

The Squeaky Wheel Primer

has been brought to you by the following dedicated individuals and supportive organizations:

- Canadian Mental Health Association
Peterborough Branch
- Schizophrenia Society of Ontario –
Peterborough/Durham Region
- Schizophrenia Clinic – Peterborough Regional
Health Centre
- Mental Health Services-Peterborough Regional
Health Centre

A special thanks to Stacy Quigley & Cheryl Covert – for perseverance in bringing the Squeaky Wheel to the community of Peterborough following the outline originally developed in Vancouver, Burnaby and Richmond, British Columbia

Introduction

Mental health is maintained by balancing various aspects of our lives as depicted by the wheel on our cover.

| | |
|--------------------|---------------------------|
| Spirituality | Family |
| Social | Mental |
| Financial | Physical |
| Leisure/recreation | Having a sense of purpose |

Mental health consumers/survivors along with all members of society must struggle with finding the right nuts and bolts to mental health.



The Squeaky Wheel Primer provides mental health consumers, their families and caregivers with the necessary tools to fine tune their search for important information and services available in Peterborough.

Introduction

How to use this guide

We have kept **the Squeaky Wheel Primer** simple and uncluttered by using phone numbers to connect you with appropriate sources of information.

Categories are grouped together with relevant notes and phone numbers. You may have to do some cross-referencing to find all the information to answer your questions. We have highlighted key words of some entries to help you out with this part of your search. For example: you may need to find out how to obtain financial assistance for housing which may involve speaking with various agencies (i.e. Peterborough Housing Corporation).

This resource guide is just a starting point. We recommend that you keep track of phone contacts, when they take place and details of conversations.

NOTE: when speaking to an agency or organization keep in mind they could have other suggestions that may help you. Don't be afraid to ask for additional information.

See tips on "Getting the Help you Need".

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Notes

| DATE & TIME | AGENCY | CONTACT PERSON |
|---------------|--------|----------------|
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| Phone Details | | |

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Consumer/Survivor Rights

“Everyone has the right to a standard of living adequate for the health and well-being of himself/herself and of his/her family, including food, clothing, housing, medical care, necessary social services, and the right to security in the event of unemployment, sickness, disability, widowhood, old age or other lack of livelihood in circumstances beyond his/her control”.

UN Declaration..... Canada signed the covenant in 1976.

The United Nations Declaration of Human Rights helps to reinforce for consumer/survivors, families, and society that every individual has the right to dignity, peace of mind and, freedom from being judged solely on mental disorders and/or behaviors.

The Ontario Human Rights Code, 2005.

Every person has a right to equal treatment with respect to services, goods and facilities, without discrimination because of race, ancestry, place of origin, color, ethnic origin, citizenship, creed, sex, sexual orientation, age, marital status, family status or disability.

Ontario Human Rights Commission
 180 Dundas Street West – 7th Floor
 Toronto, ON M7A 2R9
 1-800-387-9080
 Website: www.ohrc.on.ca

Consumer/Survivor Rights

You have the right to:

- be informed about all aspects of treatment including risks, outcomes, and alternatives
- access medical records
- help arrange personalized treatment options and rehabilitation services
- receive appropriate care and treatment provided by trained professionals
- set your own goals and have your talents recognized
- be understood as an individual with unique strengths, views and beliefs

What Do all These Famous People Have In Common?

Spiritual

| | |
|----------------|-------------|
| Job | Joan of Arc |
| Martin Luther | King Saul |
| Sabatini Sevi | King David |
| Nebuchadnezzar | King Herod |

All of these famous people are believed to have suffered from depressive disorders in various forms. Yet they are known, and remembered, not for their illnesses, but for their achievements.

What Do all These Famous People Have In Common?

Politicians

Alexander the Great
Napoleon Bonaparte
Winston Churchill
Queen Elizabeth I
King George III
Alexander Hamilton
Thomas Jefferson
Theodore Roosevelt
George Washington

Barbara Bush
Lawton Chiles
Oliver Cromwell
Betty Ford
James Forrestal
Abraham Lincoln
Benito Mussolini
William Pitt
Queen Victoria

Composers

John Pastorius
Sergey Rachmaninoff
Gioacchino Rossini
Robert Schumann
Alexander Scriabin
P.O. Tchaikovsky
Charles Mingus
Edward Edgar

Hugo Wolf
Cole Porter
Irving Berlin
Hector Berlioz
Anton Bruckner
Frederic Chopin
Gustav Mahler
G.F. Handel

Entertainment

Richard Dreyfuss
Audrey Hepburn
Helen Hutchison
Natalie Cole
Kurt Cobain
Connie Francis
Larry King
Joshua Logan
Charlie Pride
Axel Rose
Jean Seberg
Rod Steiger

Roseanne Barr
Dick Cavett
Dick Clark
John Cleese
Patty Duke
Brenda Fricker
Vivian Leigh
Mike Wallace
Joan Rivers
Charles Schultz
Ted Turner
Rona Barrett

Glossary

Advocacy – Act of speaking for or acting on behalf of yourself or another person(s) as you work toward a common goal at an individual or systemic level.

Alternative (Complimentary) Therapy – Therapy that involves a non medical model; e.g., art and music therapy, yoga, etc.

