



Parents

WHAT TO EXPECT FROM
Child and Youth Mental Health
(CYMH) Services





WHEN YOU HAVE CONCERNS ABOUT YOUR CHILD'S OR YOUNG PERSON'S MENTAL HEALTH YOU ARE NOT ALONE.

Mental health concerns are very common, so common that they affect at least one in five children and youth. We'd recommend first contacting your local Child and Youth Mental Health (CYMH) services office. If you're not sure how to find one or who to contact, you can keep reading for more information or speak with your family doctor or a doctor at a walk-in clinic.

WHAT TO EXPECT FROM CHILD AND YOUTH MENTAL HEALTH (CYMH) SERVICES

CYMH is part of the BC provincial government's Ministry of Children and Family Development (MCFD). CYMH is part of the BC provincial government's Ministry of Children and Family Development (MCFD). Offering culturally safe and inclusive services for both Indigenous and non-Indigenous children, youth and their families, as well as teams and contracts throughout the province that provide specialized services.

Your local [CYMH Office](#) offers a range of free and voluntary mental health services and supports for children and youth up to the age of 19 and who are experiencing moderate to severe mental health concerns. These services can include things like counselling, education or referrals to other specialized programs and resources.

WHAT WILL HAPPEN AT A CYMH WALK-IN INTAKE CLINIC?

- You don't need a referral to see an intake counsellor or visit a walk-in intake clinic.
- Contact the CYMH office in your area and find out what day/time the walk-in intake clinic is available.
- Drop-in to the walk-in intake clinic during clinic hours.
- You and/or your child/youth will be asked to fill out some paper work before seeing an intake counsellor.
- You will then speak with an intake counsellor who will ask about your concerns. Sometimes children and youth want their parents in the room during intake and sometimes they want to speak with the intake counsellor on their own. This will depend on the age and concerns of your child/youth.

FOR ASSISTANCE LOCATING CYMH INFORMATION, the nearest CYMH team and locations in your area of BC, CALL 811 or visit:
gov.bc.ca/ChildYouthMentalHealth

FOR WALK-IN CLINIC LOCATIONS ACROSS BC, visit:
gov.bc.ca/ChildYouthMentalHealthIntakeClinics

If your child is experiencing suicidal thoughts or are harming themselves or others CALL 911 or immediately go to your nearest emergency department. For 24/7 Mental Health support CALL 310-6789 (no area code required) from anywhere in BC.

