



# Welcome to Ron Joyce Children's Health Centre (RJCHC)

We look forward to meeting you. Your care will be provided in-person or virtually. You can choose which.

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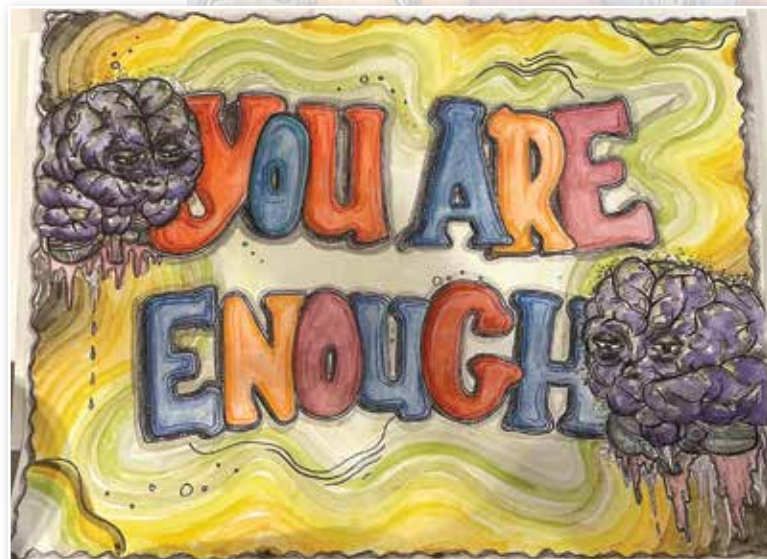
# Before your visit



Before we meet, we ask you or you and your family to complete a mental health questionnaire to get to know you and your family, if they're involved.

It's a lot of questions, but helps us to begin to understand and learn more about you and what we can do to help. We send a link to the questionnaires by email or text. The questionnaires take 20-30 minutes to complete. If you didn't get a chance to fill this out, we'll be asking you and your parent/caregiver to complete this on an iPad while you are in the waiting room.

If you have questions, please speak with Reception. If you have lost the link, call us at 905.521.2100, ext. 77621 and we will resend the email.



Leyda | Age 17 | Hamilton



# WHAT to expect at your first visit In-person at RJCHC



**First, you will be greeted by COVID screening staff** who are right inside the front doors. They'll ask you a few questions to ensure you have no COVID symptoms, ask you to sanitize your hands and give you with a mask to put on and you'll be on your way.

After screening please check in on the 1st floor at the Central Registration (CRS) desk just ahead on your right.

Then, take the elevator to the 3rd floor - Our Receptionist will welcome you and make sure you are in the right place.

When it is time for your appointment, your care provider will come to get you.

During COVID, we might have your appointment in a different location such as in our garden or in a room that is larger so we can physically distance.

## WHAT to bring checklist:

- ☐ **Ontario Health Insurance (OHIP) Card**  
(not needed for virtual care)
- ☐ **A list of medication** - current medication and dosage, as well as past medication, reasons for stopping medications (if applicable), and information about any vitamins or supplements you are taking.  
*Note that you can request this list free of charge from your pharmacy.*
- ☐ Any **previous documentation of assessments** or testing results from mental health treatment in the past you think might be helpful to us. This might include questionnaires or assessments you completed with a family doctor or at school.



## Virtual

**We will send you instructions about access to virtual care.**



# WHO will provide my care?



We are a team of health professionals and support staff who work together to support you based on your individual needs, whether you are cared for virtually or in-person. Your first visit will likely be with one or two staff. We will let you know who they are when you call to book your first appointment.

## You will be meeting with ONE or two of our team below:

- Social Workers
- Child and Youth Workers
- Early childhood educators
- Nurses
- Psychologists
- Psychiatrists
- Administrative Support
- Students- as a teaching hospital you may have psychology and psychiatry learners involved in your care with your permission

## Our Approach to Care

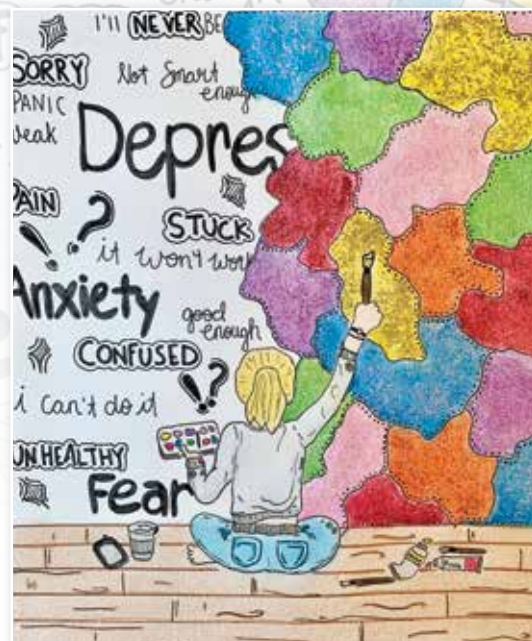
Compassion and caring is at the core of the services we provide to children, youth and parents/caregivers/families. We will work together with you to ensure you feel comfortable in care and establish a care plan with you that is suitable to your needs.

