



THE GEORGE HULL CENTRE
for Children and Families

CLIENT INFORMATION BOOKLET

Welcome! We hope that your experience with The George Hull Centre will be helpful and rewarding. This orientation package provides a brief description of our services as well as important information about how we can work together with you and your family.

We ask that you take a few minutes to read this booklet. Please feel free to ask us any questions. We look forward to working with you and your family.



81 The East Mall, 3rd Floor
Toronto, Ontario, M8Z 5W3

Our Vision

Mental wellness from infancy to adulthood.

Our Mission

Through clinical excellence and a continuum of mental health services, our mission is to reduce suffering, provide hope and enhance the quality of life of infants, children, youth and families.

Philosophy and Values

The George Hull Centre regards each child as an individual, a member of a family and a member of the community.

The George Hull Centre works in partnership with families and children, with other community services and with community groups to improve the mental health of the children and youth. The Centre works to develop an accessible, flexible and responsive continuum of service delivery for the community, and to provide specialized services for the Greater Toronto Area, as mandated.

A commitment to gender equality, cultural sensitivity and accessible economic opportunities provides an organizing framework to the philosophy of the Centre.

Hours of Service

Monday	8:30 am – 7:00 pm
Tuesday to Thursday	8:30 am – 8:00 pm
Friday	8:30 am – 5:00 pm

How to Reach Us

Telephone Main:	(416) 622-8833
School Program:	(416) 393-0462
Clear Directions:	(416) 393-0462
Libby's Place:	(416) 745-4207

FAX Main: (416) 622-7068

Email reachus@georgehullcentre.on.ca

Website www.georgehullcentre.ca

Emergencies after 5pm and weekends

St. Joseph's Health Centre:	(416) 530-6000
Humber River Regional Hospital:	(416) 249-8111
William Osler Health Centre:	(416) 747-3400
Trillium Health Centre:	(416) 259-6671

Statement of Client Rights

As a client of The George Hull Centre, you have a right:

- ❖ To be treated with dignity, respect and without discrimination on the basis of race, religion, ethnicity, gender, sexual orientation or socio-economic status.
- ❖ To privacy and confidentiality, except when we are required to disclose or share information because of legal or professional obligations.
- ❖ To receive service in safe, clean and accessible offices.
- ❖ To make a complaint if you are dissatisfied with the service you are receiving.



An Overview of the Centre

The George Hull Centre for Children & Families provides comprehensive mental health services for children and youth, birth to 18 years of age, and their families.

The Centre also consults to schools, hospitals, other children's services and community organizations. An accredited children's mental health centre, The George Hull Centre is governed by a volunteer board of directors and funded by the Ontario Ministry of Children and Youth Services. There is no fee for service.

Prevention and Early Intervention Services encompasses prevention, early intervention, health promotion and community development programs. Programs include Early Abilities Preschool Speech and Language Services, the EarlyON Child and Family Centre, Every Child Belongs, and the Toronto Family Group Conferencing Program.

The Community Clinic provides outpatient service to children from birth to age 18 and their families. Consultation, assessment and individual, family and group treatment are provided.

Intensive Treatment Services includes Libby's Place, a residential treatment program for adolescent girls, Intensive In-Home Services for adolescents with complex mental health needs, the Clear Directions day treatment program for adolescents and their families who are experiencing problems related to substance abuse and/or mental health, and a specialized School Program.



The Centre's Professional Staff

The George Hull Centre is staffed by social workers, psychologists, psychiatrists, speech and language professionals, child and youth workers, and early childhood educators. Many of the staff at the Centre have fifteen or more years of experience in helping children and their families, and have taught students or other professionals. Please feel free to ask your clinician about his or her professional qualifications and experience.



Teaching at the Centre

The George Hull Centre is a teaching centre for graduate students in social work, psychology, speech and language pathology, medical doctors specializing in psychiatry, medical and nursing students, child and youth work students, and early childhood education students. With your consent, a trainee may be assigned to work with you and your family. In all cases, the trainee is supervised by an experienced clinician who is responsible for your care.

Beginning the Process

To become a client and receive services at the Centre, please call the Intake Office at (416) 622-8833 extension 258. The Clinical Intake Coordinator will listen to your concerns and gather some information that will help us to understand your situation. The Clinical Intake Coordinator may schedule an initial Consultation Interview or suggest that you speak directly with a clinician.

Consent to Service

Your participation at The George Hull Centre is voluntary. A clinician will discuss with you the likely benefits of service, possible drawbacks, and any concerns that you might have. Assessment and treatment will be mutually agreed upon by you and your clinician.

The Client Statement

To assist us in understanding your situation, we ask that parents and children complete a brief statement at the time of their initial interview. This is to provide a snapshot of your situation, strengths, needs, and expectations of service.