Anxiety – A natural state of arousal which may involve a combination of chemical imbalances, psychological and environmental stress factors.

Common symptoms:

- nervousness
- feeling tired much of the time
- trouble with concentration
- headaches, neck or backaches
- shakiness or trembling of the arms and legs

Assertive Community Treatment Teams – A self-contained clinical team that assumes direct responsibility for meeting the treatment needs of individuals who have severe and persistent mental illnesses.

Burnout – Feeling of being overwhelmed and overworked. (Note: the difference between burnout/exhaustion and depression is that with burnout you feel refreshed after taking a break, however, when you are depressed and take a break from a stressor, you may not feel refreshed or energized.)

Glossary

Case Management – Assist with impaired individual functioning in the community and with reducing individual’s symptomatology.

Community Support Network – Community agencies/groups, mental health organizations, consumer/survivor initiatives, faith communities which offer programs, ideas and support to individuals.

Concurrent Disorder – An individual who has a mental illness and a substance abuse problem.

Consumer – An individual who uses mental health services and resources, as defined by the Ministry of Health and Long Term Care.

Consumer/Survivor – An individual who has personally experienced mental illness and the mental health system.

Diagnostic and Statistical Manual, Fourth Edition (DSM – IV) – Manual which provides a classification system for different psychiatric illnesses. Focuses on clinical and research terminology

Dual Diagnosis – An individual who has a mental illness with an intellectual disability.

What Do all These Famous People Have In Common?

Poets

Charles Baudelaire
John Berryman
Robert Burns
Thomas Chatterton
Samuel Coleridge
Thomas De Quincy
Gerard M. Hopkins
Heinrich von Kleist
Vladimir Mayakovsky
Rainer Marie Rilke
Theodore Roethke
Delmore Schawartz
Percy Bysshe Shelley
Christopher Smart
Lord Tennyson, Alfred

Brendan Behan
William Blake
Lord Byron
William Cowper
Charles lamb
Emily Dickenson
Robert Lowell
John Milton
Sylvia Plath
Ezra Pound
Anne Sexton
Dylan Thomas
Edward Thomas
Walt Whitman
Stefan Zweig

Writers

Honore de Balzac
Van Wyck Brooks
Theodore Dostoevski
R. Waldo Emerson
F. Scott Fitzgerald
Nathaniel Hawthorne
Ernest Hemingway
Vachal Lindsey
Herman Melville
John Stuart Mill
Edgar Allen Poe
Virginia Woolf
Boris Pasternak
Mary Shelley
Leo Tolstoy

John Bunyan
Robert Burton
Albert Camus
Hart Crane
Isak Dinsesen
Johan Goethe
Graham Green
Victor Hugo
William James
Jack London
Conrad Meyer
Kate Millet
John Ruskin
Mark Twain
Thomas Wolfe

Freebies and Cheap Thrills

Food Programs

Peterborough County-City Health Unit 743-1000
Collective Kitchens

Salvation Army 742-4391
Fresh Produce Box \$10.00/box

YWCA Food Box Program 743-3526
Staples Box \$11 & \$15/box. Fresh Produce Box \$12 &
\$20/box. Half price subsidy available.

Necessities – Clothing, Furniture, Household Goods

St. Vincent De Paul..... 742-2585
256 Murray Street

Salvation Army /Thrift Store 742-0483
863 Chemong Road (Brookdale Plaza)

Y's Buys 742-8271
216 Simcoe Street

Glossary

Emotional Abuse – Control of the victim by intimidation, verbal insults, constant criticism, and unpredictable responses.

Empowerment - Control and authority over one's own life.

EPI – Early Psychosis Intervention: Programs to get immediate help for those, often youth, showing early symptoms of psychosis.

Mental Illness/Mental Disorder – Substantial disorder of thought, feeling, perception, and behavior that may impair judgment, the capacity to recognize reality, and the ability to function effectively.

Panic Attack – Sudden onset of intense anxiety, fear or terror, often with the feeling of impending doom.

Common symptoms:

- shortness of breath
- rapid heartbeat
- sweating, dizziness
- the feeling of being removed from reality

Phobia – Persistent and irrational fear of a specific object, activity or situation that results in a compelling desire to avoid the source of fear, affecting ability to function. Agoraphobia is a common phobia.

Glossary

Psychiatrist – Medical doctor specially trained in the diagnosis and treatment of mental illnesses.

Psychosis – An individual’s inability to distinguish between what is real and what is not.

Symptoms may include hearing voices, strange beliefs, paranoia and social withdrawal.

Psychologist – Therapist who has a doctorate degree in psychology.

Counseling by a psychologist may be covered by the Ontario Ministry of Health except in conjunction with a hospital or a community mental health clinic.

Psycho-Social Rehabilitation (PSR) – Rehabilitation of an individual with a serious mental illness to improve his/her quality of life. Programs and services are designed to strengthen an individual’s skills as well as to develop environmental supports to keep the person in the community.

Recovery – State of balance and wellness after experiencing symptoms of a serious and persistent mental illness.

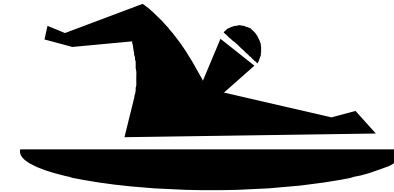
Treatment – Management of an illness by the individual affected in partnership with professionals, families and friends.