Recommendations for your care plan will be made over a few sessions - this is a collaborative process with you based on your hopes for service.

## Your healthcare provider will:

- meet with you/your child to learn about the difficulties that you are having. If you have family members with you, you can decide to let them take part in discussions.
- help everyone reach an understanding of you/your child's difficulties.
- make recommendations to best suit you/your child's needs.

As we are a teaching hospital, medical residents and students in health professions may also be involved in you/your child's care.



Anastasia | Age 17 | Milton



# HOW to make and cancel appointments:



**If you need to make, change or cancel an appointment,** please call our RJCHC Centralized Registration and Scheduling Desk (CRS) at 905.521.2100 ext. 44446 and they will help you.

We are mindful of life's uncertainties.

If you are experiencing challenges with attending a scheduled appointment and need to cancel or change your appointment, we ask that you please let us know as soon as you are able to and to please let us know how we can help. We ask that whenever you can, that you give us 24-48 hours' notice.

We do our best to provide an appointment time that is convenient. Please understand that there are many requests for an 'afterschool' time and we do our best to 'share' these preferred appointment times.



Lilly | Age 14 | Oakville



# HOW is the privacy of my information protected?



We take your privacy very seriously. We protect the privacy of your personal information, and we ask you for consent before we share your information with others. In some cases, someone else may be able to provide consent on your behalf. This will be discussed further during your first visit as we know you may have questions. We will discuss situations when you have the right to keep your information private from anyone you choose, including family members. We will also discuss situations when others might be able to access your information.

We also want caregivers to feel comfortable to share information. This information will be kept within your care team, unless we ask for further consent to share it.

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**There are times when privacy can't be maintained due to safety.**

## Reasons for this:

- 1 If a child under the age of 16 is being hurt or abused, or at risk of being hurt or abused
- 2 If anyone is in immediate danger of hurting themselves or someone else
- 3 If a regulated health professional is or has been sexually inappropriate with someone
- 4 If our documents were to be asked for by a court of law



Olivia | Age 13 | Wilsonville



# HOW we approach service Improvement & research



During services, we will ask you to complete short questionnaires about how you are doing. This information helps us keep track of how things are going during service and work out how best to support you.

## Using information to improve services

Sometimes, we group your data together with data from other youth and families to look at how well our services are doing overall. When the data is grouped, any identifying information (name, address, date of birth) is removed so no-one can tell whose data it is. Your information helps us to improve our services and respond better to the need of children, youth and families in our community.

## Research

Research is an important part of the work we do. Through research we can learn more about the experiences of children, youth and families and how best to help. We will ask you whether you and your family would like to be involved in current or future research. You can decide whether or not to take part in research. Your decision will not impact your care in any way.



Gillian | Age 14 | Waterdown



# WHERE is RJCHC?

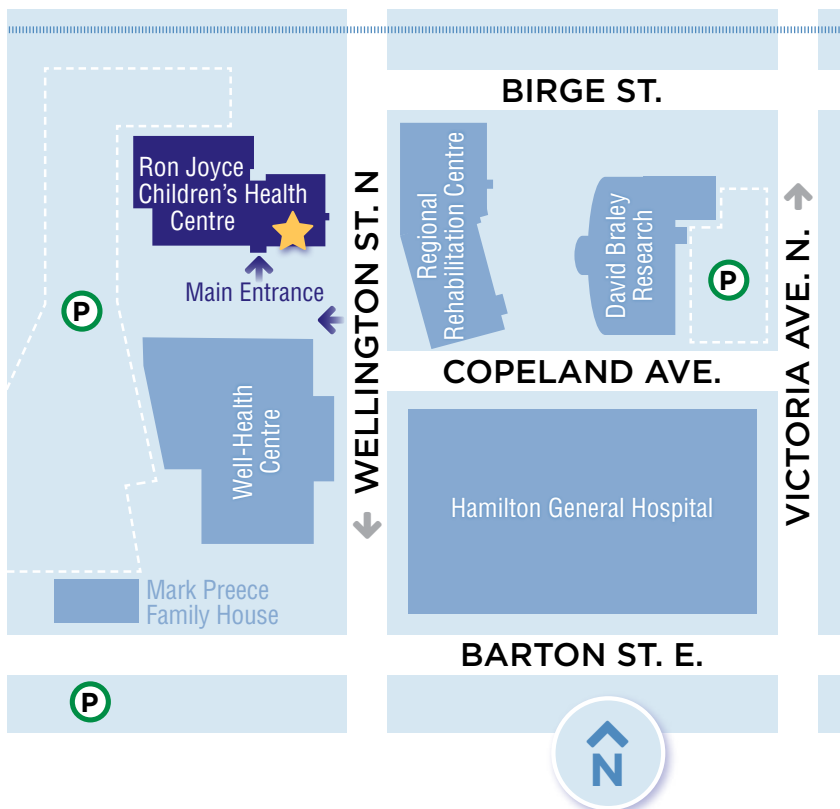
Our program is open Monday to Friday between 9:00 a.m. - 5:00 p.m.

The building is closed weekends, and holidays.

