

As a client of Linck, you have the following rights

To participate in voluntary services and to terminate services at any time

Treatment can only be provided with your informed consent. Your worker will invite you to be an active participant in making decisions about the services you receive, including the right to refuse or discontinue service or support at any time.

To a safe and secure service environment

You have the right to a healthy and safe environment that will ensure your physical and mental health or well-being. Linck staff will take all reasonable measures to always ensure the safety of clients during service delivery.

To be treated with dignity and respect and without discrimination

At Linck we value all children, youth, and families. We are committed to offering a welcoming, supportive environment for all individuals who encounter our services and staff. Services will be provided in a manner that respects the dignity, independence, and self-determination of the individual.

To Privacy & Confidentiality

Linck 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 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:

- Discuss the problem with your worker.
- If you are not satisfied, you are welcome to contact your Worker's Supervisor; the Director of Service; or Executive Director.
- If you are still unhappy, 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 Linck Executive Director.
- Within 21 days of receiving your written complaint, a Formal Review Panel will be held to resolve the issues.



For more Information

Information & Privacy Commissioner of Ontario

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

Ontario Personal Health Information Protection Act

www.ontario.ca/laws/statute/04p03

Ministry of Children & Youth Services

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

Ministry of Health

<https://www.ontario.ca/page/health-care-ontario>

Children's Mental Health Ontario

www.kidsmentalhealth.ca

Strong connections for a better future

Aspiration Statement and Values

Linck 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, Linck employees strive to foster an environment that encourages positive growth, professional development, and progressive change.



Client Rights

Together with our Community, Linck CREATES:



Our Vision

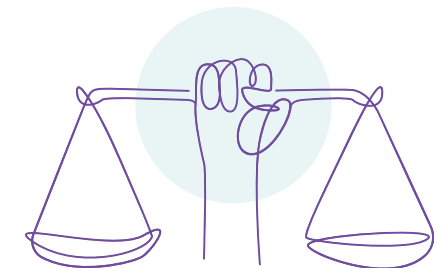
Progressive improvements to well-being and safety for children, youth, and their families.

Accredited by
Canadian Centre
for Accreditation



Agréé par
Centre canadien
de l'agrément

Linck has been recognized by the Canadian Centre for Accreditation as having achieved established quality standards in governance, management, service delivery.



Mental Health and Developmental Services

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