

  
**Addiction Services**  
*of Thames Valley | Services de toxicomanie de Thames Valley*

# Client Orientation Handbook



@adstv\_on



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Of Thames Valley



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## *Vision Statement*

Limitless possibilities through freedom from addiction.

## *Mission Statement*

Igniting hope and fostering change with those affected by addiction.

## *Philosophy Statement*

Individuals with substance use, gambling, other behavioural concerns, and/or mental health concerns can achieve recovery in their lives. Through education and client-directed treatment, individuals can live meaningful lives in their community while striving to achieve their full potential.



# Addiction Services

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## Client Orientation Handbook

### Table of Contents

Welcome to ADSTV	Page 2
Client Code of Conduct	Page 3
Client Bill of Rights	Page 4
Privacy Policy	Page 5
Confidentiality Policy	Page 7
Your Feedback Matters	Page 8
Complaint Process	Page 8

Addiction Services of Thames Valley  
200 Queen Street • Suite 260  
London, ON N6A 1J3  
Phone 519-673-3242 • Fax 519-673-1022

# Welcome to ADSTV

You may learn more about our programs and services on our website [adstv.ca](http://adstv.ca)

Office hours vary by location. Visit our website at [adstv.ca](http://adstv.ca) for details. You may also contact our reception at 519-673-3242. Follow the prompts to reach the appropriate contact.

If you need to cancel/or reschedule an appointment, please call your counsellor at their extension or leave a message at 519-673-3242 x 222.

Please follow us on Facebook, Twitter and Instagram – for inspiration, information and service updates:

[facebook.com/AddictionServicesOfThamesValley](https://facebook.com/AddictionServicesOfThamesValley)

[twitter.com/ADSTV\\_ON](https://twitter.com/ADSTV_ON)

[instagram.com/adstv\\_on/](https://instagram.com/adstv_on/)

Your feedback about our service is always welcome – complaint or compliment. Verbal, written or emailed communications are welcome. See page 8 for information on how to submit feedback.

## Additional Community Services:

- [Reach Out Crisis Services](#) 519-433-2023 or toll free at 1-866-933-2023. They can help you with next steps if you are experiencing an addictions or mental health crisis.
- [Walk In Mental Health & Addictions Crisis Centre](#) at 648 Huron Street in London near Adelaide Street and Huron offers walk in crisis assessment and support.
- If you are in medical distress go to the nearest emergency department or call 911.
- If you are in withdrawal please contact the [Withdrawal Management Centre](#) at (519) 432-7241.
- [Connex Ontario Health Service Information](#) is available by phone or web chat [www.connexontario.ca](http://www.connexontario.ca).

# Client Code of Conduct

- Please respect the confidentiality of all persons you may encounter here.
- Allergy Alert: please do not wear or use any scented products.
- Violent language or behaviours are not acceptable. Please attempt to use non-offensive language.
- Weapons of any kind are absolutely prohibited.
- Turn off your cell phone while you are in this agency.
- Do your best to attend free of mood-altering substances.
- Children are welcome here. Parents/caregivers are responsible for the care of their children.
- Keep your belongings with you at all times.
- Show respect for all persons regardless of age, race, colour, sexual orientation, gender, ethnicity, or spiritual practices.
- No smoking or vaping is permitted inside or within 10 metres of the building.
- Do not dispose of needles or used drug equipment in public places. A staff member can assist you with safe disposal.

The following activities may create risks or triggers for others in the agency, and may result in a request for you to leave the building:

- Any gambling activity e.g. scratch and instant win tickets, placing bets.
- Video gaming, including cell phones and handheld games.
- Attempting to obtain substances or offering to share or sell substances.
- Using substances, including medical marijuana, while on site at ADSTV.
- The wearing of clothing that promotes or displays gambling, substance use, gaming, violence, or offensive language or images.
- Discussion about substance use, gambling or gaming in the reception area, washrooms and hallways. Please save these discussions for your time with your counsellor.

