

**FREE** - 15th Edition - 2011

# MENTAL HEALTH

## RESOURCE GUIDE FOR WINNIPEG

### INTRODUCTION

If you or someone you know is experiencing a mental health problem, you may not know where to turn for information, help or support.

This guide is intended to assist individuals, families, friends or professionals to access information on the variety of services and supports available in the community of Winnipeg. Having access to useful information is a key value of the Canadian Mental Health Association. We hope this guide will assist you in finding the services or supports you are looking for in a timely manner.

The Canadian Mental Health Association, Winnipeg Region is dedicated to helping you navigate the mental health system. If you need help, call 982-6100 or visit our website at [www.cmhawpg.mb.ca](http://www.cmhawpg.mb.ca)



### Mental Illness

Mental illnesses can affect a person's mood and cause difficulties in a person's ability to think and relate to others. Mental illness may affect our ability to cope with the demands of daily life. Mental illnesses can occur at any age and affect people of all cultures.

### Eating Disorders

- common in men and women under the age of 30.
- anorexia nervosa, the most common, is a serious illness that involves drastic weight loss due to fasting and excessive exercise. This illness can become life-threatening.
- bulimia involves binge eating followed by self-induced vomiting and the abuse of laxatives.

### Personality Disorders

- there are many different disorders, each with its own medical name and symptoms.
- symptoms may include difficulty getting along with other people, difficulty understanding self and others, irritability, and demanding, hostile, fearful and manipulative behaviour.
- people with these disorders often do not seek help because they are able to function in many ways, such as work.
- there is a tendency to blame others, rather than consider that the problem is within themselves.

### Organic Brain Disorders

- affects about 1% of people as a result of physical disease or injury to the brain.
- disorders include Alzheimer's disease, AIDS dementia complex (caused by damage to brain cells by the HIV virus), and damage from strokes and accidents.

### These Organizations offer Information & Support for Organic Brain Disorders:

- ALZHEIMER SOCIETY OF MANITOBA  
943-6622 Toll Free 1-800-378-6699
- LEARNING DISABILITIES ASSOCIATION OF MANITOBA  
774-1821
- MANITOBA BRAIN INJURY ASSOCIATION  
975-3280
- SOCIETY FOR MANITOBANS WITH DISABILITIES  
975-3010 or TTY 975-3012
- STROKE RECOVERY ASSOCIATION OF MANITOBA  
942-2880
- NINE CIRCLES COMMUNITY HEALTH CENTRE (HIV/AIDS)  
940-6000
- FASD INFORMATION MANITOBA  
1-866-877-0050
- FASD LIFE'S JOURNEY INC.  
772-1591
- MENNONITE CENTRAL COMMITTEE MANITOBA, FASD Program  
925-1913
- MANITOBA FASD CENTRE  
235-8866 · [www.fasdmanitoba.com](http://www.fasdmanitoba.com) ■

### Mental Health

Our mental health is an ever changing aspect of ourselves.

Positive mental health is described as:

- emotional and psychological wellness
- positive self-concept, self-acceptance
- satisfying interpersonal relationships
- satisfaction in living
- feeling in control, taking personal responsibility for your actions and feelings
- ability to handle daily activities

By being self-aware we can take positive steps toward mental health when the balance is disrupted. Here are some simple ways to work toward regaining a balance...

- get adequate sleep
- eat a balanced diet
- get regular exercise
- practice relaxation techniques
- make time for pleasurable activities, hobbies, and work
- prioritize tasks, delegate, don't take on too much
- develop supportive relationships
- don't be overly critical of yourself
- focus on your strengths and abilities
- LAUGH!

### CONTENTS

- P1 Mental Illness
- P1 Mental Health
- P2 Self-Help Organizations
- P2 Getting Help
- P3 Crisis Services
- P3 Counselling or Therapy
- P3 Addictions
- P4 Alternative Therapies
- P4 Help for Families
- P4 Stress Tips
- P5 Housing
- P5 Medications
- P6 Income Assistance
- P6 Mental Health Act
- P6 Employment
- P7 Social & Recreational
- P7 Recovery & Empowerment
- P7 Rights
- P7 Skill Building
- P8 Information Resources

*1 in 5 Canadians  
(20% of the population)  
today are likely to  
experience a diagnosable  
mental illness.*



There are many possible causes of mental illness including biochemical, genetic, social, psychological or environmental.

When you first seek help, a mental health professional will want to assess the symptoms in order to diagnose the problem and decide on the best treatment. A diagnosis is not always easy to make.

Here is a list of common mental illnesses and symptoms:

### Anxiety Disorders

- affects about 12% of Canadians.
- includes generalized anxiety, phobias (involuntary but intense fear of objects, animals or situations) and panic attacks (repeated episodes of intense, sudden fear and physical symptoms such as difficulty breathing, sweating, heart racing).
- Obsessive-Compulsive Disorder (OCD) is another anxiety disorder in which a person is unable to control the repetition of unwanted thoughts or actions.
- Post Traumatic Stress Disorder (PTSD) can affect anyone who has survived a severe and unusual physical or emotional trauma. People may re-experience the trauma through nightmares or flashbacks and may also experience anxiety, insomnia, poor memory and difficulty concentrating.

### Mood Disorders

*(depression and bipolar disorders)*

- affects up to 10% of Canadians.
- people with mood disorders experience the "highs" and "lows" of life with greater intensity and longer than most people.
- depressive symptoms include feelings of sadness, changes in eating patterns, disturbed sleep, lack of energy, inability to enjoy life, difficulty concentrating and making decisions, impaired sex-drive, feelings of helplessness and hopelessness that can lead to thoughts of death or suicide.
- bipolar symptoms include periods of depression and periods of feeling "high" or euphoric, which can lead to impaired judgement and insight, extreme irritability, excessive energy and difficulty concentrating.

### Schizophrenia

- affects 1% of Canadians, with the onset usually in the late teens or twenties.
- symptoms may include disturbed thought processes, delusions (false or irrational beliefs), hallucinations (seeing or hearing things that do not exist) and odd behaviour.
- other symptoms include social withdrawal, depression, lack of interest, and difficulty expressing emotions.
- the number and severity of episodes vary.



## Growth, Change and Hope

The daisy is a symbol of beauty, growth and hope. We see beauty within everyone.

### Canadian Mental Health Association's Mission:

"The Canadian Mental Health Association, a nationwide, voluntary organization, promotes the mental health of all and supports the resilience and recovery of people experiencing mental illness. CMHA accomplishes this mission through advocacy, education, research and service."

## What is Psychosis?

Psychosis...

- is a common medical condition affecting 3% of the population
- results from a disruption in brain functioning
- can radically alter a person's thoughts, beliefs, perceptions and behaviour
  - affects males and females equally
  - tends to emerge during adolescence and young adulthood
- is more likely to occur in families with a history of serious mental illness
  - can be effectively treated

The **EARLY PSYCHOSIS PREVENTION AND INTERVENTION SERVICE (EPPIS)**, a program that serves residents of Winnipeg, is designed to support young people between 13 and 35 years of age who are displaying symptoms of psychosis for the first time. EPPIS can be contacted at **958-9677**.

