



**Canadian Mental
Health Association**
Brant-Haldimand-Norfolk
Mental health for all

Participant

HANDBOOK

Brant Office (Administration)

44 King Street, Suite 203
Brantford, Ontario N3T 3C7
Tel: (519) 752-2998
Fax: (519) 752-2717

Haldimand Norfolk Office

395 Queensway West
Simcoe, Ontario N3Y 2N4
Tel: (519) 428-2380
Fax: (519) 428-3424

bhn.cmha.ca



Ontario

**Hamilton Niagara Haldimand Brant
Local Health Integration Network**
Réseau local d'intégration
des services de santé de Hamilton
Niagara Haldimand Brant





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WELCOME!

Dear New Client / Tenant:

I am pleased to provide you with a copy of our Participant's Handbook. This handbook is a resource and a guide for you during the time that you receive service from CMHA. The handbook outlines a number of important areas about the services that we provide and will help you as you progress to recovery.

Please let your case manager or another CMHA employee know if you have any questions about the content. Also, please let us know if you have any feedback about this handbook so that we can make any necessary improvements.

We are here to help, and look forward to a positive and successful relationship!

Yours truly,

A handwritten signature in black ink, appearing to read "Michael Benin".

Michael Benin

Executive Director





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Vision and Mission Statements

Vision: A society which values human dignity and enhances mental and emotional well-being for all.



Mission: To promote a positive approach to mental health among all people in Brant, Haldimand and Norfolk counties, and to enhance the quality of life of individuals with severe and persistent mental health issues and their families, through leadership, education, partnership, advocacy, empowerment, outreach and support.



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Emergency Response

Immediate risk to the safety of people or property?

Call 911.

What to do in an Mental Health Crisis:

You can call CMHA for support during business hours at 519-752-2998 (Brant) or 519-428-2380 (Simcoe). After-hours, a crisis line can be contacted:

1-866-811-7188 (Brant)

1-866-487-2278 (Haldimand Norfolk)

Program Closures:

In the event of an unexpected closure of the agency, listen to local radio stations for updates:

92.1 FM in Brant

92.9 FM in Haldimand

98.9 FM in Norfolk

Loss of Electricity, Lights or heat:

Listen to a local radio station for updates (see above).

Keep doors and windows closed. Do not cook inside on camp stoves. Be careful when using candles, and do not leave them unattended. Keep refrigerator and freezer doors closed as much as possible.

If you feel unwell:

Phone your Doctor or Telehealth but the Emergency Room at your local hospital is always open.



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Emergency Numbers

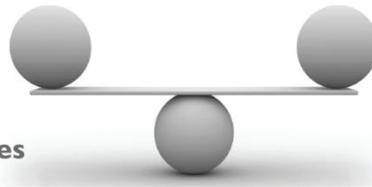
AMBULANCE, FIRE, POLICE	911
Ontario Poison Center	1-800-268-9017
Telehealth	1-866-797-0000
Holmes House (Addiction)	1-888-999-4966
Sexual Assault Centre (24 hour Crisis Line)	519-751-3471
Nova Vita (Woman's Shelter)	519-752-4357
Haldimand Norfolk Woman's Services (Woman's Shelter)	519-426-8048
Victim Services of Haldimand Norfolk and New Credit	1-800-264-6671
Victim Services of Brant	519-752-3140
Union Energy – Gas	1-877-969-0999
Brantford Hydro	519-751-3522
Hydro One - Electricity	1-800-434-1235
Ontario 211 (Helpline)	211 211ontario.ca



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Your Rights & Responsibilities

Canadian Mental Health Association, Brant-Haldimand-Norfolk (CMHA BHN) believes that all people have the right to be treated with dignity and respect, and to work, live, and receive service without abuse or discrimination. CMHA BHN also believes that client success in our programs depends on a cooperative partnership between all involved. Based on these beliefs, clients have the following rights and responsibilities:



Rights and Responsibilities

Rights:

1. To be seen quickly when you arrive at the scheduled time for a scheduled appointment
2. To have your phone calls returned in a timely manner (no longer than two working days).
3. To choose to have a student attend session or groups provided by the agency.
4. To request to see your file by speaking to your worker (file can be available within 30 days).
5. To request a copy of any information in your file, that does not belong to another service, with a fair charge for copying
6. To be treated with dignity and respect
7. To receive service in a safe place.
8. To end services when you feel it is no longer helpful to you.
9. To receive notice if CMHA BHN is closing your file.
10. To make a complaint to us if you think we have abused your rights using the Client Complaint Process.



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Responsibilities:

1. To participate actively and honestly with your worker.
2. To identify and work on your goals with your worker
3. To treat other clients and staff with dignity and respect; discrimination or abuse of any kind will not be accepted
4. To come to scheduled appointments or groups sessions on time
5. To call at least one day ahead if you need to cancel an appointment.
6. To attend appointments and groups free from alcohol and recreational drugs.
7. To tell your worker if you change your address or telephone number
8. To maintain the confidentiality of other people that you encounter while participating in our programs. This would include talking to others about people or information gained in programs or taking photographs without permission.



