate health care provider.
- ♥ Use health care resources responsibly.
- ♥ Keep an accurate history of your personal information.
- ♥ Participate in health care decisions and ask questions if you need more information.
- ♥ Follow instructions for treatment.
- ♥ Report your concerns about health care professionals to regulatory organizations.
- ♥ Request the transfer of your health records to another professional; you may be charged a fee.
- ♥ Respect the rights of others seeking health care.
- ♥ Make healthy choices about your lifestyle and habits.
- ♥ You are entitled to all of the patient rights that are described in Ontario laws, even if you do not follow these "responsibilities."

To learn more: [www.newpath.ca/what-to-expect](http://www.newpath.ca/what-to-expect)





## Opportunities for Other Involvement with New Path

In addition to being involved in your child's treatment, you may also wish to become involved in other aspects of our agency such as volunteering, fundraising, attending parent or youth advisory meetings, participating in special events and other opportunities that may arise from time to time. We encourage your involvement and if you are interested in any of these options, please let your case manager know.

## Support After Service has Ended

New Path's Quick Access Counselling Clinics are available to you on an as needed basis, no referral required. Find a location closest or most convenient for you to attend and you will be able to access a counselling session with a trained counsellor.

### Access free counselling support

Book an appointment on our website:  
[www.newpath.ca](http://www.newpath.ca)



Or email us:  
[info@newpath.ca](mailto:info@newpath.ca)



Proud member of the Barrie  
& Area Ontario Health Team

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