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The Consumer/Survivor Information Resource Centre

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# BULLETIN

*Information for consumer/survivors of the mental health system,  
those who serve us, and those who care about us.*

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December 15<sup>th</sup>, 2004  
Bulletin 290

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C/S INFO CENTRE DROP-IN HOURS: 1-4 Monday-Thursday. PHONE HOURS: 9-5 Monday-Friday  
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## Notes From Helen

Hello again,

I guess I have to apologize. A few people have called to complain that the Bulletin was late last time. Some blamed the Post Office. It was me. Mea Culpa. I didn't even get it in the mail until Dec. 3<sup>rd</sup> and the date was the first. This working thing is hard, especially after three and a half years. There seems to be so much to do and so little time to do it in. I get home and I am so tired I can hardly stand up. It's worth it, though. I'm learning new things. The computer can do things I didn't know it could (or at least I didn't think I could make it do). I'm getting chances to make a difference in people's lives again, to steer them towards information and help they didn't know was out there. I'm involved with the community again and working for things I believe in. Getting a paycheque feels pretty great, too!

I've had some calls about the **Kirby Questionnaire**. People who want to do it and can't get it. So, it's in this issue of the Bulletin. We all have lots to say about the Mental Health and Addictions Treatment services we receive. This is our chance to tell someone who is listening; someone who wants to hear what we have to say and who wants to take that information and use it to make the system better. It's time to talk, to speak up. Please take the time to answer the questionnaire, and if you have feedback about only one aspect, answer only some of the questions. The more of us they hear from, the clearer the picture they'll get. The guidelines and then the questionnaire follow. Helen

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## **INFORMATION ON HOW TO COMPLETE THE QUESTIONNAIRE**

### **A. What do we mean in Question 1 when we ask for your comments or experiences?**

In Question 1 we would like you to describe briefly your experiences with mental health or addiction services. This can range from a few sentences up to approximately 500 words (that is about two double-spaced pages long).

### **B. What do we mean by "health services", "support services", and "discrimination"?**

- "Health services" refer to the variety of mental health care services that can be delivered either in a doctor's office, a medical clinic, a community health centre, a pharmacy, a hospital or a psychiatric institution.
- "Support services" refer to housing support, educational or vocational services, supported employment, income support, disability benefits, social or recreational services, etc.
- "Discrimination" refers to the denial or refusal of legal and social entitlements.

### **C. How will your comments be used?**

The Committee will review your comments and use them, along with other evidence received at public hearings, to form the basis of our recommendations for reforming the system. If your comments are used by the Committee in its report, we will only identify them by your first name and province; in any other cases, we will refer to an "anonymous respondent". This report, with recommendations, will be presented to Parliament in the fall of 2005. The final report will be posted on this website once completed.

### **D. Who will we share your comments with?**

Except for comments published in the Committee report the information you submit to the Committee will be used only by the Committee and will not be provided to any other committee, department, government, organization or professional association.

### **E. Can you submit your comments anonymously?**

You can submit your comments anonymously. Simply choose to leave the fields in the Respondents Profile Section blank.

The Committee will only collect the personal information that you choose to share, such as your first name, gender, province of residence, age range, and whether you have been a patient/client of the many mental health and/or addiction services in Canada. Anonymous submissions will be reviewed and analyzed by the Committee and may be published in the report to Parliament.



This questionnaire is also available online at the following address:

[www.senate-senat.ca/SOCIAL.asp](http://www.senate-senat.ca/SOCIAL.asp)

## QUESTIONNAIRE

### 1. OVERVIEW

- Please describe briefly your experience with mental health and addiction services.
- What was your most positive experience?
- What was your worst experience?

### 2. HEALTH SERVICES AND SUPPORT SERVICES

- Canadians use a wide variety of mental health and addiction services and support services, such as housing support, educational or vocational training services, income support, disability benefits, social support services and so on. These services are offered by many levels of government, different organizations and professionals.  
Many Canadians suffering from mental illness or addiction problems find the number and variety of services confusing and difficult to access.  
What changes would you like to see made so that it would be easier for you to gain access to the mental health and addiction services and support services you need?
- If you could change the way mental health and addiction services and support services are delivered, what are the three most important things that you would recommend?

