

MEETING THE INFORMATION NEEDS OF CONSUMERS/SURVIVORS IN THE TORONTO AREA

Sound Times Support Services—The Consumer / Survivor Information Centre of Toronto

280 Parliament Street, Toronto ON, M5A 3A4

NEW EMAIL • bulletin@soundtimes.com

NEW WEBSITE • www.soundtimes.com/bulletin

Newsletter sign-up: soundtimes.com/bulletin-sign-up

Our Mission is evolving

The Bulletin will spark dialogue and share information and resources for the consumer survivor community. This community includes people with mental health, addiction issues and/or experiences of mental health and addictions systems.

April Actions:

Learn/Debate: Mental Health and Cities, Police, Right to Housing

Resources

Events from Celebration to Self-defence

What information and resources do you need?

For example, information about services, housing, employment, justice, social connections, advocacy, or how to get info?

When you have questions where do you go?

Google, Facebook, doctors, bulletin boards, friends or the Bulletin?

What barriers do you face getting information and resources?

For example: confusing forms, difficult language, time, cost, energy, not enough help, previous disappointment, support for follow-up?

and resources?

We would love to hear from you to focus the future of the Bulletin: bulletin@soundtimes.com

And fill out the survey at soundtimes.com/bulletin.

Add events <http://soundtimes.com/events/community/add>

How can we understand and change mental health and addiction systems?

Many of us have lots of experiences from institutions like hospitals, jails, agencies, peer groups community agencies, and waitlists!

But to understand and change systems, we need to know how they work and how to participate. This is why the Bulletin will try to explain and connect you to resources and tools.



Moments in C/S Bulletin History 2006

Rights for C/S at CAMH

Page 1 of 10, Bulletin 298, April 15, 2005 —
Helen Hook:

CAMH's New Bill of Client Rights Launched !! On Wednesday April 6th 2005, CAMH and the Empowerment Council were pleased to lead a ceremony in the Queen Street Cafeteria to cheer the launch of the Bill of Clients Rights. The Bill passed at the December Board of Trustee meeting upholds the dignity and worth of all clients through first and foremost the practice and acknowledgment of client rights. Highlights of the event include remarks by Paul Garfinkel and Empowerment Council Coordinator Jennifer Chambers. A special thanks to guest performers the Parkdale Drummers and Steelband musicians from PARC who got us dancing in celebration. Helen Hook

2018: Have you heard of these rights?

Have you been able to use them to get the services you need at points of crisis and conflict at CAMH?

CAMH's [Client Relations Service](#) works with the CAMH Bill of Client Rights and the health care team to optimize the hospital experience for clients.

- Right #1: [Right to be Treated with Respect](#)
- Right #2: [Right to Freedom from Harm](#)
- Right #3: [Right to Dignity and Independence](#)
- Right #4: [Right to Quality Services that Comply with Standards](#)
- Right #5: [Right to Effective Communication](#)
- Right #6: [Right to be Fully Informed](#)
- Right #7: [Right to Make an Informed Choice, and Give Informed Consent to Treatment](#)
- Right #8: [The Right to Support](#)
- Right #9: [Rights in Respect of Research or Teaching](#)
- Right #10: [Right to Complain](#)

Some key rights: Person has:

Right #3: [Right to Dignity and Independence](#)

2) has the right to have services provided in a manner that respects the dignity, independence and self-determination of the individual.

Right #8: [The Right to Support](#)

3) has the right to access confidential support when needed: counselling, rights advice, advocacy, legal counsel, other supports of his or her choice. [No guarantee of counselling but possibly a start. Have you ever accessed advocacy supports when you are fighting for privileges on a unit?]

4) has the **right to assistance** in obtaining: financial support, housing, recreation, employment supports, social support, and community supports in keeping with her/his needs and wishes.

[Note the right to "assistance" but no right to actually get these supports.]

Like any Right the question is whether you can enforce it.

Is there a right to get mental health services when and if you need them?

