

Welcome to Child & Youth Mental Health Services



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WHO WE ARE

As part of the provincial government's Ministry of Children and Family Development we are a free and voluntary service. In each area of the province, Child and Youth Mental Health (CYMH) services are offered to infants, children and youth up to 18 years of age who are experiencing mental health challenges. We also have specialized teams in the province who focus on Indigenous children and youth.

WHAT WE DO

Child and Youth Mental Health services use a team approach, which includes some combination of master's level clinicians, social workers, psychologists, nurses, and outreach workers who provide a variety of services and specialized programs.

Services offered include: intake, assessment, treatment, case management and consultation. These are available based on need, current demand, and best fit for the individual and family. The assignment of services is determined by the CYMH intake clinician or team in consultation with the client or family. Many locations offer therapeutic groups and parenting skills sessions. Many of our local teams can provide children and youth direct access to psychological and psychiatric services or arrange these services through a referral.

In addition, we can advocate for you with the schools, physicians, social workers or others who may require more understanding of you and your child's concerns.

CLIENTS' RIGHTS INCLUDE:

- ✓ **Privacy** to consent to voluntary services
- ✓ **Competent, responsible, and respectful** care
- ✓ **Physical, emotional, and spiritual safety**
- ✓ **Telling their story and being heard**
- ✓ **Respect** for you and your child/youth and having your strengths recognized
- ✓ **Asking questions** and raising concerns

OUR SERVICE COMMITMENTS TO THE CHILD OR YOUTH INCLUDE:

- ✓ **Confidentiality** (see limits on pg. 3)
- ✓ To **participate** in decision making

CLIENTS' RESPONSIBILITIES INCLUDE:

- ✓ **Active participation**
- ✓ **Attending appointments** regularly
- ✓ **Calling to cancel** when unable to attend
- ✓ **Informing your therapist** when what you are doing in therapy is not working
- ✓ **Completing practice skills**

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SERVICES

We do our best to connect you to the service or support that will best meet your needs. This may be with us or another local mental health agency. We respect the energy it takes to share your story or that of your child. We aim for the most efficient and supportive process to meet your needs.

Many CYMH offices offer a drop-in Intake Clinic during specific days of the week. This 90 minute, face-to-face screening provides clarity about the best next steps for your family, child, or youth. All offices will estimate for you when, and what, services are available. You are welcome to call at any time to check in. We also ask you to contact the CYMH office if your situation improves or worsens.

If part of your treatment plan is to see a team psychiatrist, we would also like to include your family doctor, if you have one. The psychiatrist will then be able to assist your family doctor in supporting treatment and recovery.

CONSENT FOR SERVICE

We require informed consent from you to proceed with services. If the clinician determines your child has the capacity to understand what the risks and benefits of services are and what the limits of confidentiality are, they don't legally require their parents' permission for service. This is rare, and in such a case, often part of the treatment is working toward involving parents as important long-term supports in the child's life.

RELEASE OF INFORMATION

If you worked with another mental health professional, or other professional (school counsellor, doctor, etc.), and you would like us to access the information they have on file for you or your child, we need you to sign a release form which we can provide.



A different consent form is used for us to share information about your child or youth with an agency or individual. This does not mean that they have full access to you or your child's information in our files. Rather, we will provide them with the specific information relevant to their work with you or your child. You can withdraw your consent at any time simply by informing us in writing of your wish to do so.

SEPARATED PARENTS

When both parents are legal guardians but are separated or divorced, they are required under the Family Law Act to consult with each other regarding services for their children. We require consent from one of the parents to provide services unless a legal agreement or court order says otherwise.

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LIMITS TO CONFIDENTIALITY

- Our CYMH file about you contains sensitive personal information about you, your parents/guardians and maybe others. This record includes, but is not limited to:
 - referral and intake information,
 - correspondence notes,
 - mental health assessments,
 - session notes,
 - reportable circumstance reports
 - Client consents.

This information is available to authorized staff within CYMH. Please feel free to ask your therapist if you have any questions

about your file. Also, a parent, or child 12 years of age or older with capacity, can access their file by making a request for access under the *Freedom of Information and Protection of Privacy Act* (FOIPPA).