### 3. SCHOOLS

- Some people have suggested that for children and adolescents, schools would be a good place to provide access to mental health and addiction services. Do you think that this is a good idea or a bad idea? Why?
- If you agree that for children and adolescents, schools are a good place to provide access to mental health and addiction services, what kinds of mental health services or addiction services do you think should be available in schools?

### 4. EMPLOYMENT

- Having a job is important to everyone, including people affected by mental illness or addiction. What do you think employers can do to make it easier for individuals with mental illness or addiction to get a job or to return to work after being on sick leave because of a mental illness or addiction problem?

**5. FAMILY CAREGIVERS**

- a) Families are often the most important source of support for people affected by mental illness or addiction. They provide their loved ones with a place to live, with care and with financial assistance. In your view, what could be done to make life easier for families which have a family member who is affected by a mental illness or addiction problem?
- b) What support services do family members need? For example, do they need information on mental illness and addiction, someone who can look after the person with a mental illness or addiction problem for short periods of time so that the family member can get a break, financial help, etc.?

**6. STIGMA AND DISCRIMINATION**

- a) Discrimination affects individuals living with mental illness and addiction in many different ways. They are often denied many of the rights others take for granted. The list of areas where they may be treated differently is a long one, and it includes: access to housing, employment opportunities, having an adequate income, availability of insurance, admission to post-secondary education, eligibility for disability benefits, criminal justice matters and parenting rights. Do you know of instances of discrimination against individuals living with mental illness or addiction? If you do, can you give us some details about the discrimination?
- b) Do you have any suggestions for how this problem of discrimination can be solved?

**7. OTHER CONCERNS**

- a) Are there particular concerns related to mental illness or addiction you would like to share with the Committee, other than those you have mentioned in your answers to questions 1-6? Please be as specific as possible. The more detailed the information you give us, the more helpful it will be to us.

**8. RESPONDANT'S PROFILE (This information is optional. The **Privacy Policy** explains how this information may be used)**

First Name: \_\_\_\_\_

Gender: Male  Female  Other  Transsexual

Age: under 18 , 19-29 , 30-49 , 50-65 , over 65 ,

Province or Territory in which you reside: \_\_\_\_\_

Are you a mental illness or addiction patient/client? Yes  No

If not, how are you related to a patient/client?

Spouse , Parent , Child , Brother or Sister , Grandparent ,

Other family member , Friend , Other ,

If other, please specify: \_\_\_\_\_

**The Committee thanks you for taking the time to answer these questions. Please send your response, postage free, to:**

**The Senate of Canada**

**The Honourable Michael J.L. Kirby**

**Standing Senate Committee on Social Affairs, Science and Technology**

**Parliament Buildings**

**Ottawa Ontario**

**K1A 0A4**

**A distressing lack of humanity** Deb Matthews, a newly elected Liberal MPP, has completed her review of Ontario's welfare system (Ontario Works). She would like, among other things, to do something about such problems as the system having about 800 eligibility rules which need to be applied before a person can qualify for welfare. Her report contains 50 recommendations. (column by Carol Goar, Toronto Star, Friday, December 3, 2004, page A26)

**Under the terms of an Anti-Social Behaviour Order (ASOB)** an engaged British couple were barred in November from going within 50 metres of each other. However, since William Parker, 47, and his fiancée Janet Dugdale, 48, are planning to wed before the end of the year, the ASOB has been lifted as the law does not allow such orders to be made against people who live together. The ASOB was implemented after police were called to more than 100 violent rows between the two. (National Post, Saturday, November 27, 2004, page A19)

**Agency lost 'millions' in clients' funds** Acting provincial auditor Jim McCarter says that the Ontario Office of the Public Guardian and Trustee has been violating its own guidelines by not sufficiently diversifying the investments which it holds in trust for its clients. The Office holds over \$1 billion in assets for its clients. (article by Robert Benzie and Richard Brennan, Queen's Park Bureau, Toronto Star, Wednesday, December 1, 2004, page A2)