Freebies and Cheap Thrills

Peterborough Theatre Guild 745-4211
364 Rogers Street

Peterborough Sport & Wellness Centre 742-0050
775 Brealey Drive

Trent University-Allan Marshall Pool 748-1483
Athletic Complex
1600 West Bank Drive



Helpful Hints:

Movies are often cheaper during the day and on Tuesday night.

Some clubhouses and recreational programs offer group rates

Some organizations have free or pay-what-you-can events. The zoo and recreation trails are always free and fun.

Freebies and Cheap Thrills

Entertainment/Recreation

Art Gallery of Peterborough 743-9179
250 Crescent Street (on Little Lake)

Artspace 748-3883
378 Aylmer Street, N.

Canadian Canoe Museum 748-9153
910 Monaghan Road

Delafosse Branch Library 745-8653
727 Park Street South

Del Crary Park (Summer Festival of Lights & Music)
George Street on Little Lake

Gordon Best Theatre (live theatre). 876-8884
216 Hunter Street West

Galaxy Cinemas 749-2000
320 Water Street

Peterborough Family YMCA 748-9622
123 Aylmer Street, South

Peterborough Centennial Museum & Archives
(located on Armour Hill) 743-5180

Peterborough Public Library 745-5382
345 Aylmer Street, North

Mental Illnesses

Bipolar Disorder (Manic Depression) – Alternating periods or cycles of mania and depression.

Mania

Common symptoms

- persistently high or irritable
- decreased need for sleep
- appetite disturbance
- excessive spending
- reckless and impulsive behavior
- inflated ideas about what you are capable of doing
- grandiose thought
- delusional and psychotic thinking

Depression (as a disorder on its own or a part of bipolar disorder)

Common symptoms:

- irritability
- anxious mood
- trouble sleeping or sleeping too much
- loss of energy and excessive fatigue
- physical aches and pains
- diminished ability to think and concentrate
- feeling bored or not interested in many aspects of life

Mental Illnesses

Dissociative Identity Disorder – State of being where an individual experiences a lack of connectedness with his/her own feelings and/or relationship with others which has resulted from emotional issue associated with physical and/or sexual abuse.

Obsessive Compulsive Disorder (OCD) – Disorder of recurring anxiety-driven thoughts and unwanted repeated behaviors (rituals).

Common obsessions:

- recurrent thoughts of images, numbers, or words
- recurrent worries about germs, infections, dirt, dust, contamination
- persistent thoughts that certain things must always be in a specific position or order

Compulsions are performed in response to an obsessive thought.

Common compulsions

- hand-washing
- brushing of teeth
- cleaning household items
- hoarding objects
- checking locks

Support Services and Resources

Free Meals – Cont.

St. John's Brunch - (Saturday from 10:30am-1:00pm)
99 Brock Street

St. Paul's Presbyterian Church (Murray & Water)
Hot Meal – November to April (Sunday from 5-6pm)
Bag Supper - Summer Months (Sunday at 5:00 pm)

Our Space – 574 George Street, North (the former Orange Hall) Open 9:00 am – 5:00 pm



Support Services and Resources

Food Banks

Canadian Mental Health Association..... 748-6711
466 George Street, North

Big Brother and Big Sisters..... 743-6100
483 George Street, South

Good Neighbours Care Centre..... 742-9800
164 Sherbrooke Street
(Monday, Wednesday & Friday from 10am-2pm)

Salvation Army 742-4391
219 Simcoe Street
(Monday, Tuesday, Thursday, & Friday from 1pm-4pm)

St. Vincent De Paul's Food Bank – Call 742-2585 for
locations in the city.

Free Meals

Brock Mission: Dinner – ‘Open Table’..... 748-4766
217 Murray Street (The Old Legion)
Monday to Friday from 5pm-6pm to anyone in need

Salvation Army – Breakfast Program 742-4391
219 Simcoe Street
(Monday, Wednesday, & Friday, from 8:45am-9:45am)

Roving Soup Cart – Starts at 579 George Street garden.
(Saturday at 3:30 pm)

Mental Illnesses

Personality Disorders – Disorders which may involve chronic difficult, inappropriate behavior which can affect personal relationships and ability to control impulses and reactions.

Types include:

- **Paranoid** – characterized by distrust of others and a constant suspicion that people around you have sinister motives. People with this disorder tend to have excessive trust in their own knowledge and abilities and usually avoid close relationships with others.
- **Schizoid** – Individuals with schizoid personality disorder avoid relationships and do not show much emotion. They genuinely prefer to be alone and do not secretly wish for popularity.
- **Schizotypal** – characterized by odd forms of thinking and perceiving and individuals with this disorder often seek isolation from others.
- **Antisocial** – characterized by lack of conscience, prone to criminal behavior. Believing that their victims are weak and deserve to be taken advantage of. Tend to lie and steal.
- **Borderline** – Characterized by mood instability and poor self-image. Prone to constant mood swings and bouts of anger. Often taking anger out on themselves

Mental Illnesses

Types include: (continued)

- **Histrionic** – constant attention seekers. The need to be the centre of attention all the time, often interrupting others in order to dominate conversations.
- **Narcissistic** – characterized by self-centeredness, these people seek attention and praise. Tend to make good first impression, yet have difficulty maintaining long lasting relationships.
- **Avoidant** – characterized by extreme social anxiety, often feel inadequate, avoid social situations, and seek out jobs with little contact with others. They are fearful of being rejected and worry about embarrassing themselves in front of others.
- **Dependant** – characterized by the need to be taken care of. Tend to cling to people and fear of losing them.