**How to get to RJCHC and On-site Paid Parking information** <https://www.hamiltonhealthsciences.ca/mcmaster-childrens-hospital/about-us/our-locations/ron-joyce-childrens-health-centre/>

**If you are lost, please call** 905.521.2100, ext. 77621 and our CYMHP Receptionist will help you.

Free street parking or paid metered parking on the streets nearby are available. Bus routes are nearby. Parking meters and City of Hamilton parking lots are also nearby.

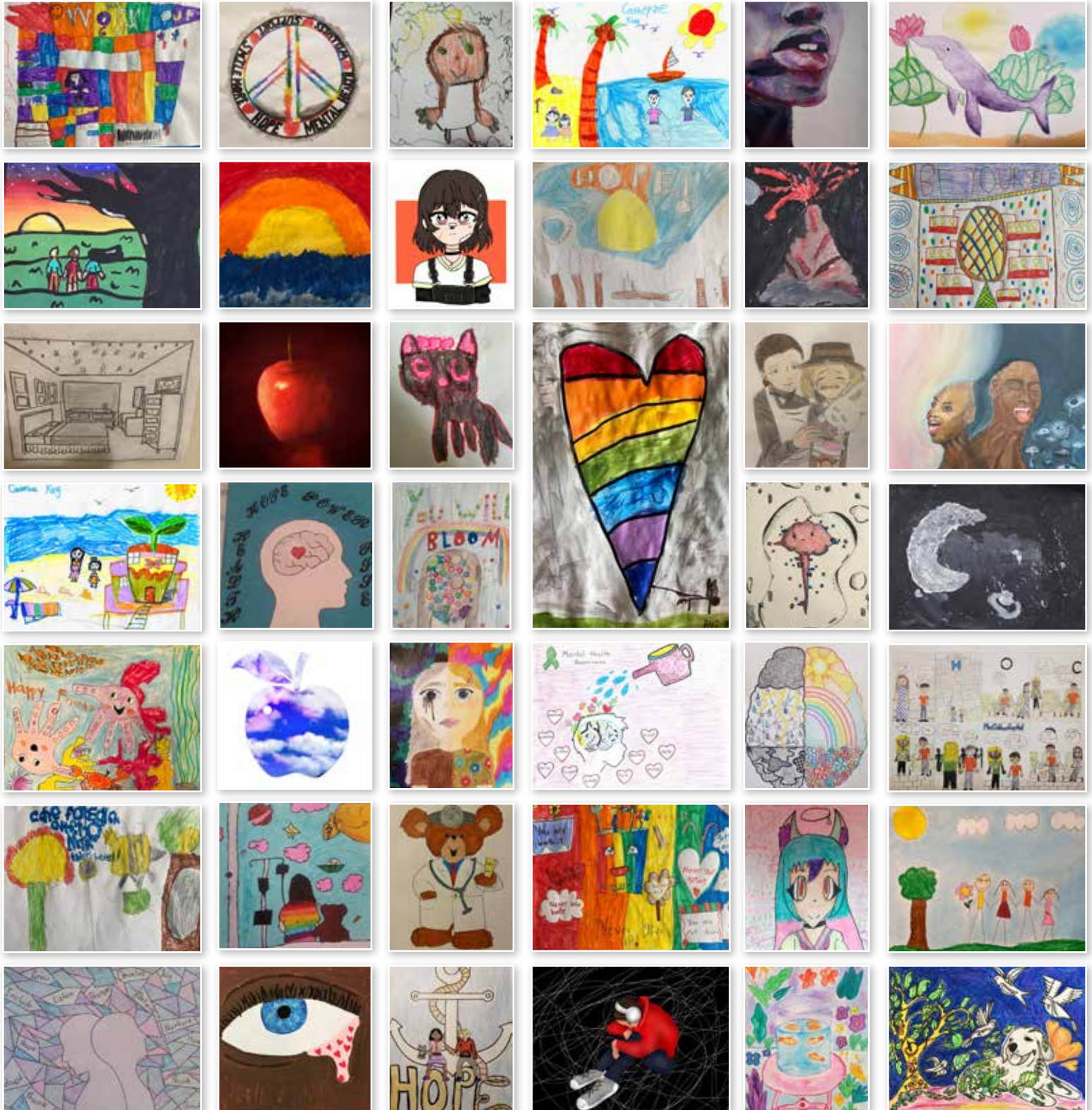


We are grateful to the **Lynwood Charlton Centre (Hamilton's Lead Agency) Youth and Family Engagement** teams for co-creating all of this information. Youth and families living with mental health challenges see our system from perspectives that are unique. Their experiences helped to shape this document and we are thankful for their honesty, their input and their collaboration. It was a shared journey of learning for all participants.



We would like to sincerely thank all of the children and youth who submitted artwork that captures the themes of mental health, wellness, hope and support to the McMaster Children's Hospital's Child & Youth Mental Health Program Art Contest in March 2021. We received almost 200 entries! The 5 winners are featured in this Welcome Package and we wanted to share some of the additional entries.

**We appreciate all of the time and effort that was clearly demonstrated in creating your art work that captured these themes!**





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