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Statement of Health Information Practices

At CMHA BHN, we take the privacy of your personal health information seriously. Our practices are in compliance with the Personal Health Information Protection Act (PHIPA).

In our day to day efforts to provide services, we collect and disclose information with your expressed approval (either verbal or written) – and we will only share information without your prior approval in situations where your safety, or the safety of others, is at serious & imminent risk.

Limitations:

There are three primary reasons information will be given out without your consent.

1. Child Protection—We are required by law to call the Children’s Aid Society if we believe that a child is in need of protection.
2. Harm to Self or Others—We will call the police, ambulance or other emergency services if the health or safety of an individual is at risk. This may include perceived threats or unsafe living conditions.
3. Legal Requirement—We will give information to the court if a court order is received or if directed by any other law.

Family & Friends

We invite and encourage the participation of family and friends in your healthcare experience. However, we will only share your personal health information with them with your consent.



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Health Records

CMHA BHN maintains a record of your involvement with us. This record is available to all programs of the agency and may be in an electronic database and/or a physical (paper) file. Your file information secured with CMHA BHN will only be accessed by employees of the agency who are directly involved with or supervising the provision of your support while you utilize our agency's services. These documents are always stored securely and in compliance with Personal Health Information Protection Act (PHIPA).

Service participants can request a correction to their record of personal health information when they believe an error or omission has occurred. The request must be provided in writing to the Contact Person and is subject to the PHIPA regulations.

The Federal & Provincial Governments have established a goal of providing Canadians with an electronic health record. This will improve access and coordination of your care, enhance client/patient safety, reduce wait times, avoid duplicate assessments, and enhance timely access to your health information by healthcare providers. Your information is stored securely on shared health information databases, accessible only by your authorized Healthcare providers and in compliance with applicable legislation.

If you have any questions or concerns contact the Agency Privacy Officer.



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Access To Records:

A service participant of CMHA BHN can request access to his or her record of personal health information. Requests must be provided in writing to the Contact Person. A review of the record will be made available in compliance of the PHIPA regulations within thirty days.

Correction Of Records:

Service participants can request a correction to their record of personal health information when they believe an error or omission has occurred. The request must be provided in writing to the Contact Person and is subject to the PHIPA regulations.

Contact:

CMHA BHN Privacy Officer

John Ranger
519-428-2380 ext. 203
john@cmhabhn.ca
www.bhn.cmha.ca

Or

Information & Privacy Commissioner of Ontario
www.ipc.on.ca



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Tell us about your experience

Your feedback is important.

As part of our ongoing commitment to quality care, we ask that you complete the Ontario Common Assessment of Care (OPOC), or another feedback survey, on a yearly basis and when leaving service.



Completing the questionnaire is completely voluntary. You will be asked about your perceptions of the services or supports you have received from our agency. This information is being collected to help us identify areas of strengths on which to build, and areas for improvement.



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Infection Prevention and Control

Please reschedule appointments and refrain from coming to the agency offices when feeling unwell. Please inform your worker if you are experiencing a pest infestation (bed bugs, fleas, etc.). We will offer options to provide support while minimizing the possible spread of the infestation. Listed are measures that can help everyone prevent the spread of communicable disease:

- Wash your hands with soap regularly and use hand sanitizer.
- Maintain good personal hygiene.
- Do not share combs, razors, towels, eating utensils or cigarettes.
- Keep your immunizations up-to-date. Get a flu shot. Don't share needles.
- Eat a balanced diet.
- Get plenty of rest and exercise often.
- Cover your mouth when you cough or sneeze; use your arm if you can.
- Avoid touching your eyes or mouth, especially without washing your hands first.
- Handle food safely
- Avoid unprotected sexual activity. Get checked for sexually transmitted infections (STI) or other communicable diseases. Tell us if you have a STI or communicable disease.
- Report hazards immediately
- If there is an outbreak or pandemic, avoid contact with others or wear a N-95 mask.



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Smoke-Free Workplace

Consistent with the Smoke-Free Ontario Act

CMHA BHN will provide a smoke-free workplace for all of its employees.



All employees, clients, contractors and visitors to CMHA BHN are required to refrain from all forms of smoking within company buildings including, offices, hallways, washrooms, stairwells, elevators and meeting rooms.

Staff may not smoke in their vehicles while transporting you.

Smoking is not permitted within 9 metres of all building entrances.

For home visits, staff will request that you and others in the residence postpone smoking for one hour prior to, and during a visit by a CMHA BHN employee. If you are unable to comply with this policy, the staff will explore alternatives, such as meeting in another smoke-free location.

Scent Free

CMHA BHN is Scent Free. Please do not wear perfume, cologne, aftershave and other fragrances when receiving services.