Treatment is most effective when it is started early. With proper treatment, most people recover fully from the first episode of psychosis. For many, the first episode is also the last.

**If you suspect psychosis, don't ignore it.**

## Self-Help Organizations

The Winnipeg community offers a variety of self-help groups which provide the opportunity for consumers, family members and the general public to gather information, receive peer support, obtain counselling and find out about available resources. Other services offered may include advocacy, support groups, workshops, social opportunities and public education.

Please refer to website listing on back page for more information.

- **MANITOBA SCHIZOPHRENIA SOCIETY**  
100-4 Fort Street · **786-1616**
- **MOOD DISORDERS ASSOCIATION OF MANITOBA**  
100-4 Fort Street · **786-0987**
- **ANXIETY DISORDERS ASSOCIATION OF MANITOBA**  
100-4 Fort Street · **925-0600**
- **OBSESSIVE COMPULSIVE DISORDER CENTRE MANITOBA, INC.**  
100 - 4 Fort Street · **942-3331**
- **EMOTIONS ANONYMOUS** · **269-6248**
- **EATING DISORDERS SELF-HELP PROGRAM**  
**CMHA MANITOBA DIVISION**  
2633 Portage Avenue · **953-2358**  
Providing supports, information, and resources to individuals and families impacted by an eating disorder while working to promote healthy body image, self-acceptance, and eating disorder awareness throughout Manitoba.
- **INDEPENDENT LIVING RESOURCE CENTRE**  
311A-393 Portage Avenue · **947-0194**  
Information and referral, peer support, individual advocacy, development of independent living skills, resource/service development and a resource library for people with all types of disabilities.
- **SENECA HELP LINE**  
Available 7:00pm-11:00pm daily · **942-9276**  
Offering peer support, help with problem-solving and information about community resources to those who are struggling with mental health and life issues.
- **MENTAL HEALTH AND DISABILITIES PROGRAM**  
Mennonite Central Committee · **925-1921**  
Program raises awareness of the issues of mental illness within congregations by networking with other mental health and community agencies and by providing resources such as speakers, videos, workshops and written materials.
- **DUAL RECOVERY ANONYMOUS** · **772-1037**  
For individuals affected by both chemical dependency and an emotional or psychiatric illness.
- **THE COMPASSIONATE FRIENDS**  
685 William Avenue · **787-4896**  
Resource library, support meetings, drop-in, newsletter, workshops, and telephone friends for bereaved parents.
- **RAINBOW RESOURCE CENTRE** · **474-0212**  
This centre offers support, information, telephone counselling, and referrals on issues related to sexual and gender minorities.  
[www.rainbowresourcecentre.org](http://www.rainbowresourcecentre.org)
- **OVEREATERS ANONYMOUS** · **334-9008** [www.oa.org](http://www.oa.org)
- **S.P.E.A.K. SUICIDE PREVENTION EDUCATION AWARENESS KNOWLEDGE**  
242-870 Portage Avenue · **831-3610**
- **OPERATIONAL STRESS INJURY SOCIAL SUPPORT (OSISS)** Offers community resource information and referral, education, and peer support to military members, veterans and their families who have been impacted by an operational stress injury (OSI) as a result of operational duties. Family members contact **831-3444**  
Military members and veterans contact **984-0878** or **833-2500 ext 5201** Website: [www.osiss.ca](http://www.osiss.ca)
- **PUBLICATIONS**  
[www.moodsmag.com](http://www.moodsmag.com) · [www.schizophreniadigest.ca](http://www.schizophreniadigest.ca)  
[www.mentalhealthrecovery.com](http://www.mentalhealthrecovery.com) ■

## Getting Help

If you or someone you know is experiencing a mental health problem, it is important to seek help early. It is a good idea to see a doctor to assess your overall health and to rule out any underlying physical illness. Be very specific and thorough about what you have been experiencing in order for the doctor to provide the best possible course of treatment.

If you do not have a Family Doctor and you need to find a Family Doctor who is accepting new patients; call **Family Doctor Connection** at **786-7111** or contact the **College of Physicians and Surgeons of Manitoba** at **774-4344**.

Your doctor may prescribe treatment or you may be referred to a psychiatrist or a general practitioner who has specialized training in psychiatry, or other mental health professional.

Other professionals who may be part of your treatment team include: psychiatric nurses, social workers, community mental health workers, occupational therapists or psychologists.

## Winnipeg Regional Health Authority

To access any of the following WRHA Community Mental Health Services for adults experiencing mental health problems, call **940-2655 CENTRAL INTAKE**.

### Adult Community Mental Health Services

#### Community Mental Health Program:

Provides Clinical Case Management services and supports in the 12 community areas throughout Winnipeg.

#### WRHA Mental Health Housing Services

189 Evanson Street

Must be referred by a Community Mental Health Worker.

#### Intensive Case Management Program (ICM):

Provides Rehabilitation-Oriented Case Management services with an emphasis on the development of skills and supports.

#### Program of Assertive Community Treatment (PACT):

Provides Specialized Treatment, Rehabilitation, and Support services using a multidisciplinary team approach.

#### Co-occurring Disorders Program (CODI):

Provides Clinical Consultation, Case Management, Dialectical Behaviour Therapy, and Specialized Treatment Services.

## Community Health Clinics

Community clinics offer a range of health services:

### ACCESS DOWNTOWN

640 Main Street · **940-3638**

### ACCESS RIVER EAST

975 Henderson Highway · **938-5000**

### ACCESS TRANSCONA

845 Regent Avenue West · **938-5555**

### AIKINS STREET - COMMUNITY HEALTH CENTRE

601 Aikins Street · **940-2025**

### HEALTH ACTION CENTRE

640 Main Street · **940-1626**

### HOPE CENTRE HEALTH CARE INC.

240 Powers Street · **589-8354**

### KLINIC COMMUNITY HEALTH CENTRE

870 Portage Avenue · **784-4090**

### MOUNT CARMEL CLINIC

886 Main Street · **582-2311**

### NINE CIRCLES COMMUNITY HEALTH CENTRE

705 Broadway Avenue · **940-6000**

### NOR'WEST CO-OP COMMUNITY HEALTH CENTRE, INC.

103 - 61 Tyndall Avenue · **940-2020**

### PRIMARY CARE CLINIC - WHRA

1001 Corydon Avenue · **940-2000**

### SAUL SAIR HEALTH CENTRE - SILOAM MISSION

300 Princess Street · **943-0658**

### WOMEN'S HEALTH CLINIC

3rd Floor, 419 Graham Avenue · **947-1517**

### YOUVILLE CENTRE

6-845 Dakota Street · **255-4840**

### ABORIGINAL HEALTH AND WELLNESS CENTRE

215-181 Higgins Avenue · **925-3700**

### CENTRE DE SANTÉ SAINT BONIFACE

D-1048, 409 Taché Avenue · **235-3910** ■



## Crisis Services

### What is a Crisis?

- A time of difficulty or change.
- A disruption or breakdown in your daily living pattern.
- A temporary inability to cope by your usual ways of problem solving.
- A feeling of being out of control.

*What can you do if this is happening to you or to someone you know?*

### Contact any of the Following

These services require the consent of the person experiencing the crisis.