Not Yet. Stay Tuned

...part of the consumer survivor ongoing timeline...stay tuned



Mental Health and Cities Summit (April 9, 2018)

[Mayor Tory wrote an op-ed before the Summit](#)

that acknowledged “the issue of unaddressed mental health and addiction needs.” These issues are aggravated by “racism, trauma, violence, and other forms of discrimination and marginalization.”

On April 9, 2018, 6 Mayors, dozens of experts, 1 survivor speaker (Jennifer Chambers from the EC) and over 300 people got together to talk about mental health crises and cities. There were lots of general ideas and acknowledgement of crisis. If you have a program plan the next few months are going to be vital.

The 6 mayors (Toronto, Mississauga, Kitchener, Windsor, St John's and Vancouver) spoke about problems with provincial funding. And the provincial government has responsibility for healthcare. However, cities can act independently. Vancouver mayor Gregor Robertson has managed to not only defend safe injection sites but to create more sites, deploy health resources to key points (MASH style hospitals), provide prescription heroin and hydromorphone and now vending machines to reach people unwilling/unable to access other services.

Mental Illness and Substance Use Crises versus Mental Health Wellness

Does “Mental health / illness” mean structural and individual crises caused by mental health and substance use issues? And is the crisis measured in suffering and police interactions, emergency department visits, homelessness, poverty, violence, racism, marginalization?

Or does it mean wellness and smiles, good deeds, rest, sleep, respect at work and stress reduction. At the Summit, the Wellness folks seemed to assume that people who were having really bad days or “low functioning” mental illness could access psychiatrists and mental health services. And the wellness discussion does not require structural and economic changes like removing barriers of oppression or adding expensive supports.

When should the City intervene in crises

I attended a breakout session about how and when to address mental health issues. There was not a lot of focus. There were no City councillors, business owners, or planners. There will be more consultations, which we will keep you informed about.

Our Medical Data is being used to plan programs

Lots of agencies like hospitals, housing providers, CAMH, police services, TTC, and the City of Toronto collect information about us. The would like to use the data to develop plans: who, what, how and where (our) money should be spent on us. The data can also be used by police and schools to predict hot spots and intervention points in crises. However, these can be discriminatory if models use historical data of actions of discriminatory police, social workers, doctors, teachers.

The data experts in the room and the police seemed really interested in “moving past privacy concerns” so they can access more data. I raised a concern about consent: CAMH apparently gets 95% of clients to consent to share their demographic information at the emergency. I suggested that if you are at the ER (if voluntarily) you are so vulnerable and desperate you will sign anything to get help. This is not real consent.

We need to be in the discussion about how or health information is used both to protect our privacy and to also make sure that the data and models actually match our needs.

Mental Health and substance use shapes the way we live in the city. We have expertise on mental health services, but we also have ideas about transport, housing, police, education and more. Let's bring it to the table.

We will have more content in the bulletin about how or health information data is used. Please let us know if you take part in any any of these discussions at bulletin@soundtimes.com. Tim

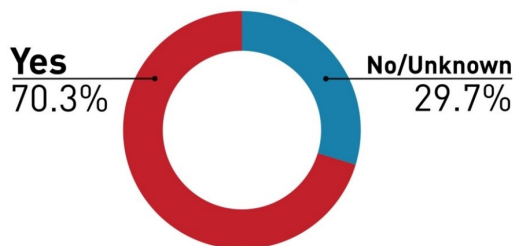
Police “Encounters” Show Patterns

The CBC has created a database about police shootings. The results may not be surprising to many people, except that there has never even been a national database of official police encounter death / killing.

Highlights

==> “[a comprehensive database](#) assembled by CBC shows that 70 per cent of the people who died struggled with mental health issues or substance abuse or both.” More than 460 people have died in encounters with police in Canada since 2000. The database can sort by race/ethnicity, police force, province, year, and whether the person was armed. It does not currently allow searches by mental or substance issues
<https://newsinteractives.cbc.ca/longform-custom/deadly-force>

Did the victim have mental health or substance abuse problems?