**3 officers cleared in killing of man at park** The provincial Special Investigations Unit (SIU) has cleared the Toronto police officers in the shooting of 26-year-old O'Brien Christopher-Reid at close range, after he threatened them with a knife at Edwards Gardens in June. At the time of the killing, Mr. Christopher-Reid's family and some members of the black community had said that the man, who was "psychiatrically troubled", had been killed "simply because he was young and black". (article by Andrew Mills, Staff Reporter, Toronto Star, Friday, December 10, 2004, page B1)

**New TB cases found** Toronto Public Health has found two new cases of tuberculosis in Toronto homeless shelters. The health department was trying to find a more effective tactic to uncover TB cases in the wake of one homeless man's death to the disease. Since no one can be forced to undergo testing for TB unless it can be proven that there are probable grounds that the person is a risk to others, a TTC token is given in return for each test and one "influential" resident is identified at each city shelter to receive a \$25 honorarium for bringing other residents in for testing. (Maira Welsh, Staff Reporter, Toronto Star, Friday, December 10, 2004, page B1)

**Mother's stress, depression affects unborn child, researchers say** Researchers have found that by listening to movements and heartbeats of fetuses, they find differences in the responses of those fetuses whose mothers are stressed or depressed from those of emotionally healthy women. These fetuses may then become children and adults who have learning and/or behavioural problems, or who are more vulnerable to depression and anxiety. (Laurie Tarkan, Globe and Mail, Friday, December 10, 2004, page A21)

**City shelter to help find homes** Toronto City Council has approved the opening of an additional, 80 bed shelter for the winter, located on Edward St. behind City Hall. The shelter will also include an assessment and referral center where people can receive help with getting the right community supports such as permanent affordable housing. A broader homelessness plan is to be delivered to the city in January. (article by Catherine Porter, City Hall Bureau, Toronto Star, Dec. 2, 2004, page B2)

**Radio eases refugees' despair** A feature article by Toronto Star staff reporter Sonia Verma highlighted the impact of a new phone-in radio show for Afghan youth. The show is called "Tar-O-Taaza Radio", which means "new and fresh" in Dari. "The show airs every Sunday between 9 and 10 p.m. on AM 1430." The article states that there are about 50,000 people of Afghan descent live in the GTA, that most came from Afghanistan as refugees from the war there, and that many experience serious mental health issues. (Toronto Star, Monday, December 13, 2004, page B1)

## **Addictions News**

**Jury lauds methadone program** A coroner's jury investigating four drug-related deaths in Oshawa has made 46 recommendations. They include: more education, regulation and assessment of doctors and pharmacists who regularly prescribe methadone for the treatment of drug addictions; taking greater care in collecting evidence and sharing information in drug-related deaths; and, doing a study to look at establishing a central prescription drug registry which would let health professionals know what other drugs a person is taking. (Stan Josey, Staff Reporter, Toronto Star, Friday, December 3, 2004, page B3)

Newsbytes are compiled by Glen Dewar, a consultant with Community Resources Consultants of Toronto.

# **ANNOUNCEMENTS**

**Accountants and other financial wizards needed.** The Consumer/Survivor Information Resource Centre has offered a free income tax service to our clients in the past. To be able to offer the service again this spring, we need volunteers who have demonstrated financial expertise, or who have done taxes for a community agency before and who are willing to go for the Revenue Canada training. If you are interested and have these skills, please call Helen at 416 595-2882, or email [csinfo@camh.net](mailto:csinfo@camh.net).

# QUEEN STREET PATIENT ROUNDS

**EVERY MONDAY 11:00 - 12:00 PM**

Presented by

The Empowerment Council

## Room 160 Empowerment Council Office

1001 Queen Street (near Mall, near Patient Advocate Office)

Attendance at Queen Street Patient Rounds is for clients, psychiatric survivors, consumers connected to services of Queen Street Site of the Centre for Addiction and Mental Health. The meeting is an opportunity to learn more about community resources, programs, concerns about care or treatment

For more info call - 416 535 -8501 Ext 3013

**Centre for Addiction and Mental Health  
Toronto**

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**Work on Track at Seneca College** is a job readiness program designed to assist job seekers with psychiatric / mental health issues identify, access and maintain realistic employment or skills training opportunities. There are 12 weeks of career planning and employability skills, then 12 weeks of work experience, job development and support, resulting in a 24 week certificate from Seneca College. The program is located at York University and begins January 10<sup>th</sup>. You must first attend an orientation session. These are held on Mondays, noon to 1 pm in Room 3019A, Quinlan Building, 70 The Pond Road. Register for the orientation session by calling Michelle 416 491-5050 X 3533 or email [workontrack@hotmail.com](mailto:workontrack@hotmail.com).