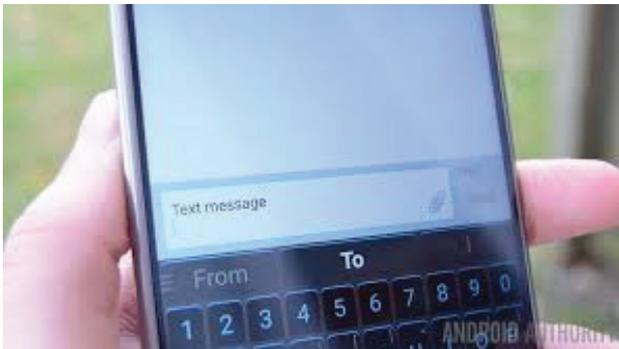
The chemicals used in scented products can make some people sick, especially those with fragrance sensitivities, asthma, allergies, and other medical conditions.



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Email and Text Communication

We recognize that many people would like to use communication other than telephone. While we understand that this may be a convenient way of communicating, it does bring certain risks and considerations.



Although we will make every effort to keep the information secure, because of the nature of electronic communication, we cannot guarantee the confidentiality of those communications.

All written communication is taken seriously and is documented in your file.

Emails and text messages will only be responded to during regular working hours (Monday to Friday from 8:30 am—4:30 pm) and it should not be assumed that the message will be responded to any more quickly than a typical voice mail message. You may not receive a notification if your worker is absent.

You may be asked to sign a waiver outlining risks and responsibilities.

If you have any concerns about your communication with your worker, please contact the Agency office.



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Client Complaint Process

Any participant in CMHA BHN programs who believes that his/her rights have been violated may file a complaint.



The steps for filing a complaint are:

- Tell your worker verbally or in writing.
- If you are not satisfied with your worker's response, please tell a Manager. A written complaint may be requested.
- If you are not satisfied with the Manager's response, you can tell the Executive Director in writing.
- If you are still not satisfied with the Executive Director's response you can give a written complaint to the President of the Board of Directors of CMHA BHN by dropping off the written complaint at the Agency office.



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Risks and Benefits of Services

The goal of all our programs is to promote Recovery.

There are risks and benefits to participating in service. For example, attendance may be helpful in developing insights, reshaping behavior patterns and identifying healthy coping strategies. Groups can be helpful in increasing social interactions and learning skills. However, you may find change to be difficult, demanding or trigger painful feelings. If you decide this is not the service for you, your worker will be able to review alternate options within CMHA BHN or your community that might better address your specific needs. All services are voluntary and you may withdraw from service at any time.

Limitations to Service

While there is an expectation that you will benefit from CMHA BHN services and reach your desired goals/dreams, there are many factors that could limit this. Effective goal achievement requires, among other things, consistent attendance and a strong commitment to make personal change. Your worker will discuss any limitations to service with you, should they arise.

Waiting for Service

Many CMHA BHN programs have a wait list. When you are placed on the waitlist, you will be informed of the approximate wait time. Due to varying lengths of service, it is very difficult to predict exact wait times. Your worker can update you on your location on the list. If you do not have a worker, Reception can direct your call to the appropriate Manager.



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What you can expect from Individual Support

All services provide support to persons who wish to make changes in their lives to enhance their mental health. Initially, this involves you and your worker looking at your individual strengths and needs, from a mental health perspective. This assessment will be done through discussions between yourself, your worker and any other people you identify as important in your life. Based on this, your worker will assist you in deciding on your plan. The plan involves you setting personal goals/dreams and working toward achieving them with the support of your worker and others in your life. You and your worker will determine completion of service when you have achieved your desired outcomes or when another service may be more helpful to you.



This process does not occur in clearly spelled out steps. Some programs may be short or long-term, while others may have specific time frames for service provision. Your worker will inform you of any time limitations. It is a working partnership that is reliant on mutual participation and commitment of both you and the worker involved.



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What you can expect from Group Support

Group Support provides support to persons who wish to build skills, problem solve, increase social interaction, and set goals.



Groups vary in length from one session to ongoing. Group size also varies. Behavior and expectations within the group are discussed in the early stages. All groups are run by a trained facilitator whose role is to provide information and emotional safety for the members. Facilitators can also provide individual support should you require debriefing.



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End of Service

All participation in CMHA BHN services is completely voluntary. No one will ever force you to be involved with any of our programs and supports.

With this in mind, either you or CMHA BHN may initiate a program discharge. Reasons for a discharge may include:

- Your request
- Your goals have been met
- Service is no longer required (as assessed by CMHA or you)
- Lack of contact with you
- Health and safety concerns
- You receive similar services elsewhere
- You move out of our service region
- You have reached the end of a time limited service

If you have any questions about Discharge from CMHA BHN services, don't hesitate to speak with your worker about it.

Getting Re-Connected

Individuals who wish to receive services following discharge, may qualify for Rapid Reinstatement within 2 years. To access Rapid Reinstatement, call the agency and ask for Intake.