==> Police kill Black and Indigenous people: Black people in Toronto made up on average 8.3 per cent of the population during the 17-year window, but represent nearly 37 per cent of the victims.

In Winnipeg, Indigenous people represent on average 10.6 per cent of the population, but account for nearly two thirds of victims.

==> Black, Indigenous consumer/survivors are at the greatest risk

==> The Black and Indigenous and C/S communities have participated in inquests to articulate these points. For example, the [Andrew Loku Inquest](#) illustrated how police attitudes and training in relation to race and mental health issues can lead to killing. <https://www.mcscs.jus.gov.on.ca/english/Deathinvestigations/Inquests/Verdictsandrecommendations/OCCInquestLoku2017.html>

Loku Inquest Jury Recommendation 17:

"Establish a new committee to consider possible or identified disparities in services and outcomes for racialized persons and consider interventions to address any such disparities. ...The committee should consider the intersectionality of mental health and race both in terms of member composition and issues to be addressed....The committee should consider the intersectionality of mental health and race both in terms of member composition and issues to be addressed."

Perhaps the discussion could be led by the words of Andrew Loku's lawyer (Shime):...

"If only they had let compassion guide them instead of fear, if only they had let good sense and **training** guide them instead of panic, if only they had followed a **multitude of recommendations made by previous inquests**, then Andrew would be alive today."

<https://www.thestar.com/news/crime/2017/06/30/jury-at-andrew-loku-inquest-recommends-giving-tasers-to-all-front-line-cops.html>

Call for participants: Public interest inquiry into racial profiling and discrimination by the Toronto Police

If you, or someone you know, would like to take part, contact our team at legal@ohrc.on.ca or 416-314-4547 by June 30, 2018. Follow, share and engage with us and use [#TruthBeforeTrust](#).

<http://ohrc.on.ca/en/public-interest-inquiry-racial-profiling-and-racial-discrimination-tps>

Right to Housing Community Forum



<https://www.eventbrite.ca/e/right-to-housing-community-forum-tickets-44808506449>

Our federal government has promised to fix the affordable housing crisis with the recently announced National Housing Strategy. They announced billions of dollars of investments, which will require cost-matching by the provinces and territories. What will the Ontario government do to make sure we don't lose these funds?

The federal government also promised to recognize that housing is a human right. But what does that mean? How can we hold our government accountable to their promise?

Join us for a discussion on what is needed to fix Ontario's affordable housing crisis and what a rights-based approach to housing should look like.

The panel of housing advocates include:

- Leilani Farha (UN Special Rapporteur on Adequate Housing)
- Michael Creek from Working for Change

- Dawnmarie Harriott from Working for Change
- Sheila Warner from Aboriginal Legal Services
- Suad Badri from Hamilton Tenants Solidarity Network
- Council Fire
- Moderated by Effie Vlachoyannoacos from Maytree

This is a free event. Everyone is welcome!

April 30, 2018 Lunch @ 12:00 - 1:00 PM

Speakers @ 1:00 - 3:00 PM

Wheelchair accessible. ASL interpretation provided.

The event will be livestreamed at www.acto.ca
Metro Hall (Not City Hall) - Rotunda Gallery
55 John Street (SE corner of King St. & John St.),
Toronto, ON M5V 3C6

This event will be livestreamed at www.acto.ca.

What's the difference between a Human Right to Housing and a Human Rights-Based Approach to Housing?

Bottom Line: A right is something that is enforceable. You can go to court. The court can tell the government to do something. A human rights-based approach is only a description.

More via CBC: [Liberals establish road map for talks to legislate a right to housing](#) (Mar 24, 2018).

And don't forget to participate in the National Housing Strategy Consultations

Participate By June 1, 2018:

Send an email with the subject line "**Human Rights Based Approach to Housing: Feedback**" to placetocallhome@cmhc-schl.gc.ca

<https://www.placetocallhome.ca/>



A place to call home

Nothing is more important than home. Canada's first ever National Housing Strategy is a 10-year, \$40-billion plan that will strengthen the middle class, fuel our economy and give more Canadians across the country a place to call home.