**Free & Low Cost  
Activities**



**November 27 – December 31.**

**Cavalcade of Lights. Free.** Nathan Phillips Square. Every evening. Saturdays also include fireworks that start at 7 pm.



**December 5 - 30 Allan Gardens Christmas Flower Show. Free.** Carlton between Jarvis and Sherbourne Streets. Daily 10 am to 5 pm. Conservatory by Candlelight (Dec 12 to Dec. 23 and Dec. 26 to Dec. 30, 5 to 7 pm) Experience Victorian Carollers, Father Christmas, hot cider, cookies; horse and carriage ride and children's activities. 5 pm – 7 pm 416 392-7288.

**Friday December 17**

**Tea and Entertainment. Free.** Toronto Public Library, North York Central Library Auditorium. Enjoy a wide variety of films and special seasonal programs with sing-alongs and treats. A film list is available each month from the 2<sup>nd</sup> floor information desk or by calling 416 395-5639. 2 – 4 pm.

**Coffee and Books. Free.** Toronto Public Library, Bloor and Gladstone Branch. 10:30 - 11:30. Librarians present interesting books both new and old. Register in person or call 416 393-7674.



**Saturday December 18.**

**Fireworks Display. Free** Nathan Phillips Square. Starts at 7 pm.

**Royal Conservatory of Music Concert. Free.** Noon. Students in Concert , solo recitals. In the lobby. 273 Bloor Street West. 416 408-2824 x 321

**Sunday December 19**

**Twilight Recital Series. Free.** St. James Cathedral 65 Church Street David Phillips, organ. 416 364-7865.

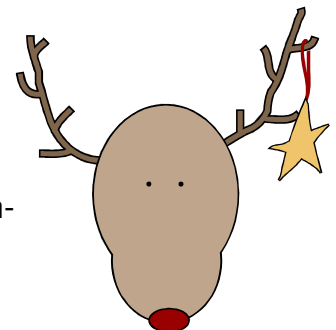
**Monday December 20**

**Harbourfront Skating Rink. Free.** 10 am to 10 pm Sunday to Thursday, 10 am to 11 pm Friday and Saturday. Skate rental available \$7 adult, \$6 children, \$5 for groups of 10 or more. 235 Queen's Quay West. 416 973-4866. This is actually every day, I just didn't have anything for Dec 20<sup>th</sup>.

**Tuesday December 21. Kensington Market Festival of Lights. Free.** The seasonal street carnival includes musicians, puppetry, stilt-walkers, fire-breathers and more. It's a parade that anyone can join. 5:45 pm. Augusta Avenue and College Street. 416 598-3729 for more info.

**Saturday December 25. Gerstein Centre Christmas Day Open House. Free.** 1 – 4 pm. 100 Charles Street East (Bloor and Jarvis) Food provided. Everyone is welcome. 416 929-0149

**Sunday December 26. Free.** The 29<sup>th</sup> Annual Christmas Treats Walk. 10 am. The Toronto Zoo. Meadowvale Road. This event is a chance for everyone to get into the zoo for free all day long. Please bring a non-perishable item for the food bank. 416 392-5900.





**Monday December 27 to Wednesday 29. Designs In Ice Free.** Ice Sculpting Competition. Yonge Dundas Square. Ontario's top ice carvers will compete, and awards will be distributed at a ceremony on Tuesday December 28 at 6 pm. There will also be a performance by the UK's The Dream Engine, presenting their show, The Candle. An aerialist cocooned in silk emerges in the middle of a giant transparent candle. Illuminated against the evening sky, this eight metre structure is supported entirely by air, which creates a hypnotic and bewitching real-life fairy tale. Shows are at 5, 6 and 7 pm on Monday December 27 and Tuesday December 28.