- Therapists will review your personal information about children and families with other clinical staff and/or their supervisor. Consultation about issues is an important way we can improve the quality of our service. All information is kept confidential within the mental health centre except where the law requires otherwise.
- If we have reason to believe a child is being neglected or abused (emotionally, physically or sexually) we are required by law to report our concerns to child protection personnel in the Ministry of Children and Family Development.
- If we have reason to believe that a person is a danger to him/herself or others, we must take steps to protect the person at risk.
- If we receive a legal subpoena to appear in a court of law, we are obliged to attend and answer the questions put to us. If a judge orders us to produce our file we must submit our files, with certain possible exceptions, as requested.
- Rarely, other government bodies may have access to our files. Examples of these would be the Representative for Children and Youth or the B.C. Coroner - who have specific legal authority to access information - or provincial practice analysts who may investigate a situation in order to improve future services.

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RESOURCES

Mental Health information is constantly growing and improving. Based on your initial interview, the clinician will provide you with helpful resources. Through our partnership with **Kelty Mental Health Resource Centre** (see important information below) you will be provided links and contacts to an excellent array of services.

Many people are able to make positive changes for themselves through the use of on-line information. The links on this page are a good place to start. On the next pages we offer additional online resources and mental health providers you may wish to access. Lastly, we offer information about Peer Support at Kelty.

Emergency Help: If you or someone in your care is having a mental health/substance use crisis:

- Call **911** or go to your local hospital's emergency room
- Call the ***Crisis Line*** at **310-6789** or the ***Suicide Hotline*** at **1-800-SUICIDE (1-800-784-2433)** for confidential, non-judgmental and free support available 24/7

Call the *YouthinBC* 24/7 crisis line at 1-866-661-3311, or access their Online Chat - youthinbc.com - with trained volunteers 12pm – 1am daily

- **KUU-US Crisis Line Society for BC – 1-800-588-8717 – 24 hour Crisis Support** - Includes Indigenous-focused risk assessment and safety monitoring.

Kelty Mental Health Resource Centre

A free, provincial resource centre that provides information, resources, peer support and system navigation to children, youth and families across BC who are struggling with mental health and/or substance use challenges.

Website: <http://keltymentalhealth.ca/>

Need Help Navigating?

Phone: **1-800-665-1822** or local **604-875-2084** or Email: Keltycentre@cw.bc.ca

- And this link (below) will take you directly to **Kelty's Recommended Resources**, a fantastic list of useful topic areas (such as anxiety, ADHD, depression, OCD, and much much more), in the forms of websites, books, videos, apps, and tool kits:

<https://keltymentalhealth.ca/recommended-resources>

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ADDITIONAL RESOURCES:

Anxiety Canada: <https://www.anxietycanada.com/>

Free on-line resources include:

- Digital videos, DVDs and information for each of the anxiety disorders
- Overview of basic CBT management strategies including **self-help toolkits**
- **Special resources for youth and young adults:** <https://youth.anxietycanada.com/>
- **Mindshift - mobile app:** <https://www.anxietycanada.com/resources/mindshift-app>

Collaborative Mental Health Care: Easy-to-navigate website with Etools, You Tube videos, Phone Apps, Websites, and Interactive Games. <http://www.shared-care.ca/toolkits>

Family Smart: Empowering parents who have children with mental health challenges. 1-855-887-8004 or 604-878-3400 <http://www.familysmart.ca/>

KUU-US Crisis Line Society for BC – 1-800-588-8717-- Includes Aboriginal-focused risk assessment and safety monitoring until individual is able to be seen by mental health professional; also, a source of provincial-wide Indigenous resource information.

Learning Disabilities Association of British Columbia: The right to learn, the power to achieve. LDABC's mandate is to be the Provincial network and voice for persons with Learning Disabilities (LD) and those who support them. <http://www.ldabc.ca/>

Foundrybc.ca: An interactive website designed to help youth and young adults in B.C. check out how they're feeling and quickly connect to mental health and substance use resources and support. <https://foundrybc.ca/>

Representative for Children and Youth: Improving services and outcomes for children in B.C. through advocacy, accountability and review. 1-800-476-3933 <https://www.rcybc.ca/>

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ACCESS TO MENTAL HEALTH PROVIDERS

For most up-to-date information visit <https://keltymentalhealth.ca/system-navigation-videos> or call 1-800-665-1822