**WINNIPEG REGIONAL HEALTH AUTHORITY (WRHA),  
MOBILE CRISIS SERVICE · 940-1781**

Is a multi-disciplinary team specializing in crisis intervention, mental health assessment, and short term follow-up for adults experiencing a mental health crisis. Offers 24 hour crisis intervention and home visits. Individuals, family members, and service providers can call for assistance.

**CRISIS STABILIZATION UNIT (WRHA)**

755 Portage Avenue · **940-3633**

Provides short term intervention for adults experiencing mental health and/or psychosocial crisis.

**YOUTH EMERGENCY CRISIS STABILIZATION SYSTEM**

**949-4777 or 1-888-383-2776**

**OSBORNE HOUSE INC. · 942-3052**

24 hour crisis line. Provides a safe and supportive environment for women and their children who are being abused by an intimate partner.

**MAIN STREET PROJECT**

75 Martha Street · **982-8245**

Provides 24 hour crisis services including shelter, detox, housing, and counselling.

**WINNIPEG EMERGENCY SERVICES OPERATOR**

**911**

Will connect your call to the appropriate Emergency Department who will then take details of your crisis situation.

**KLINIC**

**786-8686 or 1-888-322-3019**

24 hour crisis line offers counselling service and crisis/suicide intervention.

**MANITOBA SUICIDE LINE**

**1-877-435-7170**

### Hospital Emergency

**HEALTH SCIENCES CENTRE**

Adults: **787-3167**

Children: **787-2306**

**GRACE GENERAL HOSPITAL · 837-0157**

**ST. BONIFACE GENERAL HOSPITAL · 237-2260**

**SEVEN OAKS GENERAL HOSPITAL · 632-3232**

**VICTORIA GENERAL HOSPITAL · 477-3148**

**CONCORDIA HOSPITAL · 661-7194**

**MISERICORDIA HEALTH CENTRE**

Urgent Care · **788-8188**

Several hospitals have psychiatric nurses on duty in emergency for part of the day/evening. Inquire about specific schedules. ■

## Counselling or Therapy

In addition to medical treatment, professional counselling or therapy is often beneficial in the treatment of mental health problems or mental illnesses. Counselling may address one or more of the following issues:

- effective coping strategies for daily living
- relationships and family communication
- changing negative thought patterns
- dealing with loss and grief
- childhood issues of abuse, neglect or trauma
- crisis planning
- managing emotions in a healthy way
- problem-solving
- building self-awareness and self-esteem
- developing new skills

Counselling can come from a number of perspectives and may be focused on particular issues. Examples of different perspectives may include feminist or faith-based approaches. Sometimes counselling is focused on a particular issue such as domestic abuse, past childhood abuse, or specifically for men. When choosing a counsellor or counselling organization, ask questions about the perspective and focus to make sure it fits with your values, beliefs, and needs.

### Peer Support Services

• **SENECA HOUSE · 231-0217**

24 hour, 7 days a week, safe house for adults with mental health problems. Provides respite care and peer support. Phone ahead to ensure space and appropriateness of service. References required for first time guests.

• **SENECA HELP LINE · 942-9276**  
(available 7:00pm - 11:00pm daily)

### Finding a Counsellor:

- Ask your doctor for a referral to a qualified counsellor (a referral may be required by the counsellor or by your insurance plan to receive coverage).
- See the Yellow Pages under Counsellors.
- Your employer may have an Employee Assistance Program (E.A.P.) that provides free confidential counselling or referral to counselling.
- Check if your private medical insurance plan covers professional counselling.
- Contact these professional organizations:  
**MANITOBA PSYCHOLOGICAL SOCIETY · www.mps.ca · 488-7398**  
**MANITOBA ASSOCIATION OF SOCIAL WORKERS/MANITOBA INSTITUTE OF REGISTERED SOCIAL WORKERS · 888-9477**  
**COLLEGE OF REGISTERED PSYCHIATRIC NURSES OF MANITOBA · 888-4841**
- Or call one of the agencies listed below.

#### KLINIC COMMUNITY DROP-IN COUNSELLING SERVICE

Various locations · **784-4067**

Drop-in counselling is available at two locations in Winnipeg.

Call for locations and times or visit [www.klinic.mb.ca](http://www.klinic.mb.ca) and go to counselling services.

These social service agencies provide low cost or no cost professional counselling.

- **AULNEAU RENEWAL CENTRE**  
111 Marion Street · **987-7090**
- **AURORA FAMILY THERAPY CENTRE**  
University of Winnipeg · **786-9251**
- **CENTRE DE SANTÉ SAINT BONIFACE · 235-3910**  
ID-1048, 409 Taché Avenue
- **CENTRE RENAISSANCE CENTRE**  
844 Autumnwood Drive · **256-6750**
- **CORNERSTONE COUNSELLING SERVICE**  
302-1200 Portage Avenue · **663-0050**
- **EVOLVE (KLINIC COMMUNITY HEALTH CENTRE)**  
870 Portage Avenue · **784-4208**  
(Specializes in domestic abuse issues)
- **EYAA-KEEN HEALING CENTRE**  
547 Notre Dame Avenue · **783-2976** or **1-877-423-4648**  
Aboriginal Traditional based therapeutic trauma treatment and psychological rehabilitation · [www.eyaa-keen.org](http://www.eyaa-keen.org)
- **FORT GARRY WOMEN'S RESOURCE CENTRE**  
1150-A Waverley Street · **477-1123**
- **HOPE CENTRE HEALTH CARE**  
240 Powers Street · **589-8354**
- **IMMIGRANT WOMEN'S COUNSELLING SERVICES,  
NOR' WEST CO-OP**  
200-323 Portage Avenue · **940-2172**
- **INDIAN FAMILY CENTRE**  
470 Selkirk Avenue · **586-8393**
- **JEWISH CHILD & FAMILY SERVICE**  
C200-123 Doncaster Street · **477-7430**
- **KLINIC COMMUNITY HEALTH CENTRE**  
870 Portage Avenue · **784-4090**  
**TRAUMA COUNSELLING INTAKE · 784-4059**  
**EVOLVE INTAKE · 784-4208**  
**24 HOUR CRISIS LINE · 786-8686**
- **MA MAWI WI CHI ITATA CENTRE**  
94 McGregor Street · **925-0300**
- **MEN'S RESOURCE CENTRE**  
200-321 McDermot Avenue · **415-6797** or **1-855-672-6727**
- **MOUNT CARMEL CLINIC - Multicultural Wellness Program**  
886 Main Street · **589-9475**
- **NEW DIRECTIONS PARENTING CENTRE**  
301-321 McDermot Avenue · **956-6560**
- **NOR' WEST CO-OP COMMUNITY HEALTH CENTRE**  
103-61 Tyndall Avenue · **940-2020**
- **NORTH END WOMEN'S CENTRE**  
394 Selkirk Avenue · **589-7347**
- **PREGNANCY & FAMILY SUPPORT SERVICES INC.**  
555 Spence Street · **772-9091**
- **PLURI-ELLES**  
570 rue des Meurons · **233-1735** (services francophone families)
- **PSYCHOLOGICAL SERVICE CENTRE**  
University of Manitoba · **474-9222**
- **RAINBOW RESOURCE CENTRE**  
170 Scott Street · **452-7508**  
Issues related to sexual orientation and gender identity
- **RECOVERY OF HOPE**  
300-309 Hargrave Street · **477-4673** Toll Free **1-866-493-6202**
- **THE FAMILY CENTRE OF WINNIPEG**  
4th Floor, Portage Place · **947-1401**
- **THE LAUREL CENTRE**  
104 Roslyn Road · **783-5460**
- **WOMEN'S HEALTH CLINIC**  
3rd Floor, 419 Graham Avenue · **947-1517**
- **YOUVILLE CENTRE**  
33 Marion Street · **233-0262**  
6-845 Dakota Street · **255-4840** ■



