Welcome to

Canadian Mental Health Association
Peel Dufferin
Mental health for all

Association canadienne pour la santé mentale
Peel Dufferin
La santé mentale pour tous

Thank you for choosing us to be part of your Recovery.

We appreciate the confidence you have shown in selecting our services.

We intend to provide you with the best quality care possible and together with you, create a care plan that will best meet your needs.

Please take a few minutes to read through our Welcome Package which is provided to acquaint you to information on services we provide, your privacy and confidentiality, how to contact us if there is a problem or a concern, and other information when you are experiencing a crisis.

As we get to know you and work with you we may involve different CMHA staff, and with your consent, other service providers in order to develop the best supports for you. We will talk with you about how we can best support you, how we share information with other service providers, and when our supports are no longer required.

Our goal is to provide you with the:

- Right supports at the right time, which means there will be a start to our services,
- Changes to the services you receive when you need them to change, and
- Closure to our services when we are not needed anymore.

CMHA staff will set meeting times with you that are mutually convenient. From time to time you, or the person supporting you may need to reschedule a planned meeting. We expect that this will be done in a timely manner. You and your worker can discuss how best to communicate these and other issues.

CMHA firmly believes that a strong client and family relationship is based upon a mutual understanding and open communication. If you are ever unsure of what is happening with your supports we encourage you to speak with your worker or any CMHA staff.

CMHA PEEL DUFFERIN

VISION

MENTALLY HEALTHY PEOPLE IN A HEALTHY SOCIETY

MISSION

CMHA PEEL DUFFERIN CHAMPIONS GOOD MENTAL HEALTH FOR EVERYONE & SUPPORTS THE FULL PARTICIPATION OF THOSE WITH MENTAL ILLNESS & ADDICTIONS IN THE LIFE OF THE COMMUNITY.

VALUES

LEADERSHIP, INTEGRITY, INCLUSIVENESS, ADVOCACY, ACCESSIBILITY, QUALITY

For over 55 years, the Canadian Mental Health Association Peel Dufferin Branch (CMHA Peel Dufferin) has been a pioneer in providing services for people with mental illness and addictions, and educating Canadians about mental health issues.

As the leading client-driven, community-based mental health organization, we are innovative partners in proactively strengthening individual support, and developing a responsive mental health system. We support youth, adults and their families in the communities of Brampton, Caledon, Mississauga, Dufferin County, Rexdale, North Etobicoke and West Woodbridge.

We offer personalized services relating to mental health and substance use/addiction, and connection to our programs and other community supports. In addition to providing a variety of mental health programs services, we are committed to community development, mental health awareness and addressing the stigma surrounding mental illness.

CMHA Peel champions good mental health for everyone and supports the full participation of those with mental illness and addictions in the life of the community. Our programs focus on helping individuals recover from mental illness, build resiliency and get stronger.

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Find Help:
Intake, Information and Referrals

CMHA Peel Dufferin Access:

905.451.2123 or **1.877.451.2123**

email form to: **intake@cmhapeel.ca**

fax form to: **905.456.7492**

Walk-ins welcome at:

- **314-7700 Hurontario Street, Brampton**
- **60 West Drive, Brampton**
- **1 Elizabeth Street, Orangeville**

24.7 CRISIS SUPPORT

Canadian Mental Health Association Peel Dufferin *Mental health for all*

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905.278.9036 PEEL

1.888.811.2222 CALEDON DUFFERIN

cmhapeeldufferin.ca

Get Help & Stay Safe

If you are in a mental health crisis, we can help.
Open 24 hours a day, 7 days a week.

Call us anytime: **905.278.9036** (Peel) or **1.888.811.2222** (Caledon & Dufferin)

- Under 18 years in Peel Region call: 416.410.8615 (Peel's Children Centre)
- Under 18 years in Dufferin County call: 519.941.1530 (Dufferin Child & Youth Mental Health Crisis Line)

24.7 Crisis Support Peel Dufferin is a community crisis service offering timely response to adults (16 years and over) experiencing a mental health or addictions crisis; individuals having difficulties coping; & family, caregivers and friends needing support.

24.7 Crisis Support Peel Dufferin's team of professionals will speak to you by phone and may also visit you where you are in order to provide support and help make you make a plan to stay safe.

24.7 Crisis Support Peel Dufferin is not an emergency response unit, if your situation is a life-threatening emergency, please call 911.

Communications Permission & Disclaimer

In order to support your care and to keep you informed of appointments, program updates and events CMHA Peel Dufferin and our staff need to communicate with you by phone, email or text.

CMHA Peel Dufferin respects your privacy. Your information will not be shared with anyone outside of CMHA Peel Dufferin without your consent, unless permitted by Provincial and or Federal Law. Staff are available to you to explain our privacy and confidentiality policy. A copy of our privacy policy is available at cmhapeeldufferin.ca.

This personal contact information is being collected in compliance with CMHA Peel Dufferin's Privacy policies. It will be used to send you information about supports, programs, activities news and events offered by CMHA Peel Dufferin. It will not be used or disclosed for other purposes, unless permitted by The Freedom of Information and Protection of Privacy Act (FIPPA).