# Client Bill of Rights & Responsibilities

You have the right:

- To have your personal information kept confidential and secure.
- To receive service takes into consideration your unique needs and preferences and that your care respectfully acknowledges your individuality, family, friends and community and personal needs including, but not limited to ethnic, spiritual, social, linguistic, cultural, gender, financial, special needs, and age or life stage
- To understand your options.
- To be involved in decisions regarding your treatment.
- To define your circle of care and direct services and service providers to the extent to which family members and other service providers will be informed of and/or involved in your treatment.
- To be able to voice concerns and recommend changes without fear of negative consequences.
- To express your feelings in an appropriate manner.
- To be supported during your journey along the stages of change in a non-judgmental manner.
- To make your own decisions by giving informed consent to treatment.
- To receive quality treatment from a service that operates according to best practices, standards and evidence-based information in the addictions field.
- To be informed about the complaint process of ADSTV.
- To review your personal file following the policy of ADSTV.
- To be free from harm at ADSTV.
- To refuse or discontinue service/support/treatment within the limits set by your service agreement at any time without impacting your future relationship with ADSTV
- To have input into shaping programs and services to help improve our ability to support individuals

Your responsibilities are to:

- Treat all peers, employees, students, and volunteers respectfully.
- Be on time for appointments or call to reschedule in a timely manner.
- Provide consent when you want your information shared.
- Be an active participant in your treatment plan (i.e. goal setting).
- Seek clarification when you don't understand.
- Give reasonable notice for any written documentation you may require for your employer, probation officer, court hearings, etc.
- Tell us if your contact information changes so we can contact you.
- Inform your counsellor if you are ill so alternate arrangements can be made to help minimize the transmission of illness to others.
- To express your feelings in an appropriate manner.
- Follow and respect the code of conduct of ADSTV.

## Privacy Policy

*ADSTV is committed to protecting the personal information of our clients. ADSTV has policies and procedures in place to protect our clients' right to privacy. There are a variety of policies that relate to clinical files, limits of confidentiality, breaches of confidentiality and for our website.*

ADSTV upholds your right to the protection of privacy and asks for consent to obtain personal information. The entire Privacy Policy is available for all clients and members of the community to access on our website at [adstv.on.ca/our-privacy-policy/](http://adstv.on.ca/our-privacy-policy/). You can ask about our privacy policies and practices, and a staff member will respond within a reasonable period of time. Below is a summary of ADSTV's Privacy Policy.

## Details

ADSTV is responsible for the information it holds about you and has policies about the confidentiality and protection of this information. ADSTV collects information about you so that we can provide health care and services, as well as meet our reporting and legal obligations. ADSTV will not use your personal information for purposes other than care or services to you, for evaluation, or for managing and planning of services, unless you specifically agree or unless we are required by law.

We work in a team model where counsellors, case managers, social workers, community workers, medical staff, and a variety of skilled staff are part of providing high quality services to you and to the community, and thus relevant information about you may be shared among staff members of our organization to be able to help you most effectively.

We ask for consent (agreement) to collect, use and share personal information. You (or your legally authorized representative) will sign an agreement about how we can use your personal information. You have the right to choose for whom you would like to give consent. It is your right to refuse to provide consent that would allow a counsellor to share personal health information in some cases, and to revoke consent. There may be times when you are not comfortable sharing certain information, and you can choose to restrict access to certain parts of your personal health information. We will also seek your consent to communicate with you electronically and to provide services via videoconferencing based on your needs and preferences.

You have a right to know what personal information we hold about you, and you can ask to see your records. You are able to review your record in the presence of an ADSTV employee. You can request a correction of information or obtain a copy of your record. You can request assistance in interpreting your record.

You can contact ADSTV's Privacy Officer, Heather Elliott, directly at 519-673-3242 ext. 242 or via email at [privacy@adstv.ca](mailto:privacy@adstv.ca) with requests to see your file or any privacy related concerns.

## Confidentiality Policy

*Addiction Services of Thames Valley has legal obligations to protect the confidentiality of all people served.*

ADSTV is governed by the Personal Health Information Protection Act (PHIPA), 2004 PHIPA governs the collection, use, and disclosure of personal health information within the health sector. ("Personal Health Information" means identifying information about an individual in oral or recorded form. "Identifying information" means information that identifies an individual or for which it is reasonably foreseeable in the circumstances that it could be utilized, either alone or with other information, to identify an individual). Below is a summary of ADSTV's Confidentiality Policy.