Resources

TTC - Fair Pass Discount Program Has arrived!

Find the forms and the details at: <https://www.toronto.ca/transitdiscount/>

Keep in mind: You need a debit or credit card to load the cards at stations or online. You can only load the cards with cash at some Shoppers Drug Marts.

The Fair Pass discount is programmed onto a [PRESTO](#) card and cardholders must load funds to access the discounted Toronto Transit Commission (TTC) adult fare or TTC monthly pass.

- an adult living in Toronto and in receipt of Ontario Works (OW) or Ontario Disability Support Program (ODSP) and not receiving transportation supports equal to or greater than \$100 in the current month (i.e. Employment or Medical Related) through OW or ODSP.

How to apply

To apply for the Fair Pass Discount Program, you must complete and sign an [application](#) and [consent form](#). You can also obtain forms by mail or at any OW or [ODSP office](#) in Toronto.

Completed forms can be submitted by mail, fax, or in-person at any of the following Toronto Employment & Social Services (TESS) locations.

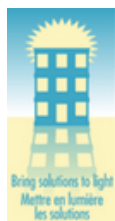
Did you know? You can get Naloxone for free

Did you know? You can get Naloxone for free from most pharmacies (with health card) and at mental health and addiction agencies.

- Get it today for you and your friends. Save a life.
- Get trained at many agencies including city locations, some pharmacies.
- Safe injection sites: Toronto Public Health (The Works), Queen West-Central Toronto Community Health Centre, South Riverdale Community Health Centre. Fred Victor at 45 Queen Street location.
- Moss Park Overdose Prevention site by the [Toronto Overdose Prevention Society](#), which demonstrated and advocated successfully for safe injection spaces.



Have any C/S Seniors been involved in this (medical-model based) advocacy group? Please let us know. We have lots of people who could really revolutionize the group!



Canadian Coalition for Seniors' Mental Health

To promote seniors' mental health by connecting people, ideas and resources.

Coalition Canadienne pour la Santé Mentale des Personnes Âgées

Promouvoir la santé mentale des personnes âgées en reliant les personnes, les idées et les ressources.

Employment (volunteer)

Do you have thoughts about what types of employment programs we should include. We have noticed that there is funding for training programs for people on OW rather than ODSP. Is this differentiation okay with you?

Starting points for interesting volunteer positions:

Charity Village training, jobs and volunteer opportunities <https://charityvillage.com>

Volunteer Toronto www.volunteertoronto.ca/
Volunteer Toronto is a charity that builds caring communities by connecting volunteers to the causes that need them.

Peer Staff Supervisors Training

- Centre for Innovation in Peer Support
Open to Anyone Who Supervises Peer Support Workers - [Information \(pdf\)](#) and [Registration](#)

Mon, 14 May 2018 9:00 AM – 4:00 PM EDT

348 Bronte St S, Unit 18, Milton, ON L9T 0H7

Training facilitated by Robyn Priest, International Consultant with the Centre for Innovation in Peer Support; and Christina Jabalee, Director-Centre for Innovation in Peer Support

FOOD AND HORTICULTURE PRE-EMPLOYMENT TRAINING

Are you a person on Ontario Works? Are you interested in gaining skills to work in food or horticulture services?

En Route to Employment may be an opportunity for you!

The 36 day intensive training includes sessions on:

- food services and horticulture skills
- customer service skills
- moving forward: re-entering the workforce
- asset mapping, goal setting
- wellness
- diversity issues
- conflict resolution
- first aid & CPR
- budgeting
- work etiquette
- resume writing
- interview skills

Training will begin **May 8** from 10am-3pm, Tuesday, Wednesday and Thursday for **10 weeks**. **You will receive a hearty lunch each day. 15 spots are available for the training program!**

For further information, please contact: Lubna Khalid Working for Change (416) 504-1693

Attendance at this session is encouraged, but not mandatory. TTC tokens will be available. Deadline for submitting the applications is April 27, 2018 until 5 pm.

In order to participate it is necessary to have a referral from your Ontario Works worker.