Post Traumatic Stress Disorder – Disorder which involves intense psychological distress following exposure to a traumatic event such as rape, incest, terrorism, war or emotional abuse. This disorder may not happen immediately.

Support Services and Resources

Support & Education Groups

Reach @ Charlotte 741-1266
160 Charlotte Street

Schizophrenia Clinic 876-5071
Peterborough Regional Health Centre, 1 Hospital Drive
Family Education and Support group to assist family members and friends to cope more effectively with a relative or friend who has schizophrenia. Peer Support Group for individuals with schizophrenia.

Schizophrenia Society of Ontario
Peterborough/Durham Region 749-1753
466 George Street, North
Support, education, and information for families, friends and caregivers of those with schizophrenia and other mental illnesses.



Support Services and Resources

Fourcast Addiction Services 876-1292
130 Hunter Street, Suite 200

Schools

Kawartha Pine Ridge District School Board 742-9773
1994 Fisher Drive

Sir Sandford Fleming College 749-5530
599 Brealey Drive

Peterborough Victoria Northumberland & Clarington
Catholic School Board..... 748-4861
1355 Lansdowne Street, West

Trent University..... 748-1011
1600 West Bank Drive

The Canadian Mental Health Association (CMHA) has 2 resources to assist individuals with mental health issues attending school.

- Mental Health and High School
- Your Education – Your Future: A guide to college and university for students with psychiatric disabilities.

These can be obtained through CMHA or online at www.cmha.ca/highschool or www.cmha.ca/youreducation

Support & Education Groups

Canadian Mental Health Association..... 748-6711
466 George Street, North
Consumer/Survivor support; information and education

Reach @ George 748-6711 ext. 226
466 George Street, North

Mental Illnesses

Schizophrenia –

Common symptoms:

- hearing voices
- confused thinking-feeling ambivalent because you can't make a decision
- disjointed thoughts – thoughts that are not closely related to each other
- overwhelming thoughts – thoughts snowball, build and build until your senses are over stimulated
- poverty of thought – your mind goes blank
- paranoia
- thinking that you can control someone else's thoughts or that someone is controlling your thoughts
- conviction that what is said on the TV and/or radio is specifically referring to you
- lack of motivation
- social withdrawal
- religious preoccupation

Medication Alert

Check with your doctor and/or pharmacist about the side effects of your medication and interaction with other drugs you may use.

Some of the More Popular Myths

Myth #1

People with mental illness are not able to handle any pressure.

Fact:

People who have mental illness cope with stress in various ways and see some forms of stress as a positive influence. Stress is a very individualized response to specific situations.

Myth #2

People with a mental illness are intellectually impaired.

Fact:

Mental illness is not related to intellectual capability.

Myth #3

Mental illness is a sign of personal weakness or lack of will power.

Fact:

Having a mental illness has nothing to do with being weak or lacking will power. People with a mental illness cannot “snap” out of it or get better by “trying harder”.

No one chooses to be ill.

Myth #4

People with a mental illness are violent and dangerous.

Fact: Studies have shown that, at maximum, 4% of the violent acts in our society are committed by persons with a mental illness. This means that 96% of violent acts are committed by those without a mental illness.

Support Services and Resources

Primary Health Care Service of Peterborough
3-150 King Street 740-8020

Schizophrenia Society of Ontario
Peterborough/Durham Region 749-1753

Sexual Health Service

Lesbian, Gay, Bi, Youth Line 1-800-268-9688

PARN (Peterborough AIDS Resource Network) 749-9110
159 King Street, Suite 302

Peterborough County-City Health Unit 743-1000
10 Hospital Drive

Sexual Health Clinic 748-2021
10 Hospital Drive

Women’s Health Care Centre 743-4132
WHCC Toll Free 1-800-419-3111
Peterborough Regional Health Centre Room West 4820

Women’s Health Care Centre
Peterborough Regional Health Centre 743-2121

Substance Abuse Services

AA 745-6111
Al-Anon 745-6111
Al-Teen 745-6111

Addiction Research Foundation
Centre for Addiction & Mental Health 1-888-287-4439
Information Line 1-800-463-6273

Support Services and Resources

Mental Health Services

- Advantage Mental Health Outreach
(ACT Team) 742-9022
349 A George Street, North, Suite 204
- Alzheimer Society of Peterborough and Area..... 748-5131
183 Simcoe Street
- Canadian Mental Health Association (CMHA) 748-6711
466 George Street, North
Reach @ George 748-6711 ext. 226
Reach @ Charlotte 741-1266
160 Charlotte, Lower Level
- Centre for Addictions and Mental Health ... 1-888-287-4439
Information Line 1-800-463-6273
- 4 County Crisis..... 1-866-995-9933
- Four Counties Family Caregiver Network
(Family Ed, Program) 1-888-454-8875
- Peterborough Regional Health Centre
(Hospital Drive Site) 743-2121
1Hospital Drive (formerly Peterborough Civic Hospital)
- Adult Mental Health Services 876-5028
Family and Youth Clinic 876-5114
Schizophrenia Clinic 876-5071
- Psychiatric Assessment Service for the Elderly
(P.A.S.E.) 876-5076
- Patient Relations (complaints)..... 743-2121 ext. 5151

Stop the Stigma

Helpful Hints:

Avoid using words or terms, which focus on abnormality and suggest pity or fear.