## Addictions

- **ADDICTIONS FOUNDATION OF MANITOBA**  
Residential and Community Treatment - Adults and Youth Prevention and Education programs, Gambling Programs - province wide  
1031 Portage Avenue · **944-6200**
- **ADDICTIONS RECOVERY INC.**  
Supportive housing for men recovering from addiction · **586-2550**
- **BEHAVIOURAL HEALTH FOUNDATION**  
Residential Treatment  
35 avenue de la Digue, St. Norbert · **269-3430**
- **ESTHER HOUSE**  
Second stage housing for women recovering from addiction · **582-4043**
- **LAUREL CENTRE**  
Counselling for women who have been sexually abused as children and have an addiction  
104 Roslyn Road · **783-5460**
- **MAIN STREET PROJECT INC.**  
Detoxification centre (non-medical) Emergency shelter  
75 Martha Street · **982-8245**
- **NATIVE ADDICTIONS COUNCIL OF MANITOBA**  
Residential Treatment - culturally based programming  
160 Salter Street · **586-8395**
- **YOUTH ADDICTIONS CENTRALIZED INTAKE SERVICE**  
**1-877-710-3999** - province wide
- **SALVATION ARMY ANCHORAGE PROGRAM**  
Residential Treatment - adults  
180 Henry Avenue · **946-9401**
- **TAMARACK REHAB INC. · 772-9836**  
Intake **775-1328**  
Second Stage addictions residential treatment - adults  
60 Balmoral Street
- **ALCOHOLICS ANONYMOUS MANITOBA**  
208-323 Portage Avenue · **942-0126**  
**Toll Free 1-877-942-0126**  
Members share their experience, strength and hope in recovering from alcoholism.
- **AL-ANON/ALATEEN CENTRAL SERVICES MANITOBA**  
107-2621 Portage Avenue · **943-6051**  
Self-help group for individuals who are concerned about a family member or a friends drinking.
- **COCAINE ANONYMOUS · 936-0000**
- **NARCOTICS ANONYMOUS · 981-1730**
- **GAMBLERS ANONYMOUS · 582-4823**
- **FAMILIES ANONYMOUS · 237-0336**  
A support group for adults who are concerned about someone close to them who is using or abusing alcohol or drugs.
- **NORTH END WOMEN'S CENTRE - ADDICTIONS RECOVERY PROGRAM**  
394 Selkirk Avenue · **927-2428**  
A five-month recovery program for women who have completed addictions treatment.
- **NORTH END WOMEN'S CENTRE - BETTY BERG HOUSE · 632-5721**  
Second stage housing for women recovering from addiction. ■

## Alternative or Complementary Therapies

You may consider alternative or complementary therapies. It is important to discuss these with your doctor so they can assess if the therapy will interfere with your medical treatment.

It may be helpful to ask the following questions when exploring alternative treatments:

- How does the treatment work?
- What is the cost of treatment?
- How frequent are treatments required?
- What training do practitioners receive and are they registered or licensed?
- What results may be expected?

SOME ORGANIZATIONS YOU CAN CONTACT FOR MORE INFORMATION OR REFERRAL:

Manitoba Naturopathic Association  
947-0381

Massage Therapy Association  
of Manitoba  
927-7979 · www.mtam.mb.ca

Reflexology Association of Canada,  
www.reflexologycanada.ca

Therapeutic Touch Network  
489-7977 or 452-1107

## Help for Families

Families can play a valuable role in supporting a family member with a mental health problem. Having a family member with a mental illness is stressful. In addition to coping with the practical issues of day-to-day living, families can experience tremendous guilt, fear, grief, anxiety, self-doubt and uncertainty. The person with the mental illness benefits most from support and encouragement. Family members and friends who have a good understanding of the illness and treatment options will be better equipped to be supportive. Each family member may react differently to the situation. The person dealing with a mental illness must always be treated with dignity and respect.

Many self-help organizations offer information and support to families.

### Here are a few TIPS for Families:

- **TIP** Find out about mental health resources in the community.
- **TIP** Keep a journal of notes about what has been happening, which can help you to see patterns, etc.
- **TIP** Make a list of questions you may want to ask the doctor.
- **TIP** Ask for information about the illness and the treatment.
- **TIP** Offer choices to the person such as "Will you go to the hospital with me or would you prefer (name a friend) go with you?"
- **TIP** Have a plan for dealing with crisis situations such as who to call, what services are available, who can support the person and family through a crisis.
- **TIP** Make sure you are looking after yourself: maintain outside interests, gain support from others, seek counselling if necessary.

The following offer specialized services for families dealing with mental illness:

• **ST. BONIFACE HOSPITAL FAMILY THERAPY**  
A referral is required · 237-2606

Family Therapy is also provided by:

• **AURORA FAMILY THERAPY CENTRE** · 786-9251

• **THE FAMILY CENTRE OF WINNIPEG** · 947-1401

• **NEW DIRECTIONS FOR CHILDREN, YOUTH AND FAMILIES**  
· 786-7051 ext 5262

Family Therapy for families with children under 18 years of age.

• **THE COUPLES COUNSELLING PROJECT**  
University of Manitoba · 790-7221

• **CENTRE RENAISSANCE CENTRE** · 256-6750

• **AULNEAU RENEWAL CENTRE** · 987-7090

• **NEW DIRECTIONS PARENTING CENTRE** · 956-6560

301-321 McDermot Avenue - A service to support families with small children, birth to 12 years of age

Also see **Counselling or Therapy list on page 3.**

## Education and Support Groups

### MENTAL HEALTH EDUCATION FOR FAMILIES

Are you coping with a mental illness of a family member? Do you struggle with how to support your loved one? Do you want to know how to support yourself, as a family member? CMHA Winnipeg Region is now offering an eight week course for families and friends. Call 982-6100 or visit [www.cmhawpg.mb.ca](http://www.cmhawpg.mb.ca)

"NAME THAT FEELING SUPPORT GROUP" is for children who have a family member with a mental illness (this includes any mental illness). This is a 7 week support group that offers young people 7 years old and up the opportunity to discuss their needs and feelings around living with a family member with a mental illness. Individual appointments on request. Call 786-1616 Manitoba Schizophrenia Society.