The First Visit

You and your family will meet with a clinician and have an opportunity to talk about your concerns and needs. This clinician may be a social worker, psychologist, psychiatrist, child and youth worker, speech and language professional, or an early childhood educator. Generally, you will be asked to bring along other family members in order to provide as broad a perspective as possible. You or your child may also be seen alone.

Time Commitment

The number of visits to the Centre will depend upon your specific situation and needs. Some situations can be resolved over the course of a few sessions, while others require meeting over the course of several months or longer. Sometimes families will meet intensively at a certain stage in their children's lives and then return from time to time for a few sessions in order to address specific issues.

Cancellations

Many families want and need our services. If you are not able to keep your appointment, we ask that you call us at least 24 hours in advance to notify us of a change. Repeated cancellations and no shows may result in service suspension.

Use of Electronic Communication (E-Mail)

Electronic communication (such as e-mail, text, instant messaging, etc.) should only be used to arrange or modify appointments. Content related to therapy sessions should not be sent electronically, as it is not completely secure, confidential or reliable. If you choose to communicate with your clinician electronically, please be aware that copies of your communication will be kept in your clinical file.

Accommodation of Diverse Languages and Culture

Clinicians are able to offer assistance in English, as well as a variety of other languages. Translators may be used to accommodate clients who speak other languages.

The Centre makes every effort to accommodate the diverse cultural backgrounds of the children, youth, and families it serves. We do this by offering assistance in different languages, arranging for translation services, and through the use of cultural consultants.



Privacy and Confidentiality

Our policy is to keep information about your child and family confidential. Confidentiality means that information about your child and family that you share with your clinician(s) will not be shared with anyone else outside the Centre without your informed consent.

However, you should know that there are some circumstances in which we are required to disclose or share information because of legal or professional obligations. These are the circumstances:

- ❖ The George Hull Centre must obey subpoenas, court orders, and search warrants.
- ❖ The George Hull Centre has the legal duty to report suspected child abuse and neglect to a children's aid society.
- ❖ The George Hull Centre may at times share information with others in extreme situations such as threats of suicide or homicide or serious risk of harm to self or others.

Within the Centre, your information is protected by physical and electronic security measures, and will be shared only among personnel who have a need to know in order to perform their professional duties, including for routine management, professional consultation, supervision, and quality assurance purposes.

The George Hull Centre is accredited by the Canadian Centre for Accreditation, which assesses the quality of the Centre's programs, management, governance and staffing. Accreditation reviewers, who include mental health professionals, may review your file. If you do not wish your personal health information to be disclosed as part of an accreditation review, please inform your clinician and a note to that effect will be placed on your file.

Questions, concerns or complaints relating to the Centre's privacy policy on the treatment of personal information should be sent to the attention of the Privacy Officer at the Centre:

Rick Arseneau, Privacy Officer
81 The East Mall – 3rd floor
Toronto, Ontario, M8Z 5W3
416 622 8833 ext. 237

For more information, you can contact the Information and Privacy Commissioner of Ontario at 416-3236-3333 or info@ipc.on.ca
www.ipc.on.ca

Working with Your Clinician

It is useful to view your time at the Centre as a partnership between you, your family, and your clinician. We encourage you to speak openly about your concerns and ask questions when you feel unsure about something. Also, we encourage you to keep an open mind to new ideas or information that may arise. Just meeting and talking as a family sometimes sheds new light on a situation or serves as a positive experience. Many answers to your questions will come from your own thoughts and insights with time, effort, and patience.



Client Complaints

The Centre provides clients with the best service possible. If you are ever dissatisfied with the service you are receiving or think something needs to change, we encourage you to speak to your clinician as a first step. If you are still dissatisfied, you are welcome to contact the relevant Program Manager, Program Director or the Executive Director at 416-622-8833 or reachus@georgehullcentre.on.ca.



Access to Records

We are required to keep written records for each individual who receives service from the Centre. Written records are kept for several reasons:

- ❖ To note strengths, concerns, and needs so that together clients and clinicians can develop a plan that is most helpful to the client.
- ❖ Records help to identify progress made in achieving client goals.
- ❖ Records ensure compliance with legal and Ministry regulations.

You may ask your clinician to view your file. The clinician will attempt to meet your request within the framework of our legal obligations. The process to access your file can be discussed with your clinician. Client records are retained for 10 years from the client's 18th birthday.

Release of Confidential Information

There may be times when it is helpful to exchange information about you and your family with another organization or agency. In these circumstances, your clinician will provide you with information about the process for obtaining your informed consent.

Research at the Centre

The Department of Research conducts research in children's mental health, evaluates client satisfaction with the Centre's services, and studies client outcomes for specific programs.

It is your decision whether you would like to participate or not, and this decision will not affect the services you receive from the Centre. Information collected for research is private and confidential and research reports do not identify you as an individual. We thank you in advance for your participation in these valuable research activities.

For more information, please visit our website at www.georgehullcentre.on.ca

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