

Welcome!

At Peel Children's Centre (Peel), we are looking forward to getting to know you, and working with you to develop a treatment plan that will result in positive change for you and your family. As a first step, we thought it would be helpful for you to know a little more about Peel.

Who We Are

Peel is an accredited child and youth mental health agency offering high quality residential services for youth under the age of 19 who are experiencing or may experience serious difficulties with their feelings, relationships or behaviour.

Our Approach

The foundation of our services is a client-centred philosophy. **We are committed to:**

- Providing services that are respectful and affirming
- Offering services that are accessible, inclusive and culturally appropriate
- Engaging you and your family in all aspects of your treatment
- Helping you and your family reunite whenever possible
- Using evidence-informed practices and measuring treatment outcomes to ensure that our services are effective.

Our Values

Flexible	Accountable
Accessible	Efficient
Responsive	Effective
Respectful	Continuity of Service

Nature of Our Services

All services are confidential. Information about you or your family will be shared with your mental health team who provide or assist in providing mental health care to you. Information will not be shared with others without your permission, except in certain situations where we are obligated by law to disclose the information. (For instance, information related to instances of physical or sexual abuse must be reported to the Department of Social Development.)

Our Staff

Peel's staff are well qualified to help you and your family. We are a team of professionals from many different educational backgrounds and we bring a broad range of specialized clinical expertise and experience. We also come from a variety of social and cultural backgrounds.

How We Work

We believe in the value of a "multi-disciplinary process." While the language sounds a little complicated, a multi-disciplinary process is simply how we work with each other and with you and your family to enhance the quality of the services we are able to offer. Bringing different clinical perspectives together improves our ability to understand the issues and enriches our capacity to develop, with you, a plan of action that will lead to positive change. Peel is pleased to offer clinical expertise in areas such as:

- Social Work
- Youth Counselling
- Family Therapy
- Behaviour Management
- Group Therapy
- Individual Therapy
- Psychology
- Psychiatry

Where Is the Information About Me and My Family Kept?

The **clinical record**, held by Peel, contains the documentation of our work together. Any information we collect from you, any plans we develop together, along with any documents you have authorized to be provided to us, become part of the clinical record.

Your clinical record is a **confidential** file that is maintained safely and securely in the residence. Additionally, access to all computer systems is protected. The clinical record organizes, summarizes, and guides our work with you. It also helps ensure that we are held accountable to you, to our funders, and to the professional community.

We are required to maintain a record on each youth, and we keep the record for 15 years beyond your 19th birthday.

It's about HOPE

It's about HOPE

What Information Will I Receive About My Treatment?

As a client, you will have access to the documents in your clinical record, also called personal health information. You will receive information about your assessment findings/recommendations and we will provide you with copies of our reports so that you will have your own record of service at Peel.

Rights and Responsibilities

We are forming a partnership with you. Successful partnerships are the result of both sides working hard towards a common goal, in a way that is safe and respectful.

Peel supports an environment where all clients, staff and volunteers are treated with dignity and respect – an environment that is free from harassment and discrimination as prohibited by law. We share this right and responsibility with you.

In addition:

- It is your right and responsibility to participate fully in treatment.
- It is our responsibility to involve you in all aspects of the treatment process and to give you helpful, accurate information about our services (including potential benefits and risks) so that you can make the best decisions possible for you and your family.
- It is your right to understand all aspects of your involvement with us. If you have any questions, please take the time to ask. We will answer all your questions to the very best of our ability.

Concerns

If, during your time with us, you have a concern that cannot be resolved in discussions with your clinician, please ask your clinician for the opportunity to speak with his/her direct supervisor, who will listen to your concerns and facilitate a process to resolve them in an efficient and respectful manner. In the event that this too remains unsatisfactory, you have the right to share your concerns with our Director of Clinical Services, who can be reached by phone, fax or e-mail. Please call 506-382-4040 for additional details.

Comments and Suggestions

Peel is committed to providing high quality services and we strive for continuous improvement. Often suggestions for improvement come from our clients. When we ask for your feedback through our service quality survey process, please take a few minutes to let us know how we did. It is very important to us to learn how we might do better.

It is also nice to hear about the things we have done well and any positive contributions we have made in your life.

07-13



www.peelcc.org

Charitable Business No. 11908 7807 RR0001

PEEL CHILDREN'S CENTRE



PEEL
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It's about
HOPE



Introduction
to PEEL

Moncton
Residential
Treatment
Programs