Community-based Child and Youth Mental Health teams:

- Access a searchable list of community offices throughout B.C.:
<https://www2.gov.bc.ca/gov/search?id=3101EE72823047269017D08E55AF6441&tab=1&q=mental+health>
- Telephone 250-387-9749

Private Clinical Providers:

- Private psychiatrists or paediatricians by referral. Requires referral from Family or Clinic Doctor.
- [B.C. Psychological Association](http://www.psychologists.bc.ca/): www.psychologists.bc.ca/ or 1-800-730-0522
- [B.C. Association of Clinical Counsellors](http://www.bc-counsellors.org/): www.bc-counsellors.org/ or 1-800-909-6303
- [B.C. Association for Marriage and Family Therapy](http://www.bcamft.bc.ca/): <http://www.bcamft.bc.ca/> or 1-604-687-6131
- [B.C. Association of Social Workers](http://www.bcasw.org/): <http://www.bcasw.org/> or 604-730-9111 | 1-800-665-4747 (B.C. only)

Health Authority Services:

- First Nations Health Authority: <http://www.fnha.ca/>
 - Fraser Health: <https://www.fraserhealth.ca/health-topics-a-to-z/mental-health-and-substance-use/child-and-youth-mental-health-and-substance-use/child-and-youth-mental-health-services#.XD-pVU2ovIU>
 - Interior Health: <https://www.interiorhealth.ca/YourCare/MentalHealthSubstanceUse/MentalHealth/Pages/Resources.aspx>
 - Northern Health: <https://www.northernhealth.ca/services/mental-health-substance-use>
 - Vancouver Coastal: <http://www.vch.ca/your-care/mental-health-substance-use/children-youth-mental-health-services>
 - Vancouver Island: <https://www.islandhealth.ca/learn-about-health/children-youth/mental-health-children-youth/resources-children-youth-mental-health>
 - Provincial Health Services: <http://www.bcmhsus.ca/our-services>
- **Employee Assistance Programs:** Check with your employer/human resources department to see if such services are available for you.
 - **Extended Health Coverage:** If you have extended health coverage, check on the plan coverage to see if this option is available to you/your family members.

Schools:

- Schools offer a variety of supports and services in relation to child and youth mental health issues and the promotion of positive mental health. Check with your local school to find out about specific supports.

Peer Support at BC Children's Kelty Mental Health Resources Centre

Peer support workers at BC Children's Kelty Mental Health Resource Centre have lived experience with mental health or substance use challenges either themselves or in their families, and are available to talk to parents, youth and families. Peer support workers provide help with system navigation, mentorship and advocacy, and access to information, resources and networks. The peer support workers work at the Kelty Centre through a partnership with FamilySmart™.

Jasmine Rakhra is a FamilySmart™ Youth in Residence (YiR) at the Kelty Mental Health Resource Centre. She is a recent graduate from the University of Victoria, with a Bachelor of Arts degree in Psychology. What inspired her to work in the mental health field is her own lived and living experience with PTSD and Depression. From her experiences, she is now able to help others by providing peer support, sharing what resources helped her, and be living proof that you can and will get through whatever you may be dealing with.



Marilyn Lawson is a FamilySmart™ Parent in Residence (PiR) at the Kelty Mental Health Resource Centre. She provides peer support and system navigation to parents of children accessing mental health resources. Marilyn has lived experience with her family in the mental health system and also worked as a Paediatric Oncology Nurse. She offers compassionate support to families with the help of the Family Smart and Kelty Mental Health teams.

Veronica Cho is a FamilySmart™ Youth in Residence at the Kelty Mental Health Resource Centre. Her lived experience with mental illness has been the greatest driver for her. She feels incredibly privileged to have the opportunity to help youth and families who are struggling with mental health challenges reach that conclusion themselves in the work she does as a Youth in Residence.



Mary McCracken is a FamilySmart™ Parent in Residence at the Kelty Mental Health Resources Centre. She provides peer support from a parent's perspective, assists with navigation, and connects families with resources. Her family has experienced mental health challenges firsthand and has been involved with various services and programs. As a mother of three, she shares her knowledge in what has helped her own family. She offers empathy and encouragement with families facing similar challenges.