**MANITOBA SCHIZOPHRENIA SOCIETY FAMILY SUPPORT GROUP** - Peer led. Fourth Tuesday of every month from 7 p.m. – 9 p.m. Contact the Manitoba Schizophrenia Society at 786-1616

**STRENGTHENING FAMILIES TOGETHER** - An eight session education program for family members and friends of individuals living with psychosis. Contact the Manitoba Schizophrenia Society at 786-1616

**EIGHT STAGES OF HEALING** - A ten week program for families and friends of someone with a mental illness and/or a co-occurring disorder. Contact the Manitoba Schizophrenia Society at 786-1616

**FAMILY AND FRIENDS** is a support group sponsored by the Mood Disorders Association of Manitoba. It meets weekly on Wednesday evenings 7:00pm - 9:00pm at 100 - 4 Fort Street. 786-0987

**S.T.E.P.** (Schizophrenia Treatment & Education Program) This program offers an educational workshop for family members that covers a variety of topics related to understanding and supporting a family member living with schizophrenia. Workshop is offered twice a year. Contact: 787-5005

**MANITOBA FIRST-EPISODE PSYCHOSIS FAMILY SUPPORT GROUP**

Families with young people who have experienced first-episode psychosis meet monthly to share, learn, support each other and lobby. Contact Christine: 475-8381

**CONTINUITY CARE INC.**

Assists and supports families to ensure a safer and more secure future for their family member with a disability. Contact 779-1679 [www.continuitycare.ca](http://www.continuitycare.ca)

**S.P.E.A.K.** Suicide Prevention Education Awareness Knowledge A family-based education and support group. 831-3610 [www.speak-out.ca](http://www.speak-out.ca) ■



Family members and friends who have a good understanding of the illness, treatment, and resource options will be better equipped to be supportive.

## Stress

### 18 Tips for Dealing with Stress and Tension

Stress and tension are normal reactions to events that threaten us. Such threats can come from accidents, financial troubles and problems

on the job or with family.

The way we deal with these pressures has a lot to do with our mental, emotional and physical health.

The following are suggestions to get you started on managing the stress in your life.

1. Recognize your symptoms of stress.
2. Look at your lifestyle and see what can be changed - in your work situation, your family situation, or your schedule.
3. Use relaxation techniques - yoga, meditation, deep breathing, or massage.
4. Exercise - Physical activity is one of the most effective stress remedies around!
5. Time management - Do essential tasks and prioritize the others. Consider those who may be affected by your decisions, such as family and friends. Use a check list; you will receive satisfaction as you check off completed jobs!
6. Watch your diet - Alcohol, caffeine, sugar, fats and tobacco all put a strain on your body's ability to cope with stress. A diet with a balance of fruits, vegetables, whole grains and foods high in protein but low in fat will help create optimum health. Contact your local Heart and Stroke Foundation for information about healthy eating.
7. Get enough rest and sleep.
8. Talk with others - Talk with friends, professional counsellors, support groups or relatives about what's bothering you.
9. Help others - Volunteer work can be an effective and satisfying stress reducer.
10. Get away for awhile - Read a book, watch a movie, play a game, listen to music or go on vacation. Leave yourself some time that's just for you.
11. Work off your anger - Get physically active, dig in the garden, start a project, or get your spring cleaning done.
12. Give in occasionally - Avoid quarrels whenever possible.
13. Tackle one thing at a time. Don't do too much at once.
14. Don't try to be perfect.

15. Ease up on criticism of others.

16. Don't be too competitive.

17. Make the first move to be friendly.

18. **HAVE SOME FUN!!** Laugh with people you enjoy!

### Stress Stretch

When you are under stress, tension accumulates in your neck and jaw. Take a minute to gently and slowly move your head from front to back, side to side, and in a full circle. For your jaw, stretch your mouth open and slowly move your lower jaw from side to side and front to back. (NOTE: If you notice pain or if you have had any injuries to your back, neck or jaw, check with your doctor first.)

### Set a SMART Goal (and achieve it!)

Unrealistic goals that never seem to be reached add to your stress level. Try setting one goal for yourself this week using the SMART approach:

**Specific** - Pick one small goal and write it down.

**Measurable** - Can you count it or check it off a list?

**Achievable** - Is it realistic? If not, make it smaller.

**Rewarded** - Reward yourself when you reach your goal.

**Time-limited** - Set a specific, realistic date to finish or achieve your goal.

### Comedy Break - Laugh at Stress

Set aside some time for laughter, your body's natural stress-release mechanism. Rent your favourite comedy video. Tape a TV show that you know makes you laugh and keep it on hand for stress emergencies. Go to the library and borrow a book that can make you laugh. Read the daily comics in the newspaper. Or, phone the funniest person you know!

### Mindfulness Based Stress Reduction

Courses are now offered through the CMHA Winnipeg Region office. Call 982-6100 or visit [www.cmhawpg.mb.ca/mbsr.htm](http://www.cmhawpg.mb.ca/mbsr.htm) for more information.

### Walking Breaks

Walk away from stress instead of sitting down for another cup of stress-inducing caffeine on your coffee break, lunch hour or when you're at home...try going for a stress relieving and energizing walk. If you don't like walking by yourself, try forming a walking club with two or three of your co-workers or friends.

For more information on Stress Management workshops check out [www.localcourses.com](http://www.localcourses.com) ■

Source: [www.cmha.ca](http://www.cmha.ca) Canadian Mental Health Association website.



## Housing

Having a safe, comfortable and affordable place to live is a very important factor in our emotional well-being. Finding the right type of quality housing that fits your budget can be difficult. Here are some housing resources you may not have heard about.

**Public Housing** - All properties that are managed by the **Manitoba Housing Authority (MHA)** and are owned by the Manitoba Provincial Government. Includes accommodation for seniors, families and single people younger than 55 years. Rents are based on 25% of gross monthly income or the amount provided for shelter for people receiving social assistance. Contact **945-7319**.

**Co-op Housing** - Every member has a vote in how the co-op is run. There may be subsidies available for people who cannot afford the housing charges. For a listing of co-ops see the phone book yellow pages under Housing Cooperatives and Rental.

**Private Market** - This type of housing is not government operated. Rental units are owned and managed for profit by individuals and corporations. They must follow the regulations of the Residential Tenancies Act of Manitoba.

For information about your rights and responsibilities as a tenant or assistance in dealing with your landlord, call the **Residential Tenancies Branch** (a provincial government agency that assists tenants and landlords). Call **945-2476** or **1-800-782-8403** 302-254 Edmonton St., Winnipeg.

**Non-Profit Housing** - Non-profit housing organizations have developed affordable housing for people with low or moderate incomes.

**WINNIPEG HOUSING REHABILITATION CORP. (WHRC)**  
**949-2880** · [www.whrc.ca](http://www.whrc.ca)

**DAKOTA OJIBWAY FIRST NATIONS HOUSING AUTHORITY INC.**  
**988-5375**

**KINEW HOUSING CORPORATION** · **956-5093**  
[www.kinewhousing.ca](http://www.kinewhousing.ca)

**SAM MANAGEMENT** · **942-0991** · [www.sam.mb.ca](http://www.sam.mb.ca)

**MURDOCH MANAGEMENT** · **982-2000**

**NORTH END HOUSING PROJECT INC.** · **589-4327** ext. **227**  
Affordable homeownership opportunities

**NORTH END COMMUNITY RENEWAL CORP.** · **927-2333**  
[www.necrc.org](http://www.necrc.org) · Affordable housing initiatives.