OCD Canada

OCD Canada is a not for profit organization dedicated to helping people with OCD, their families and friends. "We get it cause we got it" We have been helping people for over 20 years.

...Opportunities: Fundraising/Donations; Social Media/Website Design; Outreach/Education/Writing; General Office

If you are interested in finding out more information about our organization or volunteer opportunities, please e-mail Kim at kim@ocdcanada.org. To join our team, please include a brief description of how you think you can help. Thank you for your interest in volunteering. Check us out at <http://ocdcanada.org/>.

Events

Tips on finding events: We know there are lots of folks looking for events for Survivors so we don't want to duplicate efforts. If you do have a conference or survivor event, please submit it. We don't receive your information and we probably won't include it.

Events of interest:

Toronto Public Library
Toronto Magazine, Torontoist (torontoist.com) BlogTo (blogTO.com)
Facebook
The collective work of social workers and occupational therapists trying to program our lives



Toronto Public Library
Events with huge authors and speakers at the Reference Library
1899



<https://torontopubliclibrary.ca/programs-and-classes/appeal->

April 16, 2018 (Monday)

For Older Adults (reoccurring dates listed below)

For alternating weeks of Hatha yoga and Chair yoga. Hatha classes involve stretching into yoga poses on a mat, while Chair yoga is a suitable alternative for those who have difficulty getting on the floor to exercise. Bring your own yoga mat to the Hatha classes. **Dates for Hatha yoga are: April 16 and April 30; the date for Chair yoga is: April 23.** Drop in; no registration required. **At:** 1806 Islington Ave (north of Eglinton Ave W) **Richmond Hill** – Children's Program Room 2:30pm – 1:30pm **Phone:** 416-291-1111

EMPOWERMENT COUNCIL * 25 YEARS OF PATIENT ENGAGEMENT



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Conference and Celebration Keynote: DR. AMITA DHANDA

Professor of Law at the National Academy of Legal Studies and Research, Hyderabad & Head of the Centre for Disability Studies (NALSAR)

Panel Discussion

CHRIS HIGGINS
Ministry of Health – Reflections on Forensic Mental Health

BRENDA LeFRANCOIS
Why Mental Health Services Need Mad Theory

ZOE DODD
Advocacy and Toronto Harm Reduction

•

WEDNESDAY, APRIL 18, 2018
1001 Queen St. West, Bell Gateway Building, Gym
2:00 pm Reception to follow at 4:30 pm FREE
<https://www.facebook.com/events/1567125963382810>

More info: 416 535-8501 Ext. 33013

This space is wheelchair accessible and ASL interpretation is available upon request. Please contact beth.jacob@camh.ca by April 3rd

Events part 2

TCHC 2019 to 2022 strategic plan—Consultations [Tim: The most exciting events of all!]

Lots of survivors live in TCHC and face lots of barriers. There is a new process that you could get involved in:

We are developing our strategic plan for 2019 to 2022 and we want to hear from tenants. We will be hosting seven town halls in April 2018 across the city for tenants. During the consultations, we will let tenants know about our progress on the plan and ask them for feedback.

Details for these consultations can be found on our [events calendar](#); the meetings are called "2019-2022 strategic plan: tenant consultations".

<https://www.torontohousing.ca/strategicplan>

For more information, or to register for a meeting, contact Kate Serjeant at Kate.Serjeant@torontohousing.ca or call 416-981-5601.

Inkwell Workshops

Every Wednesday afternoon from 2pm–4pm

ROUTES

[2700 Dufferin Street, Unit 90]

- Wednesday, April 18, 25, 2018
 - 2:00 PM 4:00 PM
- April 18 - Explore the basics of writing fiction in a fun, relaxed environment. No experience necessary.

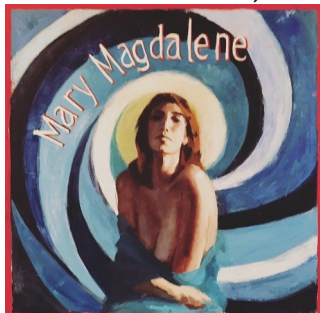


April 25 - Learn how to tell your own life stories in this safe, interactive workshop. No experience necessary.