- “He’s psychotic.”
- “She’s a neurotic (schizo, psycho, lunatic, etc).”
- “He’s a victim of an anxiety disorder.”
- “My life has been schizophrenic lately.”
- “She is suffering from a mental illness.”

Instead Use:

- “She is a person who has schizophrenia.”
- “He is a person who was once treated for clinical depression.”
- “She is a person who is living with a mental illness.”

Tips for Family/Friends/Caregivers

Things to Consider:

- It could take weeks or months to receive a diagnosis.
- It’s ok to seek counseling for yourself. It can be difficult living with a person who has a mental illness.
- Develop your own support system with the necessary resources including support groups.
- It may take time to find the right medication or dosage.
- **Setbacks may occur; recovery can have ups and downs**

Tips for Family/Friends/Caregivers

Strategies

- Accept that the person has an illness.
- Learn about your relatives/friend's experiences and symptoms. Educate yourself on the illness.
- Attribute symptoms to the illness; don't take them personally (symptoms: anger, apathy, talk about suicide).
- Learn about medications and available services (ask your health care provider or pharmacist)
- Take time to be good to yourself and recharge your energy.
- Share the care for family members and friends to form a support team so that one person does not have the sole responsibility for the ill relative.

Helpful Hint:

Join a support group. It can:

- Provide information on illness, symptoms, treatment, and medications.
- Allow members to share their experience on how illness has affected their lives and relationships.
- Help members identify their needs and share their methods of coping with stress.
- Help members begin to set realistic expectations of relative, and to communicate their expectations directly and specifically to that individual

Support Services and Resources

Literacy

Trent Valley Literacy Association..... 749-0777
139 Douro Street

Lesbian, Gay, Bi Services

Lesbian, Gay, Bi, Youth Line 1-800-268-9688

Rainbow Service Organization www.rainbowservice.org

Native Services

Kawartha Native Housing Society 743-1728
254 Brock Street

Nijkiwendidaa Anishnaabekwewag Services

Circle 741-0900
164 Hunter Street

Peterborough Native Learning Program 741-0798
360 George Street, North, Unit 6, Lower Level

Whitepath Consulting Inc. 740-2003
160 Charlotte Street, Ste. 100A

Support Services and Resources

Legal Services & Resources

Elizabeth Fry Society of Peterborough 749-6809
223C Aylmer Street, North

Family Law Information Centre 876-6915
470 Water Street. Legal advice regarding separation & divorce.

John Howard Society of Peterborough 743-8331
305 Stewart Street

Lawyer Referral Service 1-800-268-8326

Legal Aid Ontario 743-5430
364 Water Street

Canadian Mental Health Association-Court Diversion Program..... 748-6711
466 George Street, North

Peterborough Community Legal Centre 749-9355
150 King Street, 4th Floor



Tips, for Family/Friends/Caregivers



Recommendations for Treatment Plan

- Keep a written record of your relative/friend's illness (e.g. dates hospitalized, type of treatment and response to treatment) to assist treatment and recovery.
- Loving relationships are very important to the person's ability to cope.
- Communicate and work with health care providers.



Act as an advocate; let the public and politicians know how important mental health is and that outreach prevents relapse and additional costs.

Employment

The right to meaningful employment is a fundamental component of the life in a healthy and democratic community. Working for a living can bring a sense of dignity and self-worth. Having a job provides a feeling of contributing to, and belonging to, the community. When we go to work we have opportunities to meet and socialize with others, such as co-workers, those we share transportation with, and those we meet while having a lunch or coffee break.



We all know that obtaining employment can be overwhelming and a challenging process. If you think you need help and support, start by finding that help and support in your community. Looking for work is never easy, however it is a manageable process and learning to manage it is a useful skill.

If you require special accommodations to assist with your employment, you may need to tell the employer about your illness so that assistance can be arranged.

Volunteering – fourinfo site: www.fourinfo.com

Support Services and Resources

Housing Services – General

The following contacts for help finding housing:

Housing Access of Peterborough City
and County..... 742-4499
526 McDonnell Street

Housing Resource Centre..... 743-2272
540 George Street North



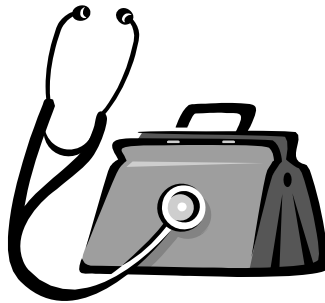
Support Services and Resources

Health Services – General

Women’s Health Care Centre 743-4132
WHCC Toll Free 1-800-419-3111
PRHC
1 Hospital Drive Room West 4821