**SPENCE NEIGHBORHOOD ASSOCIATION** · **783-5000**  
[www.spenceneighbourhood.org](http://www.spenceneighbourhood.org) · A Spence neighborhood initiative which includes home ownership, safety, image enhancement and employment.

**NEW LIFE MINISTRIES** · **775-4929**  
Affordable rental housing.

**NEW JOURNEY HOUSING** · **942-2238**  
[www.newjourneyhousing.com](http://www.newjourneyhousing.com)

A resource centre for newcomer housing, New Journey Housing is a non-profit organization established to assist and train newcomers as they search for decent, affordable housing.

## Mental Health Housing Programs and Services in Winnipeg

**CANADIAN MENTAL HEALTH ASSOCIATION, WINNIPEG REGION - REHABILITATION & RECOVERY SERVICE** · **982-6100**  
432 Ellice Avenue, Winnipeg MB R3B 1Y4  
See **Recovery and Empowerment** section (page 7) for detailed description.

**FRIENDS HOUSING INC.** · **953-1160**

100-890 Sturgeon Road, Winnipeg MB  
Provides affordable supportive housing for people with a history of psychiatric illness as well as housing for young, low-income families.

**WRHA - RESIDENTIAL CARE FACILITIES**

For inquiries, please call · **940-2336**  
Care provided, on a voluntary basis, in licensed and approved group homes for adults with a psychiatric diagnosis who have not been able to manage independently. Access to these facilities is through Community Mental Health Services. Offers 24 hour supervision.

**SARA RIEL Community Mental Health Support Program**  
**237-9263** · [www.sararielinc.com](http://www.sararielinc.com) · 210 Kenny Street, Winnipeg MB  
A comprehensive program offering assistance in the areas of housing, community living, life skills and counselling.

**SALVATION ARMY - THE HAVEN** · **946-9404**

Mental Health Services  
3rd Floor, 72 Martha Street, Winnipeg MB  
A residential licensed facility that provides supervised residential living for men ages 18-60 experiencing mental illness.

## Medication

Medication can be one aspect of a treatment plan for people with mental illnesses. It can control the acute symptoms and prevent relapse of both schizophrenia and mood disorders. However, medication does not cure mental illness - only controls it. Medication has drawbacks - side effects, cost, and the time it needs to be effective. For these reasons it may be necessary to try several different medications and adjust the dosage several times before you find the combination that is right for you.

The following information is meant as a general guide only of the wide variety of medications available. It is important to talk to your doctor or other health care provider and to your pharmacist about all of your medication - including any that you may be taking for other conditions. Ask your doctor or other health care provider the following questions:

1. What is the name of the medication?
2. What is it intended to treat?
3. What are the risks and benefits?
4. Are there any foods or drugs – including non-prescription ones – that I need to avoid?

Try to go to the same pharmacist for all of your prescriptions. If you experience side effects from any medication, or if you have a medication allergy, talk to both your doctor and pharmacist about it. Don't stop taking your medication and don't change your dose of medication without talking to your doctor first.

In Manitoba, your pharmacist is required to counsel you about your medication. Ask them questions for more information about your medication. Remember that the use of alcohol with any medication is potentially dangerous.

### Antipsychosis Medications

Also known as neuroleptics or major tranquilizers, antipsychosis medications are used to treat acute psychotic illness, especially schizophrenia and mania; and to prevent recurrences of schizophrenia.

**SIDE EFFECTS** include drowsiness, dizziness, dry mouth, movement problems and stiff muscles. Tardive Dyskinesia (TD) or involuntary movements may occur when they are used for longer periods of time. Managing side effects may be achieved by changing medication, changing dose, or taking drugs, for example benztropine, procyclidine, and trihexyphenidyl for movement side effects.

### Antidepressants

Antidepressants are used to treat and control depression.

**SIDE EFFECTS** include dry mouth, blurred vision, difficulty urinating, constipation, sedation, and dizziness. These medications take several weeks to reach their full effect. Caution is needed by elderly people when taking antidepressants.

### Mood Stabilizers

These are used to treat people in the state of great excitement and emotional stress, for example acute mania. Lithium is the most common. These can take several weeks to work.

**SIDE EFFECTS** include lethargy, trembling, nausea, diarrhea, frequent urination, and mental functioning problems. Regular blood tests are needed. Carbamazepine, valproic acid, topiramate, and some other anti-seizure medications are also used as mood stabilizers because their action is in the nervous system. In some people, these drugs can have fewer side effects.

### Antianxiety Medications

Also known as tranquilizers or sedatives, antianxiety medications are used to relieve the distress of anxiety.

**SIDE EFFECTS** include sedation, lethargy, depression, difficulty concentrating, and memory problems. Dependency can occur if they are used for periods of time. ■

## Emergency Shelter

**MAIN STREET PROJECT** · **982-8245**

75 Martha Street · Open 24 hours Emergency shelter offers emergency, overnight shelter and short-term hostel accommodations for men and women.

**SILAM MISSION - HANNAH'S PLACE EMERGENCY SHELTER**  
· **943-1748**

300 Princess Street.  
Intake daily at 9:00 pm

**OSBORNE HOUSE** · **942-3052**

Offers short-term emergency shelter for women and children in abusive relationships.

**IKWE-WIDDJIITWIN** · **987-2780** or **1-800-362-3344**

Offers shelter, support and counselling to women who are suffering from emotional, physical or sexual abuse from their intimate partner.

**THE SALVATION ARMY - Booth Centre** · **946-9402**

180 Henry Avenue  
Provides short term accommodations for men and women.

**THE SALVATION ARMY - Sunrise Village** · **946-9471**

A family shelter. ■

### ANTIPSYCHOTICS

Risperidone	Risperdal™, various generic
Haloperidol	Haldol™, various generic
Clozapine	Clozaril™, various generic
Loxapine	Loxapac™, various generic
Pimozide	Orap™, various generic
Chlorpromazine	various generic
Methotrimeprazine	Nozinan™, various generic
Fluphenazine	Moditen™, Modecate™, various generic
Perphenazine	various generic
Thiopropazine	Majeptil™
Trifluoperazine	various generic
Thioridazine	various generic
Olanzapine	Zyprexa™, various generics
Flupenthixol	Fluanxol™
Quetiapine	Seroquel™, various generic
Thiothixene	Navane™
Zuclopenthixol	Clopixol™
Paliperidone	Invega™
Pipotiazine	Piportil™

### ANTIDEPRESSANTS

**MAOI's (Monoamine Oxidase Inhibitors)**

Phenelzine	Nardil™
Tranylcypromine	Parnate™
Moclobemide	Manerix™, various generic

### Tricyclics

Amitriptyline	various generic
Clomipramine	various generic
Desipramine	various generic
Doxepin	various generic
Imipramine	various generic
Maprotiline	various generic
Nortriptyline	various generic
Trimipramine	various generic

