

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 to support your recovery journey in mental health and addictions.

We have been making some changes to our services recently to help shorten our wait times. This will open up space to assist you and others in your community too. 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 familiarize with 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 with your consent, our multi-disciplinary team may involve 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
- Closure to our services; or transition to other community services and/or a primary care provider

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 team 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 team or any CMHA staff.



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CMHA PEEL DUFFERIN

VISION

MENTALLY HEALTHY PEOPLE
IN A HEALTHY SOCIETY

MISSION

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

VALUES

**LEADERSHIP, INTEGRITY,
INCLUSIVENESS, ADVOCACY,
ACCESSIBILITY, AND 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 a personalized multi-disciplinary approach to 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 in Peel Service, 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**



Our current walk-in locations (please call to confirm availability):

- 314-7700 Hurontario Street, Brampton
- 60 West Drive, Brampton
- 1 Elizabeth Street, Orangeville
- 10 Carlson Court, Etobicoke
- 210C-90 Burnhamthorpe Drive, Mississauga

24.7 CRISIS SUPPORT

**One number.
All ages. In Peel.**

905-278-9036 | 1-888-811-2222

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EveryMind

Get Help and Stay Safe

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

Quality Mental Health and Addictions Services and Support

When you need it, where you need it.

Get help and stay safe in a crisis. If you are in a mental health crisis, we can help – 24 hours a day, seven days a week. Call us anytime. 24.7 Crisis Support is a community crisis service operated by CMHA Peel Dufferin and EveryMind Mental Health Services. Timely responses are offered to individuals of all ages experiencing a mental health or addictions crisis. This includes individuals having difficulties coping; family, caregivers, and friends needing support. 24.7 Crisis Support provides a high-quality response to de-escalate, stabilize and support those in crisis



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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 CMHA 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 CMHA 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 Dufferin 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 feedback to our privacy officer
- Express any feedback that you have to your worker, their program manager, the program director, or the CEO. The feedback 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: _____

Date: _____



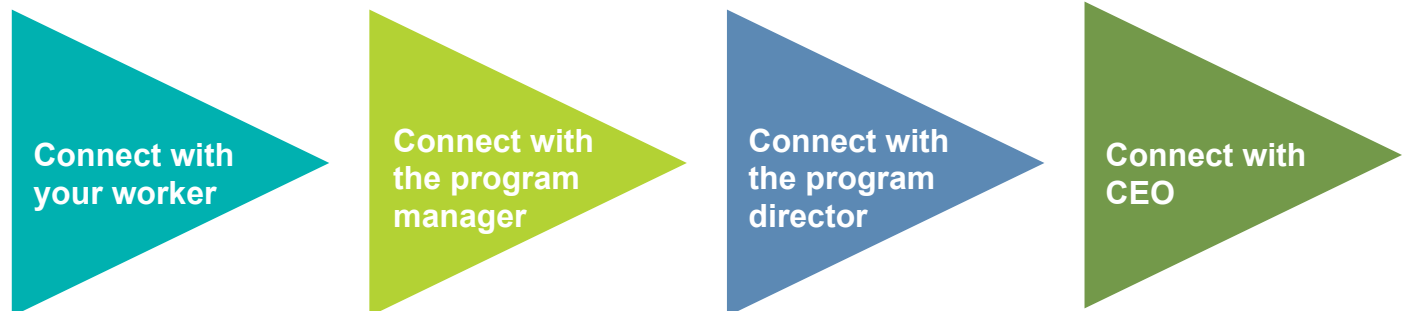
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Your Feedback is Important to Us.

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.



If you are uncertain of who to speak to please direct your concern through the following email:
feedback@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 feedback 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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Your Support Team

Your mental health and addictions support team will help 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
- Helping you establish daily activities and routines
- Developing an understanding in the promotion and maintenance of wellness and recovery
- Working with you and other supportive people in your life
- Helping you develop strategies that can assist you in tough times
- Working with you and your family to find solutions
- Connecting with your family doctor because there is a strong link between mental health & physical health
- Helping you navigate community supports including when services provided by our team have been completed
- Helping with referrals
- Offering 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 on _____
(worker name)

on _____
(date)

Appointment _____
(worker name)

on _____
(date)

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

Strategies I can use to manage in the meantime:

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

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



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Privacy Notice

UNDERSTANDING YOUR PRIVACY@



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WE ARE COMMITTED TO PROTECTING THE CONFIDENTIALITY AND 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)



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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 and 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**.



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

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