Women’s Health Care
Peterborough Regional Health Care Centre..... 743-2121

The College of Physicians and Surgeons 1-800-268-7096



Getting the Help You Need

Your search may be time consuming so you may want to follow these basic steps:

Step 1 – Decide what information you are looking for:

- Referral to an appropriate psychiatrist/counselor
- Medication information
- Directions to social/support groups
- Housing
- Program or Agency
- Recreation
- Income Supports

Step 2 – People who can support you in your search for information and making phone calls:

- Family members/friends/caregivers
- Consumer/survivor groups and initiatives
- Community agencies

Step 3 – Keep a notebook/calendar to record useful information:

- Health Card Number
- Social Insurance number
- List of Medications
- Telephone #'s of supports
- Appointment dates
- Information received/contacts made

Getting the Help You Need

Step 4 – People to contact in your search for information:

- Family doctor
- Mental health organizations/non-profit agencies
- Family/friends
- Public Health Nurse
- Pharmacist (drug information/side effects)
- Access Centre
- Community Information Centre

Helpful Hints:

You have the right to information and the right to access the services too.

Decide what information you need before making phone calls.



Support Services and Resources

Government Services

MP Dean Del Mastro 745-2108
1600 Lansdowne Street, West Unit 3

MPP Jeff Leal 742-3777
236 King Street

Peterborough City Hall 742-7777
500 George Street, North

Ontario Ministry of Community and Social Services
360 George Street, North, 2nd Floor 742-9292

Health Services – General

Kawartha Sexual Assault Centre (Crisis Line)
(24 hour crisis line) 741-0260
Business Line 748-5901
Toll Free Crisis Line 1-866-298-7778
411 Water Street, Suite 102

Peterborough Aids Resource Network (PARN) 749-9110
159 King Street, Suite 302

Peterborough Community Access Centre 743-2212
700 Clonsilla Avenue, Suite 202

Peterborough County-City-Health Unit 743-1000
10 Hospital Drive

Telehealth Ontario 1-866-797-0000
TDD. 1-866-797-0007

Trillium Drug Program 1-800-575-5386

Support Services and Resources

fourinfo: www.fourinfo.com

Ontario Health Insurance Plan (Health Card) 755-4600
MNR Building 300 Water Street, First Floor. North Tower

Ontario Works (formerly general welfare) 748-8830
Income Support 178 Charlotte Street

Saint Vincent de Paul 742-2585
256 Murray Street

Salvation Army (*Community and Family Services*) 742-4391
219 Simcoe Street

Trillium Drug Program 1-800-575-5386

Helpful Hint:

Through these programs you may be able to receive things such as special clothing allowance, transportation allowance, free medication, adaptive technology training, education programs, skills training, employment planning, etc. There are often no specific limits; the amount of funding you may receive depends on your individual needs. Seek help in filling out the forms, if you need it, to ensure that you receive all you are entitled to as quickly as possible.

Crisis Intervention

911 Provides mobile emergency service – police, fire, ambulance
4 County Crisis – 705-745-6484 or 1-866-995-9933

Have handy a list of local emergency phone numbers before a crisis occurs.

Aggression

- pounding fists on table, increased pacing, yelling
- challenging questions and derogatory comments

Dealing with Signs of Aggression

- take all threats seriously
- stay calm
- avoid touching the person
- stand at an angle to the person
- avoid crossing your arms or standing with your hands on your hips
- respond to questions with brief, matter-of-fact answers
- avoid arguing

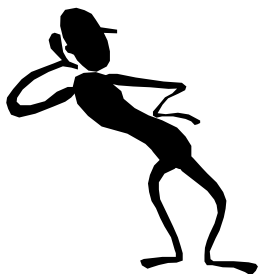
Crisis Intervention

Suicide any threat or indicator that some one is considering suicide requires immediate help by a professional. If you see any of the following, assist them in finding an expert they can discuss their suicidal feelings with:

- talks or writes notes about suicide
- person has a current suicide plan
- previous attempts at suicide
- gives away personal things
- depression; cries easily, feelings of hopelessness
- don't ignore the threat
- don't pretend that everything will be okay

Helpful Hint

Listen to the individual – listening to a depressed person's concern is more productive than giving advice.



Support Services and Resources

General Services

| | |
|--|----------------|
| Canadian Diabetes Association. Kawartha's Branch | 742-2733 |
| 294 Rink Street, Suite 102 | |
| Elizabeth Fry Society of Peterborough | 749-6809 |
| 223C Aylmer Street, North | |
| Epilepsy Peterborough and Area..... | 876-0311 |
| #4-203 Simcoe Street, Charlotte Mews | |
| Community Counselling and Resource Centre Counselling – 459 Reid Street | 742-4258 |
| Hospice – Peterborough..... | 742-4042 |
| 439 Rubidge Street | |
| John Howard Society | 743-8331 |
| 305 Stewart Street | |
| Canada Pension Plan | 1-800-277-9914 |
| Income Security Program | |
| Service Canada (Peterborough Centre)..... | 750-4500 |
| (formerly Unemployment Insurance) | |
| 185 King Street, Suite 101 (Jackson Square) | |
| Ontario Disability Support Program (formerly Family Benefits) | 742-9292 |
| Income Support Program & Employment Supports Program | |
| 360 George Street, North, 2 nd Floor | |