**SSRI's (Selective Serotonin Reuptake Inhibitors)**

Citalopram	Celexa™, various generic
Escitalopram	Cipralax™
Fluoxetine	Prozac™, various generic
Fluvoxamine	Luvox™, various generic
Paroxetine	Paxil™, various generic
Sertraline	Zoloft™, various generic

### Various

Bupropion	Wellbutrin™, various generic
Duloxetine	Cymbalta™
L-tryptophan	various generic
Mirtazapine	Remeron™, various generic
Trazodone	various generic
Venlafaxine	Effexor™, various generic

### ANTI-ANXIETY

Alprazolam	Xanax™, various generic
Bromazepam	Lectopam™, various generic
Buspirone	Buspar™, various generic
Clorazepate	various generic
Chlordiazepoxide	various generic
Diazepam	various generic
Eszopiclone	Lunesta™
Flurazepam	various generic
Lorazepam	various generic
Midazolam	various generic
Nitrazepam	Mogadon™, various generic
Oxazepam	Serax™, various generic
Temazepam	Restoril™, various generic
Triazolam	Halcion™, various generic
Zaleplon	Starnoc™
Zolpidem	Ambien™
Zopiclone	Imovane™, various generic

### HERBAL OR NATURAL REMEDIES

If you are considering an herbal or natural remedy, tell your doctor and pharmacist that you are considering using the remedy. They will provide information, advise you whether it will be suitable for you or if it will interfere with other medication you are using. If you have a problem with the remedy, they may be able to help you solve it.

### MEDICATION INFORMATION LINE FOR EVERYONE (MILE) - Provides

answers and sound advice to medication related questions and/or concerns. Educates callers regarding therapeutic use of drugs, adverse drug reactions, significant side effects, drug misuse and drug interactions.  
**474-6493** or **1-800-432-1960** ext **6493** ■

**Talk to your pharmacist for more information about your medications. They are there to help you!**

## Income Assistance

### Employment and Income Assistance in Winnipeg

Based on the needs assessment, this service provides financial assistance so that single parent families, persons with disabilities, individuals and families who are unemployed, are able to provide for their basic needs. Training and employment supports are provided to assist participants in achieving financial independence through employment.

Family Services and Consumer Affairs has decentralized services for income assistance clients with the exception of general assistance clients without children.

Services for persons with disabilities, single parents and general assistance clients with children are provided in Community Area offices throughout the city of Winnipeg. Each of the Community Area offices provides a full range of income assistance services at their location, ranging from intake to case management.

The offices are located as follows:

#### RIVER EAST / TRANSCONA

Access River East · 938-5100

975 Henderson Highway

Access Transcona · 938-5555

845 Regent Avenue West

#### ST. JAMES ASSINIBOIA /

#### ASSINIBOINE SOUTH

2-2015 Portage Avenue · 940-2040

3401 Roblin Boulevard · 940-1950

#### RIVER HEIGHTS / FORT GARRY

Unit 6, 677 Stafford Street

· 938-5500

#### ST. BONIFACE / ST. VITAL

Suite 100 - 614 rue Des Meurons

· 945-8040

128A Market Avenue · 948-4196

#### DOWNTOWN EAST / WEST /

#### MAIN STREET

Access Downtown · 940-8441

2nd floor, 640 Main Street

Downtown West · 940-8600

755 Portage Avenue

896 Main Street · 948-4306

#### POINT DOUGLAS

2A - 111 Rorie Street · 948-4001

#### SEVEN OAKS / INKSTER

Unit 3 - 1050 Leila Avenue · 938-5600

128B Market Avenue · 943-4056

#### GENERAL ASSISTANCE EIA

#### CENTRALIZED SERVICES

1-111 Rorie Street · 948-4000

AFTER HOURS EMERGENCIES · 945-0183

[www.gov.mb.ca/fs/assistance/eia.html](http://www.gov.mb.ca/fs/assistance/eia.html)

#### COMMUNITY FINANCIAL

#### COUNSELLING SERVICE · 989-1900

[www.cfcs.mb.ca](http://www.cfcs.mb.ca) · 3rd floor 238 Portage

Avenue

Provides assistance in budgeting, credit counselling and income tax service based on ability to pay. Provides information to people on their individual rights in dealing with income assistance and information on income assistance policies and procedures.

Community Financial Counselling Service

#### GAMBLING ADDICTION PROGRAM

· 989-1900

#### COMMUNITY UNEMPLOYED HELP

#### CENTRE

942-6556 · 501-275 Broadway Avenue

Helps workers with Employment

Insurance concerns.

#### INJURED AND DISABLED

#### WORKERS' CENTRE

586-8183 or 1-800-550-2968

[www.injuredworkers.mb.ca](http://www.injuredworkers.mb.ca)

Helps with injury and disability claims.

#### SEED WINNIPEG INC.

Offers Money Management Training and

a Saving Circle program to assist low

income individuals and families reach

financial goals. Call 927-9935 for more

information. [www.seedwinnipeg.ca](http://www.seedwinnipeg.ca)

## The Manitoba Mental Health Act

The Mental Health Act is a provincial law that provides the legal framework by which individuals may be assessed and treated in a general hospital psychiatric unit, a psychiatric hospital or a mental health clinic. The intent of the Act is to balance an individual's need and right to treatment, the individual's civil rights not to be arbitrarily detained, and the need of society to prevent people from harming themselves or others when they are mentally ill.

Here are the key points for consumers to know:

### 1. How are people admitted to a psychiatric facility?

#### VOLUNTARY PATIENT

A person may request admission as a voluntary patient, in which case, a doctor must agree that admission is indicated. The vast majority of patients who are admitted to a psychiatric unit in a hospital are admitted voluntarily.

#### INVOLUNTARY PATIENT

Any doctor can make application for a psychiatric assessment based on his or her personal assessment that the individual is suffering from a mental disorder that likely will result in serious harm to themselves or another person, or will seriously deteriorate if not kept in a psychiatric facility.

- A police officer may be requested through a warrant or their emergency powers to bring a person to a psychiatric facility for assessment.
- A justice of the peace can issue a warrant to have a person taken to a psychiatric facility for assessment after receiving signed evidence from a citizen that this person may be a danger to themselves or others.

However, a person can only be admitted to a psychiatric facility as an involuntary patient if a psychiatrist believes that:

- the person may suffer from a mental disorder
  - because of the mental disorder there is a likelihood that;
  - the person may cause serious harm to him/herself or others
- OR
- the person's condition may deteriorate mentally or physically
  - AND
  - the person needs treatment that can reasonably be provided only in a psychiatric facility
  - the person refuses or lacks the capacity to agree to a voluntary admission.

A police officer who takes a person into custody for an involuntary medical examination must inform the person in writing:

- where the person is being taken
- the reason why they are being taken for an involuntary medical examination
- that they have a right to call a lawyer.

#### DISCHARGE

A person can be kept involuntarily in a psychiatric facility for up to 21 days. If not ready for discharge, the certificate can be renewed for up to 3 months. However, the psychiatrist can also change the person's status from involuntary to voluntary at any time if they no longer meet the conditions to be an involuntary patient. The patient must be informed of any change in status.