**Wednesday December 29. Free.** Physical Activities for Consumer Survivors (PhACS) is having a social skate at 2 o'clock. Meet at City Hall Rink in front of the skate rental outlet. If you do not have skates, call 416 604-6973.

**Friday December 31. CityTV's Traditional New Year's Eve Bash. Free. 9:30 – midnight.** City Hall Nathan Phillips Square 100 Queen Street West. Alcohol free event with fun and music including some of today's hottest pop artists performing live. The event is broadcast live on CityTV starting at 11 pm.

## Job Postings

### POSITION VACANCY YMCA OF GREATER TORONTO

**Specialist, Counselling** (Career Testing & Assessment) (Salaried Fixed Term Contract)

**Effective:** Immediately – March 31<sup>st</sup>, 2005

**Reports To:** Manager, Employment

**Location:** YMCA Employment & Community Services, 4580 Dufferin Street, North York

#### **NATURE & SCOPE:**

The YMCA of Greater Toronto provides Employment and Training Services throughout Toronto. The participants served are unemployed youth, youth in transition from school to work and adults having barriers to employment, including those with ESL needs. The mandate of our services is to provide learning opportunities in employment related job search skills, and career assessment to unemployed adults and youth. The Specialist, Counselling provides encouragement and helps participants to clarify their personal needs, set goals and to establish a focus in their quest of employment.

#### **MAJOR DUTIES:**

Administer and score level "B" vocational interest, abilities and personality assessment instruments.

Interpret assessment results in a group format.

Guide participants, using group and individual counselling skills, in the self-assessment component and help them to prepare an individual action plan.

Prepare vocational evaluations for participants.  
Select new vocational tools as required.  
Design assessment workshops as required.  
Interpret and compile information from test results and produce reports.  
Maintain comprehensive activities log sheets.  
Maintain complete, updated files and produce written and statistical documentation.  
Take part in outreach activities with referral agencies in order to attract participants to the program.  
Demonstrate leadership, and participate, in YMCA philanthropic programs and activities  
Other duties as assigned.

**QUALIFICATIONS:**

**University Degree or College Diploma in Career/Employment/Work Counselling  
Level "B" certification is required**

Minimum of one-year relevant work experience  
Possession of one or more of Myers-Briggs, Personality Dimensions certification and GATB would be an asset  
Group facilitation skills  
Individual counselling skills  
Proficient with Microsoft Word  
Knowledge of local labour market and self-marketing techniques  
Superior presentation and **written** communication skills  
Sensitivity and knowledge in dealing with the needs of participants with diverse backgrounds  
Flexibility regarding assigned work hours and locations  
Ability to work in an efficient manner independently and as part of a team.

**RESPOND TO:**

Dorota Hejnrych Fax: (416) 630-0517 dorota.hejnrych@ymca.net

**DEADLINE:** December 21, 2004

**Salary Range:** \$31,176.90 - \$46,765.35

**All applicants please be advised that offers of employment are contingent upon the successful completion of a police records check. No Phone Calls Please**

**The Canadian Mental Health Association** is looking for an **Addictions Case Manager**, full-time, to work on their Early Psychosis Intervention Team. This is a new project working with people with schizophrenia and mood disorders. The person will be on a multidisciplinary team operating at several sites in the community.

Minimum qualifications are an undergraduate degree and three years addiction and mental health experience.

For more information, please look on the Charity Village website or call C/S Info and I'll tell you more.

Closing Date is December 23, 2005 by 5 pm.

If you are not already receiving **THE BULLETIN** regularly, you can receive it **FREE** via mail or e-mail [csinfo@camh.net](mailto:csinfo@camh.net) C/S Info Centre, Tel. (416) 595-2882 or (416) 595-1205 Fax (416) 595-0291.  
The Bulletin will be published on the 1<sup>st</sup> and 15<sup>th</sup> of each month.  
Please send announcements and job postings as far in advance as possible