If you have any questions about the collection of your personal information, contact the **CMHA Peel Dufferin's Privacy Officer** at: **privacy@cmhapeel.ca** or call **905.451.2123**

Further questions and concerns can be directed to the **Office of the Information and Privacy Commissioner of Ontario** at:

2 Bloor Street East, Suite 1400 Toronto, ON M4W 1A8 1.800.387.0073 / 416.325.7539 (TDD/TTY) ipc.on.ca

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☐ I _____ agree to allow the Canadian Mental Health Association Peel Dufferin to contact me by phone, email or text message and can leave a message regarding my care, programs and services.

☐ I _____ agree to allow the Canadian Mental Health Association Peel Dufferin to contact me by phone, email or text message regarding organizational updates, news and events.

I may withdraw my consent at any time by contacting my CMHA Peel Dufffferin Worker or the Privacy Officer at **privacy@cmhapeel.ca**, by calling **905.451.2123**, or by mail to: **CMHA Peel Dufferin, 314-7700 Hurontario Street, Brampton, ON L6Y 4M3**

Name (Print): _____ Date: _____

Signature: _____ Home Phone Number: _____

Email Address: _____ Mobile Phone Number: _____

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Client Rights & Responsibilities & Consent to Service

Welcome to the Canadian Mental Health Association Peel Dufferin (CMHA Peel Dufferin).

We hope that we can give you the kind of support and help that you are looking for.

When you accept services from CMHA Peel Dufferin you have the right to:

- Receive high quality services.
- Be treated with respect.
- Take part in deciding on the right services for you.
- Listened to and support by staff that will assist you to make a plan for your recovery.
- Get information and support to help you move forward with your recovery.
- Be helped without discrimination.
- Receive service in locations that are safe, clean and accessible.
- Have your questions answered about the service provided to you.
- Accept or refuse the services offered.
- Have your information kept private and confidential. Our Privacy booklet describes our privacy policies and practices. You can express any questions or complaints to our Privacy Officer.
- Express any complaints that you have to your worker, their program manager, the program director, or the CEO. The complaint process is available on our website or provided to you at any time upon request.
- Request to change your worker (considerations are made if request is valid and not based on discriminatory reasons).

This is what we ask from you:

- Treat staff and others at CMHA Peel Dufferin with respect.
- Take part in deciding which services are right for you and be active in working towards your goals.
- Let your worker know as soon as possible if you will be late or unable to meet with them.
- Discuss any concerns with us if possible.

Signature: _____

Your Feedback is Important to Us.

CMHA Peel Dufferin values and accepts genuine complaints and compliments; from clients and/or community members about programs and practices of the agency. A complaint and compliment can relate to any aspect of the agency's programs and services. All complaints will be reviewed without discrimination.

Connect with your Worker

Connect with the Program Manager

Connect with the Program Director

Connect with the CEO

If you are uncertain of who to speak to please direct your concern through the following email: **complaints@cmhapeel.ca**

If your concern is related to our privacy practices please contact the Privacy Officer at: **privacy@cmhapeel.ca**

For more information on our complaint process please visit our website at: **cmhapeeldufferin.ca**

Ontario Perception of Care

What is the Ontario Perception of Care (OPOC)?

The OPOC is a survey for mental health and addictions programs in Ontario that was developed to help organizations gather feedback about the services provided. It helps identify where services are helping and where they can be improved to meet the needs of people across Ontario. This survey is completely anonymous and confidential. We are asking for feedback from our clients.

What are the benefits of the survey?

We value what you have to say and want to find ways to serve you better. The information collected by this survey helps us improve the quality of our programs and services. When you take the survey, you add to positive changes at CMHA Peel Dufferin.

Your voice makes a difference! Please let us know if we can offer an opportunity to invite your family, significant other or caregiver to complete a survey and or participate in a focus group.

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Community Support Worker

A Community Support Worker helps you on your journey of personal wellness.

Some of the ways we work together with you are:

- Building a full assessment of your strengths and opportunities for growth
- Helping you establish a timeline to set and achieve goals
- Help you with establishing daily activities and routines
- Develop an understanding in the promotion and maintenance of wellness and recovery
- Work with you and other supportive people in your life
- Help you develop strategies that can assist you in tough times
- Work with you and your family to problem solve solutions
- Connect with your family doctor because there is a strong connection between mental health & physical health
- Help you navigate community supports including at time of discharge
- Provide assistance with referrals
- Provide information and education about things such as mental illness, substance use, and recovery

Your wellness is our priority. It is important that you are involved in making decisions about your recovery.

Thank you for letting CMHA Peel Dufferin be a part of your journey.

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Recovery Definition

Recovery is a process in which people living with mental health and addiction challenges are actively engaged in their own journey of wellbeing. Recovery journeys build on individual, family, cultural, and community strengths, and can be supported by many types of services, supports, and treatments.

The goal is to enable people to exercise all their rights as citizens and to enjoy a meaningful life in their community while striving to achieve their full potential.

mentalhealthcommission.ca/English/what-we-do/recovery

Through the Framework for Support, CMHA Peel Dufferin provides services to support you, your family, caregivers and significant others in their recovery journey.