### Details

It is important that you understand your rights upon receiving and signing the "Confidentiality Form". You will have confidentiality and limits to confidentiality explained by an ADSTV employee, and will have the opportunity to ask any questions or concerns. If you refuse to sign a confidentiality form, staff will explore the barriers and attempt to resolve them. If you do not agree to sign the "Confidentiality Form" you may be redirected to other services.

Your information is stored on a secured, encrypted database. Any information that is collected on paper will be scanned and uploaded to your electronic file in our database and will then be shredded. Only ADSTV staff may access this database. All provincially mandated screening and assessment tools you complete may also be uploaded to the Integrated Assessment Record unless you do not consent to this. All your information that is not able to be

immediately scanned and uploaded to the agency database will be kept in a secured, locked location, which is only accessible by the ADSTV staff member.

## Your Feedback Matters

We invite feedback about our programs and services from clients and stakeholders at regular intervals. Formally, we use the Ontario Perception Of Care Tool for Mental Health and Addictions – a standardized process by which many services gather information. This is a survey format.

Informally you may provide constructive feedback to any staff person verbally, in written format, via email [feedback@adstv.ca](mailto:feedback@adstv.ca). We like to know what we do well and what we can do better!

## Complaint Process

*All ADSTV staff members are expected to provide services to the best of their ability and within the standards set out by ADSTV. At times, you, as a client, may not be satisfied with the service you receive. It is important that you have a process by which you can bring your concerns forward and to help rectify an unsatisfactory situation.*

You have a right to complain about the care or services you have received through Addiction Services of Thames Valley. A complaint may be made in person, by telephone, email and/or in written format. You can submit a complaint at any time to [complaints@adstv.ca](mailto:complaints@adstv.ca)

The Client Complaint Process is available for review on our website. A copy of the Client Complaint Policy may be provided to any person on request. On the following page, there is a summary of the Complaint Procedure.

## Procedure

### **Informal Complaints:**

1. You or community members acting on your behalf can share your complaints with the staff that you are dissatisfied with or to their supervisor. If you prefer, the supervisor or the Manager (of Quality Improvement & Professional Practice) can become involved immediately. They will then notify the Manager of Human Resources of the complaint.
2. The staff is notified of the complaint and usually the concern can be resolved by the supervisor or Manager acting as a liaison between you and the staff.
3. If the issue is not resolved to your satisfaction, the Manager reports in writing to the Executive Director. The Executive Director may assess the need for an impartial review of the complaint by an independent expert. Based on this review and recommendations, a decision will be reached regarding the complaint and this will be communicated to you. The Executive Director will be responsible for contact and follow-up with you.

Please note the following:

1. The Executive Director reports complaints monthly to the Board of Directors.
2. It is up to you to take further action if you are not satisfied with the outcome.

### **Procedures for Formal Complaints:**

When a complaint cannot be resolved informally, the following process will take place:

1. The complaint will be forwarded by the supervisor of the staff involved. They will respond in writing to the Manager (of Quality Improvement & Professional Practice) within 5 days. A letter of acknowledgment is forwarded to you within 48 hours.
2. The Manager informs you of the response of the staff. If the issue is not resolved, the Manager will follow the complaint procedure above by reporting to the Executive Director.
3. If there is evidence to indicate possible professional misconduct,

incompetence or incapacity, a member of Leadership or Management, if applicable, will inform the staff member of their right to legal advice.

4. Following legal advice, the Manager of Human Resources will consult with the Executive Director who will decide how to proceed with further investigation of the allegations.

5. In the event the incident calls into question the ability of the staff to function competently, the person may be suspended from work by the Manager of Human Resources.

6. If the Board of Directors receives the complaint directly from the complainant or through the reporting structure in place through executive reporting; the Chair of the Board of Directors will contact the complainant within seven (7) days of receiving the complaint and a meeting if required will be scheduled within fourteen (14) days.

If the outcome is the termination of employment or placement the Manger of Human Resources and Manager of Quality Improvement & Professional Practice shall prepare a report and forward it within thirty days to the appropriate professional college if it applies.



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