

Welcome

Huron Community Mental Health Services and the Huron Outreach Eating Disorder Program are outpatient programs of Alexandra Marine and General Hospital. Our offices are throughout Huron County and virtual services are also provided. If you are thinking about connecting, you can self-refer by calling **519-524-8316 or 1-877-695-2524**, or ask one of your health care providers to assist you with the referral.

The Huron Perth Helpline and Crisis Response Team is a 24-hour service, please call 1-888-829-7484 if you are experiencing a mental health crisis.

Eligibility for Services

Huron Community Mental Health Services welcomes individuals 16 years of age and over seeking treatment for their mental health.

Huron Outreach Eating Disorders Program welcomes adolescents 12 -17 years of age accompanied by their parent/guardian as well as adults 18 years of age and over.

Services and Treatment

After you have completed your referral, you will meet with a clinician and participate in an assessment appointment where a client centred approach will be used to establish a treatment plan, working towards your mental health goals using evidence based practices. Please ensure you have a complete list of all of your medications and your health card when you arrive at your first appointment.

Treatment will be provided through virtual or in-person appointments/groups to help you build skills and coping strategies to improve your mental health and wellness. Prior to discharge, we will help you create an individualized relapse prevention plan to support your continued mental health and wellness.

As we build your circle of care, your treatment may involve collaboration with other agencies or health care providers to meet your mental health and wellness goals.

Safety is everyone's responsibility. Aggression will not be tolerated and will result in the cancellation of your appointment. Attending your appointment

under the influence of alcohol or substances will result in cancellation of that appointment.

If you have a fever, vomiting, diarrhea or are feeling unwell, please call your clinician so your appointment can be rescheduled. You must be 48 hours free of symptoms to return for an appointment.

Your Personal Health Information

To provide you with quality health care, we collect both personal and health information from you or the person acting on your behalf. Your legal name, date of birth, address, and health card number are examples of personal information. Your health history, a record of your visits to the hospital and what health care we provided to you during those visits are examples of your health information.

Confidentiality

Confidentiality means respecting the privacy of all individuals. Your participation in any of our programs, either virtual or in person, requires you to keep confidential all information you might learn about anyone else. This includes names, groups attended, information shared etc. Taking photos, screen shots, or any audio or video recordings is prohibited. A breach in confidentiality is taken very seriously and will result in a meeting to determine if you are eligible to continue with our services.

Professionals have a duty and legal requirement to report to the proper authorities where there is a serious concern for your safety or that of others.

Electronic Devices

In-person appointments or groups require all electronic devices to be turned off when you enter the building.

When participating in virtual appointments or groups only have the electronic device that you are connecting to the appointment with you. Please do not access any other devices during the appointment or group.

If you have a special circumstance, please speak with your clinician.

Safety

- Smoking and vaping are not permitted on any of the HCMHS properties
- Environmental sensitivities require products that are heavily scented to be avoided
- Please advise staff if you have a life threatening allergy
- Hand sanitizers are available and are to be used upon entering the building
- Falls Prevention: includes wearing appropriate footwear, informing staff if you notice any falls or tripping hazards or any other safety concerns

Loss or Damage to Property

Please don't bring anything valuable to your appointment. Alexandra Marine & General Hospital will not be responsible for any lost or stolen items.

We welcome feedback from clients, their family and our community and encourage you to complete our on-line surveys or ask for a paper copy from your clinician.

[Client Satisfaction Survey](#)

[Outpatient Mental Health Collaborative Care Survey](#)

[Discharge Information Sheet](#)

If you have a serious concern or a complaint, please speak to the Manager of HCMHS and the ED program by calling **519-524-8316 ext. 5751**.