



Welcome to Open Doors

Open Doors is funded by the Ministry of Health and Long Term Care and as a result, all services are **without fee**. We have offices in Smiths Falls, Carleton Place and Perth. Open Doors is an accredited children's mental health agency (*Canadian Centre for Accreditation 2020*).

How we work and what you can expect:

- Open Doors enables children and youth with mental health needs to live, learn and thrive.
- Open Doors believes in treating all people with respect and dignity regardless of race, religion, culture or sexual orientation.
- Open Doors believes that the best way to work with children, youth and families is in partnership.

And what is expected of you as a client of Open Doors?

- What we ask is that you come to appointments as scheduled, or that you contact us if you are unable to attend.
- If you miss an appointment, we hope you will call to reschedule. We will call to follow-up your first missed appointment but if you miss another and do not call within two weeks, we will assume that you are no longer needing our services and we will close your file.

And what can you do in the case of an Emergency?

- Open Doors does not have an afterhours service. We are open until 8:00pm on Mondays, Tuesdays and Wednesdays in addition to our regular hours. If you experience an emergency, call 911 or proceed to your nearest hospital. You can also call Kids Help Phone at 1-800-668-6868. Let us know the next working day so that we can follow-up and ensure our response is coordinated with any emergency service you access.

What if your situation changes while you are waiting for service?

- **CALL AND LET US KNOW.**

How can you contact Open Doors?

- Carleton Place 613 257 8260 - Monday to Friday 8:30 am - 4:30 pm and Wednesdays to 8:00 pm
- Smiths Falls 613 283 8260 - Monday to Friday 8:30 am - 4:30 pm and Mondays to 8:00 pm
- Perth 613 264 1415 - Monday to Friday 8:30 am - 4:30 pm and Tuesdays to 8:00 pm

Some Questions you might have....

Are these services confidential? The short answer is YES!

HOWEVER,

There are times when staff will not be able to maintain confidentiality:

- If you tell anyone about a child (under the age of 16) being abused in any way, we must, by law, report that information to the Family and Children's Services of Lanark, Leeds and Grenville.
- Also, if you tell us you intend to harm yourself or someone else, we will tell someone in order to help you be safe.
- And sometimes, our workers are subpoenaed to court, although this rarely happens.

Children 12 years of age and older or demonstrate capacity of understanding, do have a right to confidential counselling. We usually advise them to involve their parents but legally, they can get counselling without parental permission.

Do we keep records? Again, the short answer is YES!

We do collect personal information about you and your family directly from you or from the person acting on your behalf. We use your personal information to plan your care, manage our programs, compile statistics and comply with legal requirements.

Our Counsellors take notes every time they meet with you in order to help with the counselling process. You are welcome to look at your file. Please contact Open Doors Privacy Officer to complete a request by calling any of our offices.

How long do we keep records?

We are required to keep your records for 20 years after the file is closed. *(PHIPA, 2004)*

What if you have a problem?

If you are not satisfied with the services you are receiving, please talk directly to your worker. If you are uncomfortable doing so, you can request to speak with the Director of Clinical Operations or Executive Director by calling any of our offices. If you are still unable to resolve your issue, you may contact the Advocacy Office c/o The Ministry of Children, Community and Social Services at 1 888-789-4199.

What if I need more specialized help?

We work closely with the Children's Hospital of Eastern Ontario, the Royal Ottawa Mental Health Centre, Hotel Dieu in Kingston, and SickKids in Toronto. These hospitals have a range of psychiatric services that may be accessed. We are able to link and assist with the provision of assessments, consultation and sometimes, hospitalization.