

Q&A

How much does it cost? All of our services are **FREE!** For all children, ages 0-17, living in Chatham-Kent.

Who can make a referral for service? Parents/guardians usually refer their children, ages 0-17 years, for service. Youth aged 12 and older can refer themselves, with—or without—parent consent (although family support is always encouraged). Community partners (such as doctors, teachers, etc.) can also refer a child/youth—but only with the family's permission.

Does CKCS offer French-language services?
Yes! Just ask.

How long do I have to wait to see a Counsellor? It depends—Different programs have different wait-times. If your child/youth is currently experiencing a crisis, a STAT Worker will contact your family within 24 hours. CKCS also offers a Walk-in Clinic—no appointment required! For dates/times, call 352-0440 (Press 2).

It's hard for me to get to Chatham. Does CKCS offer service in my neighbourhood?
Yes! Service is provided at our Main office in Chatham; as well as Outreach offices in Wallaceburg, Ridgetown, Tilbury, and Blenheim. We can also discuss meeting at your school, library or other suitable location. Day-time and evening appointments are available.



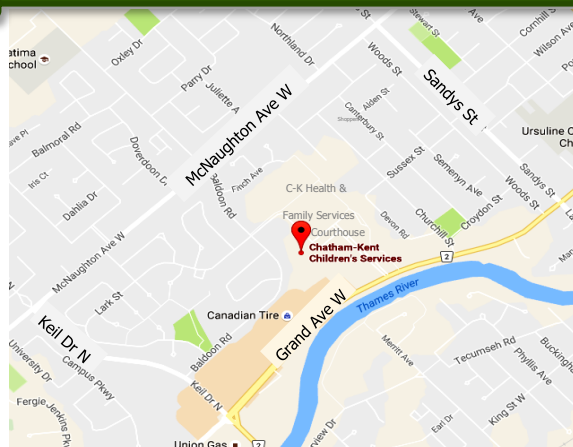
Client Rights

To participate
in voluntary
service

Privacy &
Confidentiality

Complaints
policy

"Strengthening Children & Families
for a Better Future"



**Main office: 495 Grand Ave. W.,
Chatham N7L 1C5**

Outreach locations near you!

Accredited by
Canadian Centre
for Accreditation



Agréé par
Centre canadien
de l'agrément

Child & Youth Mental Health Services

**FREQUENTLY
ASKED QUESTIONS
& Answers**



**Chatham-Kent
Children's Services**

Services pour les enfants
de Chatham-Kent

(519) 352-0440 (Press 2)

www.ckcs.on.ca



Parents/guardians, Youth, and Community partners may call with questions or concerns or to refer a child or youth (ages 0-17) for Mental Health & Developmental Services.

In discussion with the family and based on provided information, including a detailed Intake questionnaire, the family is recommended to the following service(s) that best match their needs and urgency...



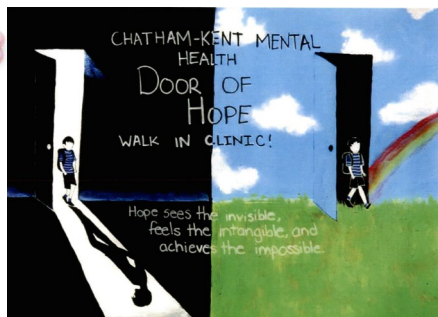
"How do I get started?"

Step
1

**Call CKCS Mental Health Intake:
(519) 352-0440 (Press 2)**



CKCS Walk-in Clinic... Because sometimes a single session is all you need!
No appointment required!



Call for dates/times: 352-0440



CKCS offers a Continuum of Service & Treatment options:

- ✓ Crisis Support
- ✓ Counselling & Therapy
- ✓ Family/Caregiver Capacity-building & Support
- ✓ Specialized Consultation & Assessment
- ✓ Intensive Treatment Services
- ✓ Brief Services

Evidence-based Intake assessment tools determine which of CKCS' offered program(s) best respond to the child/youth's mental health problems.



Moving on Mental Health

A new initiative under the **Ministry of Children & Youth Services** designed to improve the way child and youth mental health services are delivered in Ontario:

- ★ SEAMLESS
- ★ TRANSPARENT
- ★ ACCESSIBLE
- ★ COMMUNITY-BASED
- ★ RESPONSIVE
- ★ CONSISTENT



Children/youth and their families play an important & active role at every step of the way in our strength-based programs.

Case closure is *planned*—according to progress and achievement, existing client needs, transitional support, and plans for follow-up.