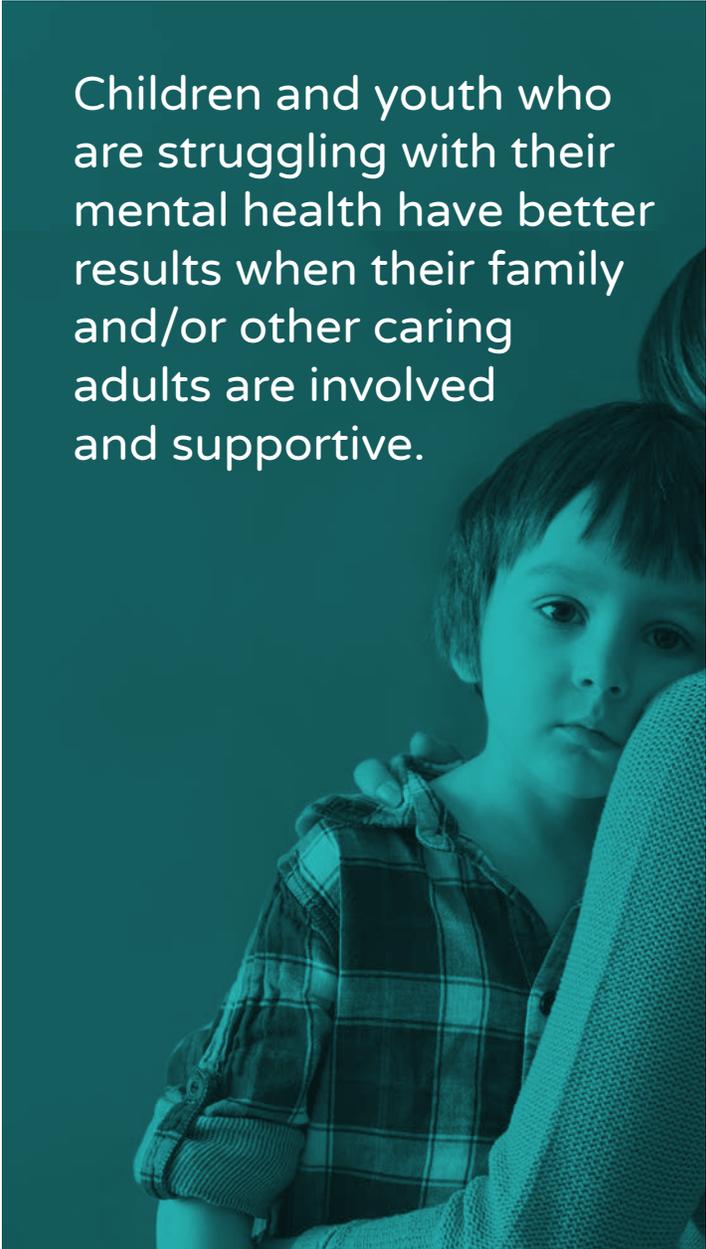
WHAT WILL HAPPEN AT A CYMH WALK-IN INTAKE CLINIC? CONTINUED

- The intake counsellor will ask a lot of questions and might have you and/or your child/youth to fill out more paperwork. This is to help them get an idea of where your child/youth is at right now and what kind of support they might need.
- At the end of the session, the intake counsellor will give you or your child/youth information on next steps and what to expect.
- The intake counsellor your child sees during the intake likely won't be the same counsellor they will be assigned to.
- There might be a waitlist for services, or your child/youth might be referred/redirected to community programs or specialists that may be more appropriate.
- If the intake counsellor has serious concerns about your child's safety or a medical concern, they may ask you to go to the hospital. If this is the case, you and your child/youth will be supported in every step of the way.
- If the intake counsellor thinks CYMH services are a good fit for your child/youth, they may be put on a waitlist. The timing for their first appointment will depend on how serious the concerns are, the services available, and the current wait-time. While children and youth with a greater degree of need will be seen first, no child or youth will leave without having a support plan in place.
- If the intake counsellor thinks other services in your community might be a better fit for your child/youth, they will discuss that with you and/or your child/youth and then make a referral or provide you with all the information you need to be able to make a referral on your own.

THE DOOR IS ALWAYS OPEN AT CYMH. If your concerns get worse, you can always give us a call and come back.

WHAT HAPPENS ONCE MY CHILD/YOUTH IS MOVED OFF THE WAITLIST?

- Once your child/youth has been moved off the waitlist they will be assigned a counsellor. On their first visit, the counsellor will gather additional information and talk about treatment options. These could include individual,



Children and youth who are struggling with their mental health have better results when their family and/or other caring adults are involved and supportive.

family or group counselling. If they end up being seen by a psychiatrist, then there may also be medication prescribed as part of treatment. Medication is only prescribed through a doctor or a psychiatrist.

- Your role as a parent/caregiver is valuable and where possible it would be important you are involved in the process, as children and youth who are struggling with their mental health have better results when their family and/or other caring adults are involved and supportive.
- The counsellor will work together alongside you and your child/youth. They will practice respect, non-judgment and kindness when communicating.
- Once your child/youth has been moved off the waitlist

WHAT HAPPENS ONCE MY CHILD/YOUTH IS MOVED OFF THE WAITLIST? CONTINUED

they will be assigned a counsellor. On their first visit, the counsellor will gather additional information and talk about treatment options. These could include individual, family or group counselling. If they end up being seen by a psychiatrist, then there may also be medication prescribed as part of treatment. Medication is only prescribed through a doctor or a psychiatrist.

- Your role as a parent/caregiver is valuable and where possible it would be important you are involved in the process, as children and youth who are struggling with their mental health have better results when their family and/or other caring adults are involved and supportive.
- The counsellor will work together alongside you and your child/youth. They will practice respect, non-judgment and kindness when communicating.
- If things in your child/youth's life changes or their challenges increase while they're on a waitlist, call the CYMH office and let them know. Services could be started sooner.

