

For more Information...



Information & Privacy
Commissioner of Ontario

1-800-387-0037
www.icp.on.ca

Ontario Personal Health
Information Protection Act

<https://www.ontario.ca/laws/statute/04p03>

Children's Mental Health Ontario

www.kidsmentalhealth.ca

Ministry of Children & Youth Services

1-866-821-7770
www.children.gov.on.ca



Our Mission Statement

"Strengthening Children and Families
for a Better Future"

Aspiration Statement and Values

CKCS is an accredited multi-service agency that responds to the unique dynamics of our families. We support the well-being and safety of our children and their families through evidence-based practices and collaboration with community partners. Together, CKCS employees strive to foster an environment that encourages positive growth, professional development, and progressive change.

Together with our Community

CKCS CREATES:

- C**ollaboration
- R**espect
- E**quality
- A**ccountability
- T**rust
- E**mpowerment of families
- S**upport

CKCS has been recognized by the Canadian Centre for Accreditation as having achieved established CCA standards for quality in governance, management, and child & youth mental health services.

Accredited by
Canadian Centre
for Accreditation



Agréé par
Centre canadien
de l'agrément

Mental Health & Developmental Services

CLIENT RIGHTS



Chatham-Kent
Children's Services

Services pour les enfants
de Chatham-Kent

(519) 352-0440

www.ckcs.on.ca

**495 Grand Ave. W.,
Chatham, ON N7L 1C5**

As a Client of Chatham-Kent Children's Services, you have the following Rights:

To Make a Complaint

We want to provide you and your family with the best possible service. If there is a problem, we want to know about it and solve it as quickly as possible. The best way to do this is for you to:

- 1) Discuss the problem with your Worker.
- 2) If you are not satisfied, you are welcome to contact your Worker's Supervisor; the Director of Service; or Executive Director.
- 3) If you are still not happy, you may make a formal complaint in writing. Include the details of your experience, specific dates, and the names of persons involved, and submit to CKCS Executive Director.
- 4) Within 21 days of receiving your written complaint, a Formal Review Panel will be held to resolve the issues.

To Privacy & Confidentiality

CKCS ensures our policies meet or exceed the legal privacy standards established by the relevant legislation, standards and guidelines. With very few exceptions, we do not share personal information without your written consent. Ask your Worker about the "Limits of Confidentiality."

To be Treated with dignity and respect
and without discrimination

To a Safe and secure
service environment

To Participate in voluntary service &
To Terminate voluntary services at any time.