Support Services & Resources

Employment Resources

The following consumer/survivor initiatives are available:

Employment Planning and Counselling & Job Connect
138 Simcoe Street.....876-0880 or 748-9110

Peterborough Service Canada Centre 750-4500
185 King Street, Suite 101

Employment Services-Peterborough Social Services
178 Charlotte Street 742-1105

Reach @ George 748-6711 ext 226
466 George Street, North

Reach @ Charlotte 741-1266
160 Charlotte Street, Lower Level

Financial Services

Canada Pension Plan 1-800-277-9914

Credit Counselling Service of Peterborough. 743-2272
540 George Street North

Ontario Disability Support Plan 742-9292
360 George Street, North, 2nd. Floor

Ontario Works Program (Welfare Financial Assistance,
Dental/Drug Plan) 748-8830
178 Charlotte Street (Charlotte Mews)
Social and Family Services (after hours) 740-6222

What Families Need To Know:

There are two options for getting your ill relative to Peterborough Regional Health Centre (PRHC) for a Psychiatric Evaluation:

- *Your relative may agree to go voluntarily (and therefore you can take him/her to the Emergency Department); **or***
- *If your relative is not willing to go to the Hospital, you may obtain a **Form 2** from a Justice of the Peace. This Form is taken to the Police who will then deliver your relative to the Hospital.*

Here is some information which may be helpful for the family.

Form 2 - Justice of the Peace (JP): Call 755-5055 to see if the JP is available to see you.

- You will be asked when you arrive at the JP's office, to fill out documentation regarding your relative's situation. The JP does not meet/see your ill relative. Therefore, the JP is relying on the information you provide. Write clearly and concisely about the events that have led to the present crisis. It is helpful if you have already prepared your own written information outlining the history of the illness and current medication of your ill relative.
- The completed documentation will be given to the JP who will ask further questions for clarification.
- Communication with the JP **may** be **recorded** (tape recorder).

- **Form 2** is a legal affidavit. You must swear on a Bible as to the accuracy of the information being provided.
- The person who applies for a **Form 2** is clearly identified in the **Form**. Therefore, your relative may see your name and resent your involvement.
- If a **Form 2** is **not** issued, it has been perceived by the JP that the behaviors being reported are perhaps unlikely, or, that you have not personally witnessed them.
- Office hours for the JP are 9:00 am - 4:00 pm, Monday to Friday. A JP can be reached on the weekend after 10:00 am if necessary. **(NB: A JP is “on call” for extreme emergencies.)**

The Police

- Once a **Form 2** is obtained, you will then take it to the **Police**. You may be asked to provide information about the present situation of your relative. For example, the Police may want to know if your relative possesses any weapons, or, what the layout of your relative’s living quarters is.
- It may be helpful for you to be present when your relative is picked up/arrested by the Police. On the other hand, the situation may be too distressing. As well, your presence may be upsetting for your relative.

The Hospital

- When your relative arrives at the Hospital (PRHC), he/she will be taken to the Emergency Department.

Support Services & Resources

Emergency – Crisis

| | |
|---|-------------------|
| Peterborough Regional Health Care Centre (Hospital Drive Site) Emergency | 743-2121 |
| Police Emergency | 911 |
| OPP (General Inquiries)..... | 1-888-310-1122 |
| Fire (Emergency)..... | 911 |
| Ambulance (Paramedic) Emergency..... | 911 |
| Peterborough-Lakefield Community Police (General Inquiries) | 876-1122 |
| Peterborough Youth Services..... | 743-1681 |
| Telecare Peterborough | 745-2273 |
| Kawartha Sexual Assault Centre Toll Free Crisis Line | 1-866-298-7778 |
| Business Line | 748-5901 |
| (24 hr Crisis Line) | 741-0260 |
| Victim Services | 876-1122 ext. 268 |
| 4 County Crisis..... | 745-6484 |
| Toll Free Crisis Line | 1-866-995-9933 |
| Youth Emergency Shelter (YES) | 748-3851 |

Emergency – Housing

The following contacts offer emergency housing:

| | |
|---|----------------|
| Brock Mission (Shelter for Men) | 748-4766 |
| Cameron House (Shelter for Women) | 748-4766 |
| *YWCA (Shelter for Abused Women & Children) | |
| Crossroads I | 743-4135 |
| Crossroads II | 743-8922 |
| Toll Free | 1-800-461-7656 |

***all numbers are TTY accessible**

Emergency – Dental

| | |
|---|----------|
| Peterborough Regional Health Centre | 748-8500 |
|---|----------|

| | |
|----------------|--|
| Cont. | <u>“Helping a Person with a Mental Illness Obtain a Psychiatric Assessment”</u> |
| | METHOD TWO |
| Who? | Form 1 By Order of a Physician |
| How? | A Physician may issue a Form 1 if the Physician examines the individual & has met all of the following Requirements. |
| Requirement #1 | The Physician has reasonable cause to believe that the individual has received previous treatment for an ongoing Mental Disorder that when not treated will likely result in: Serious bodily harm to self; or Serious bodily harm to another person; or Substantial mental or physical deterioration to self; or Serious physical impairment to self. AND |
| Requirement #2 | The individual has shown clinical improvement as a result of past treatment . The Physician is of the opinion that the individual is suffering from the same (or similar) Mental Disorder for which he/she received past treatment; and Given the individual’s history of Mental Disorder & current mental or physical condition , the person is likely to cause: Serious bodily harm to self; or Substantial mental deterioration; or Serious physical impairment AND |
| Requirement #3 | The individual is incapable (according to the Health Care Consent Act), of consenting to his/her treatment; and The consent of the individual’s Substitute Decision-Maker has been obtained. The Physician may base his/her opinion on any combination of personal observations & information given by others (professionals, family , community etc.) |