Being in control of your own life through

HOPE

Practical Understanding of the Illness

RESILIENCE

Purpose & Meaning

CONFIDENCE

Inclusion & Belonging

WELL BEING

Positive Sense of Self

What YOU may need

HOUSING

Self Help & Consumer Organizations

INCOME

Mental Health Services

EDUCATION

Generic Community Services & Groups

WORK

Family & Friends

Transforming your understanding of mental health

RECOGNITION OF DIVERSITY

Customary/Traditional Knowledge

MENTAL HEALTH LITERACY

Medical Clinical Knowledge

AN ENRICHED RANGE OF SERVICES & SUPPORTS

Experiential Knowledge

SOCIAL ACCEPTANCE & INCLUSION

Social Science Knowledge

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While you are waiting for services

I met with _____ (worker name) on _____ (date)

Appointment _____ (worker name) on _____ (date & time)

We identified the following places that can help to support my recovery:

Coping strategies I can use in the meantime:

If I am in crisis at any time I can call 24.7 Crisis Support Peel at 905.278.9036 and/or 1.888.811.2222

I can call **Central Intake at 905.451.2123** in future if I need further assistance regarding my mental health.

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PRIVACY NOTICE

PHI

UNDERSTANDING YOUR PRIVACY @

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WE ARE COMMITTED TO PROTECTING THE CONFIDENTIALITY & PRIVACY OF YOUR PERSONAL HEALTH INFORMATION (PHI).

CMHA Peel Dufferin maintains privacy in compliance with the Personal Health Information Protection Act 2004 (PHIPA), which establishes rules for the collection, use and disclosure of Personal Health Information (*written as 'PHI' in the remainder of this document*) about individuals. As an individual who receives services at any of the CMHA Peel Dufferin sites, your (PHI) is collected and used in order to provide health care to you that suits your individual needs.

CMHA Peel Dufferin staff works as part of a team within the agency and in the community. Health information may be shared with other health care service providers who need the information to provide care to you; including your family physician. Your PHI may also be shared with third parties that are not health care providers, which may require your express consent.

The following PHI may be collected from you, your family members, other health care service providers and provincial electronic healthcare record systems such as Connecting Ontario, Integrated Assessment Record (IAR) Digital Health Drug Repository (DHDR), which forms part of your health record:

- Demographics (e.g. Date of birth, address, email, telephone number, etc.)
- Health history and status (e.g. lab reports, medication information, diagnosis, doctors notes)
- Mental health history and status (e.g. psychiatric reports, needs assessments, forensic reports)
- Personal history
- Family history

WE USE OR DISCLOSE YOUR PERSONAL HEALTH INFORMATION FOR THE PURPOSE TO:

- Provide healthcare programs and/or services to you
- Seek consent where appropriate
- Assist other health care providers providing services to you
- Compile statistics, plan, evaluate and monitor our programs and services
- Manage risk and error & maintain or improve the quality of care
- Train CMHA Peel Dufferin's staff and/or representatives to provide health care
- Process, monitor, verify and reimburse claims for payment
- Train staff and/or representatives to provide health care
- Conduct research which is subject to certain rules
- Comply with legal and regulatory requirements (e.g. College of Social Workers and Social Service Workers)
- Respond to or initiate proceedings
- Fulfill other purposes permitted or required by law
- Raise funds (only your name and contact information will be used)

WITH YOUR CONSENT OR AS ALLOWED OR REQUIRED BY LAW, WE MAY SHARE YOUR INFORMATION WITH:

- Other health care services who provide care to you
- Research institute and/or external research
- Health regulatory agencies (for example, agencies that collect and analyze assessment)
- Public authorities as permitted and required by law (for example, Public Health to track infections)
- Government agencies (for example, the Workplace Safety and Insurance Board)
- Other Community Services (for example Children's Aid Society, Education Institutions, Police, Ontario Disability Program, Ontario Works)
- Organizations requested by you

YOUR PHI IS SHARED IN A CENTRALIZED ELECTRONIC HEALTH RECORD SYSTEM

Having your health information and care plans in an electronic health record system allows your health care providers to quickly and securely access your health history, no matter where you receive care. The centralized electronic system is used to share your PHI with health service providers including Hospital and your Doctor, in order to provide you with better care.

WE RESPECT YOUR RIGHT TO:

1. Give, withhold, withdraw, and reinstate consent for the collection, use and disclosure of your PHI;
2. Access your PHI, for viewing or to make a copy
3. Request correction to your PHI
4. Inquire or complain about CMHA Peel Dufferin's privacy practices
5. Be told if your PHI is stolen, lost or improperly accessed

WITHHOLDING YOUR CONSENT

If you wish to withhold your consent to collect, use or share your personal health information in various internal & external shared systems, or if you have concerns regarding the privacy and security of your PHI, please speak with your worker.

CONTACT US

If you have any questions please contact CMHA Peel Dufferin's staff for privacy related issues or contact CMHA Peel Dufferin's Privacy Officer at:

privacy@cmhapeel.ca or call **905.451.2123**

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