SIDESHOW OF SAINTS

STEVEN LEWIS

OPENING APRIL 5, 4:30-6:30 PM - EXHIBITION



APRIL 4 – MAY 3

[FULL OF BEANS COFFEE HOUSE &](#)

[ROASTERY](#) 1348 DUNDAS STREET WEST

TORONTO https://www.facebook.com/pg/workmanarts/photos/?tab=album&album_id=1585025021576083

Laughing Like Crazy

Laughing Like Crazy finds humour in some of life's most challenging experiences like diagnosis, suicide attempts, hospitalization, and dating. By laughing about our difficulties, we can rise above them.

<https://www.eventbrite.ca/e/laughing-like-crazy-showcase-tickets-44654516862>

Thu, 26 April 2018 7:00 PM – 9:00 PM EDT

LOCATION: Central YMCA, Auditorium, 29 Grosvenor St.

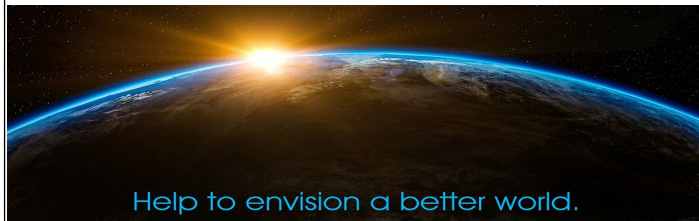
<https://www.eventbrite.ca/e/laughing-like-crazy-showcase-tickets-44654516862>



More events...**Help to envision a better world**

A poetry creation program specifically for consumer survivors and members of the Mad Community to illustrate themes of social justice. Four rehearsals and one recital.

June 13, 20, 27 July 4, 11. **Register** friendly-spike@primus.ca or call 647.729.9068



The Friendly Spike Theatre Band is delighted to invite you to participate in our new social justice themed poetry creation program:



Participants are asked to attend four development rehearsals and one performance. There is no cost for this program but please register to confirm your commitment to the project.

June 13, 20, 27,
July 4 and 11
6pm-9pm

May Robinson Auditorium,
20 Westlodge Ave.,
Toronto

The series will be led by acclaimed song/poet Honey Novick, with input from Special guest poets: Naomi Laufer, Helen Posno, and Bill Bissett

Please register at:

friendlyspike@primus.ca
or call 647.729.9068



We're looking forward to hearing from you!



Sponsored by The Carrot Common Social Justice Fund and The Friendly Spike Theatre Angels.

Self-Defense Workshop

April 29 from 1-5 Join us for a one-day workshop to learn self-defense techniques. This inclusive seminar is suitable for community members ages 18 or above, and all fitness levels.

Register online: <http://www.the519.org/events/self-defense-workshop-apr29>

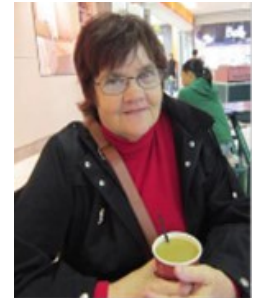
(Future classes: May 27, June 17) At: 519 Church St (@ Wellesley St) **Phone:** 416-392-6874

Computer Help!

Martha Gandier

(gandier47@hotmail.com)

offers fellow consumers/ survivors free over-the-phone or remote online computer advice and support.

**Online Document Readers**

((If you would like to hear The Bulletin, below you will find links to websites that can do that for you))

<https://www.naturalreaders.com/>

<http://ttsreader.com/>

Disclaimer:

The views expressed do not necessarily reflect those of the Toronto Central LHIN, the Government of Ontario, Sound Times Support Services Staff, Volunteers or Board Members.

Thanks: to the C/S Info Bulletin Team and their wonderful volunteers!

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You can also follow us on:

Where we post even more information and resources.

All previous issues are available on our website:

www.soundtimes.com/bulletin.

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