- The Hospital has a Crisis Nurse available from 8:00am -11:00 pm, 7 days per week. This Nurse will initially assess your relative.
- A Hospital Physician (Casualty Officer) will then assess your relative. **(NB: Waiting time to be seen by a Physician may be anywhere between 15 minutes to 6 hours).**
- A Psychiatrist or Family Physician from Mental Health Services (MHS) is "on call". This individual **may** or **may not** be called in to the Hospital to assess your relative.
- The Casualty Officer or the MHS Physician will determine if your relative needs to remain in Hospital.
- If your relative needs hospitalization, he/she will be put on a **Form 1**. This means your relative *may* remain in the Hospital for **up to 72 hours**.
- Your relative may be released, if the Casualty Officer or MHS Physician decides that your relative does not need hospitalization. **N.B. The JP may issue a Form 2 and the Police may take your relative to Hospital. This DOES NOT guarantee that your relative will be kept at the Hospital even though he/she is ill.**
- **NB:** *Your relative may be able to “pull it together” and appear perfectly fine for a period of time. The Physician may believe that your relative is “okay” and does not require hospitalization. Therefore, it is imperative that the Crisis Nurse, Physician(s) receive written documentation about your relative’s illness and events leading to the crisis.*
- If your relative is assessed that he/she needs to remain in Hospital for more than 72 hours, but is not willing, he/she may be put on a **Form 3**. This

will be done by a different Physician than the one who issued **Form 1**.

- **Form 3** requires that your relative remain in Hospital for **up to 2 weeks**.
- If your relative requires continued hospitalization beyond 2 weeks, and is not willing to remain, he/she may be put on a **Form 4**. He/she will then remain in Hospital for **up to one month**.
- Hospital staff, such as Physicians and Nurses, may **not** be able to discuss what is happening with your relative unless he/she agrees. Confidentiality is highly respected. However, your relative may sign a **Release of Information Form**, which gives permission for inpatient staff to talk with you.
- If your relative will not sign this **Form**, you can still talk with Hospital staff and give them pertinent information. This will assist the Inpatient Team in the assessment of your relative. Such information might include patterns of behaviour observed by you, changes in judgment and decision making ability, decreased ability to care for self etc. These examples show that your relative's condition has deteriorated over time and that he/she needs medical attention.
- Once again, **written documentation** about your relative is very important
- If your relative is put on a **Form 3**, a **Rights Advisor** will meet with him/her to discuss his/her rights concerning: medication/treatment issues, length of stay, review and appeal process.
- You may obtain information about these issues from the Rights Advisor's Office. Such knowledge can assist you in discussion with your relative about hospitalization.

“Helping a Person with a Mental Illness Obtain a Psychiatric Assessment”
Here are some ways to get a person to a Psychiatric Assessment through the Ontario Mental Health Act

| Who? | Form 1 By Order of a Physician | Form 2 By order of a Justice of the Peace (JP) | Action of a Police Officer |
|-----------------------|---|---|--|
| How? | If at least one of the Criteria from Requirements # 1, #2 & #3 are met, any Physician in Ontario may order a person to be apprehended and brought to a Psychiatric Facility for an assessment of up to 72 hours . | If at least one of the Criteria from Requirements #2 & #3 are met, then a JP may sign a Form #2 so that the Police may bring a person to a Physician for an examination (usually done in a Hospital). NB: A Form 2 is valid for 7 days. | If Requirements #1 & #4 are met, and at least one of the Criteria from Requirements #2 & #3 are met, then a Police Officer may take a person into custody for an examination by a Physician (usually done in a Hospital). |
| Requirement #1 | The Physician has examined the individual within the last 7 days . | See Requirements #2 & #3 | The Police Officer has reasonable & probable grounds to believe that an individual is acting or has acted in a disorderly manner. |
| Requirement #2 | <u>The Past/Present Test:</u> The Physician, Justice of the Peace, or Police Officer must have reasonable cause to believe that the person: Has threatened or is threatening to cause bodily harm to self; or Has attempted or is attempting to cause bodily harm to self; or Has behaved or is behaving violently toward another person; or Has caused or is causing another person to fear bodily harm from him/her; or Has shown or is showing a lack of competence to care for self. | | |
| Requirement #3 | <u>The Future Test:</u> The Physician, Justice of the Peace, or Police Officer must have reasonable cause to believe (or must form an opinion) that the person is <i>apparently</i> suffering from a mental disorder that will <i>likely</i> result in: Serious bodily harm to self; or Serious bodily harm to another person; or Serious physical impairment of self. | | |
| Requirement #4 | The Police Officer must have reasonable cause to believe that it would be dangerous to wait for a JP to sign a Form 2 | | |