OTHER THINGS TO NOTE

- The counsellor might talk with other professionals about your child/youth's care. Before any information is shared, the counsellor will ask you and/or your child/youth's permission and will explain the reason for the information sharing.
- Youth can access services at CYMH without a parent/caregiver's permission and there are confidentiality/privacy laws that may not allow counsellors to share any information with parent/caregiver(s).
- You should ask questions. It is important you are very clear in the service your child/youth is accessing. Don't hesitate to say something if you don't understand or need more information.

HELPFUL RESOURCES AND SUPPORT

FAMILYSMART PARENT & YOUTH IN RESIDENCE are young people and families with lived experience in child and youth mental health. They provide peer support, information, system navigation, and helpful resources.

phone: 1.855.887.8004

web: familysmart.ca/program/parent-youth-in-residence

KELTY MENTAL HEALTH RESOURCE CENTRE

A provincial resource centre that provides mental health and substance use information, resources and peer support to children, youth and their families from across BC.

phone: 1.800.665.1822

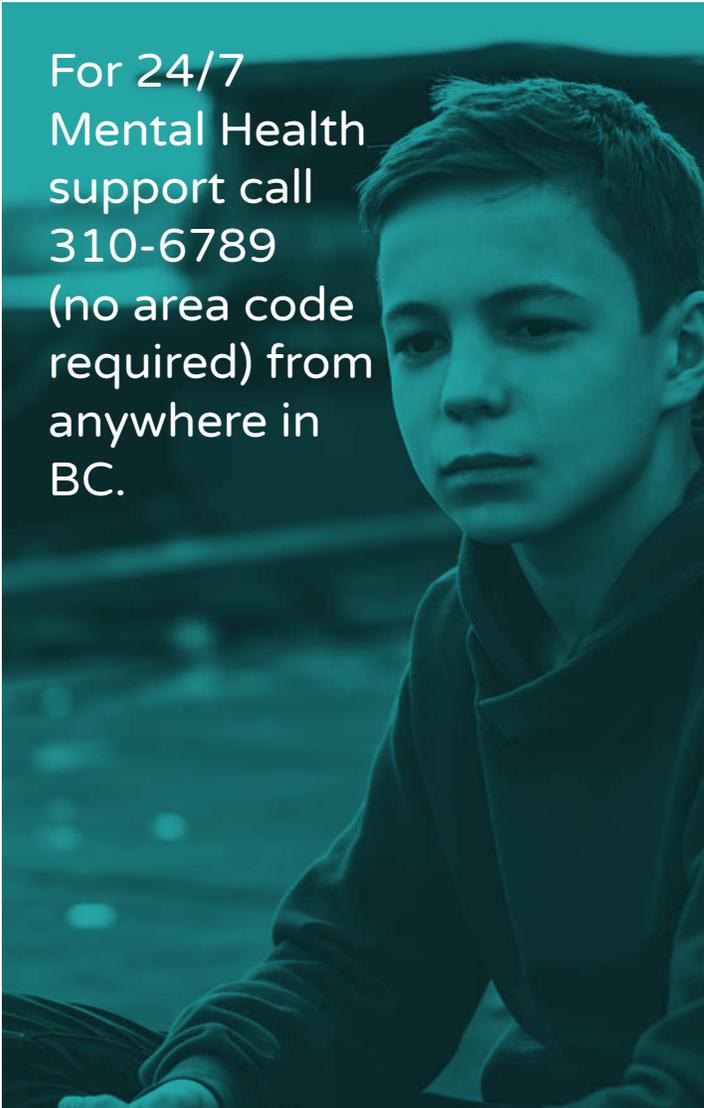
web: keltymentalhealth.ca

HERE TO HELP BC

A comprehensive resource website of the BC Partners for Mental Health and Addictions Information.

web: heretohelp.bc.ca

YOU CAN ALSO CALL 811 FOR ADDITIONAL HELP finding a CYMH office in your area.



For 24/7
Mental Health
support call
310-6789
(no area code
required) from
anywhere in
BC.