### 2. Can a person be forced to accept medication against their will?

If a person is considered to be mentally competent to decide on psychiatric treatment, they have the right to refuse or accept medication or treatment. An individual is considered competent to decide on psychiatric treatment if he or she has the ability to understand the nature of the illness for which treatment is proposed, the treatment recommended, and is able to appreciate the consequences of giving or withholding consent.

If a person is not mentally competent, the psychiatrist must get consent from a family member, committee, proxy or the public trustee before giving medication.

### 3. How can a person appeal decisions about their involuntary status or treatment in a psychiatric facility?

Review Board applications are available at the nursing station in each psychiatric facility.

A review board is an independent committee of 3 people who:

- May review involuntary status, mental competency, failure to comply with a health directive, competency to manage property, extension or cancellation of a leave certificate.
- May authorize treatment for a patient who is not mentally competent.
- May authorize the withholding of access of a patient to his or her clinical file. A Review Board hearing must be conducted within 21 days of the application date. A person is entitled to be represented at the hearing by a lawyer, advocate or person of their choice. A decision will be made within 2 - 3 days following the hearing.

### 4. Can an involuntary patient be discharged from a psychiatric facility?

A Certificate of Leave is a written agreement between a patient and a doctor that may be issued for a period of six months allowing an involuntary patient (who meets certain criteria) to live outside the psychiatric facility.

The certificate contains conditions specifying that the patient must report at specific times and places for treatment. Once the certificate is issued, that patient becomes voluntary. If the patient does not report for treatment as agreed, the doctor can request the police to return the patient to the psychiatric facility.

### 5. Does a person have a right to see their hospital file?

YES. A person can apply in writing to the medical officer in charge of the psychiatric facility to see and/or copy the clinical record. The person needs to give their name, address, date of birth and date(s) of hospitalization. The hospital can charge a fee for administration and copying. It is important to inform Medical Records if a person cannot afford the fee. Most facilities will adjust or waive the fee.

Within 7 days of receiving a written request, the medical officer may either grant the request to see the file (which is usual), or may apply to the Review Board for permission to withhold all or part of the clinical file. If there is incorrect information in the file, a correction can be requested, or a statement of disagreement can be added to the record.

The Review Board can order the medical officer to give access to the clinical file unless the board believes that this would likely cause:

- a) serious harm to a person's treatment or recovery OR
- b) serious physical or emotional harm to someone else.

### 6. If you need specific information regarding the Mental Health Act and your rights call:

CANADIAN MENTAL HEALTH ASSOCIATION,

Winnipeg Region

432 Ellice Avenue · 982-6100

MENTAL HEALTH REVIEW BOARD

102-500 Portage Avenue · 945-6050

LEGAL AID MANITOBA

402 - 294 Portage Avenue · 985-8500 or 1-800-261-2960

OMBUDSMAN MANITOBA

750 - 500 Portage Avenue · 982-9130

COPIES OF THE MENTAL HEALTH ACT CAN BE OBTAINED

FROM STATUTORY PUBLICATIONS · 945-3101 OR

[www.gov.mb.ca/healthyliving/mh/act.html](http://www.gov.mb.ca/healthyliving/mh/act.html) ■

## Employment

Having a meaningful job provides us with a sense of purpose and independence.

You may be someone who has had your employment interrupted by a mental health problem or have not yet had the opportunity to obtain meaningful employment.

These programs offer a variety of services to people with mental health problems which may include: employment counselling and preparation, career assessment, resume preparation, interview skills, job search, job shadows, work experiences and on the job support.



• BUILT NETWORK · 942-7459 · [www.builtnetwork.ca](http://www.builtnetwork.ca)

403-83 Garry Street, Winnipeg, R3C 4J9

• CLUBHOUSE OF WINNIPEG INC. · 783-9400

172 Sherbrook Street, Winnipeg, R3C 2B6

• CANADIAN MENTAL HEALTH ASSOCIATION, WINNIPEG

REGION, REHABILITATION & RECOVERY SERVICE

982-6100 · [www.cmhawpg.mb.ca/recovery.htm](http://www.cmhawpg.mb.ca/recovery.htm)

432 Ellice Avenue, Winnipeg, R3B 1Y4 See Recovery &

Empowerment section (pg 7) for detailed description.

• SAIR CENTRE OF LEARNING · 474-2303

[www.saircentre.synthasite.com](http://www.saircentre.synthasite.com)

201 Scott Street, Winnipeg, R3C 2Z9

• SARA RIEL WORK PLACEMENT FORCE · 237-9559

[www.sararielinc.com](http://www.sararielinc.com)

210 Kenny Street, Winnipeg, R2H 2E4

• S.S.C.O.P.E. INC. · 987-6300 · [www.sscope.org](http://www.sscope.org)

#5-1000 Notre Dame Avenue, Winnipeg, R3E 0M3

MANITOBA FAMILY SERVICES AND CONSUMER AFFAIRS

• VOCATIONAL REHABILITATION PROGRAM · 945-1335

[www.gov.mb.ca/fs/pwd/voc\\_rehab.html](http://www.gov.mb.ca/fs/pwd/voc_rehab.html) ■

## Social Activities

Being part of interesting activities and having friends are important. They give us something to care about and add meaning to our lives. The following are some helpful hints in locating activities and finding out the information you need to decide if an activity or club is for you.

### Gathering Information...

Local community newspapers (eg. The Metro, The Times) as well as the "Winnipeg Neighbours" (published by the Winnipeg Free Press every Wednesday), are good sources of information about activities and interest groups or hobby clubs throughout Winnipeg. Interest or hobby clubs are very open to new members and all that is required is an interest in the club and its activities. Other good sources of information about types of clubs or other activities include:

- "Contact" Community Resource Guide (available at your local library)
- the Yellow Pages phone book under specific topics of interest, 'clubs' or 'associations'
- public bulletin boards at libraries

## Recovery & Empowerment

**Recovery** is possible for everyone. It is a process. Recovery means that people with mental illness can live a meaningful life even though they may be dealing with symptoms of mental illness at times. Recovery means that you are not defined by your mental illness; it is only a part of you. As people begin to re-discover who they are, and what gifts they have to offer, the illness becomes less prominent in their lives. Recovery is about re-gaining meaningful roles in family and community life.

**Empowerment** is an issue of social justice and refers to the process that people go through to gain or regain the power and control over their own lives that is necessary for dignity and self-determination. It is a personal transformation which involves people moving from helpless, dependent victims to assertive, competent citizens.

Empowerment requires that people have access to the means to assume responsibility for their own lives and well being. People become empowered as they assume responsibility. Empowerment is also about having a voice. To be empowered means we have a right to speak for ourselves without requiring the permission or approval of others.

### Rehabilitation and Recovery Service

is a service of the Canadian Mental Health Association, Winnipeg Region. We work in partnership with people 18 or over, who have a diagnosed mental health condition, including those with a co-occurring disorder (substance use or gambling and a mental health condition). This service is based on the belief that individuals with a mental health condition can recover and create a quality life for themselves. The rehabilitation we pursue with participants is about more than just finding a job, home, friend, or school. It involves helping the individual to recover or discover meaningful life roles like being a successful and satisfied employee, tenant, friend, or student. Using a step by step approach staff assist individuals to select a place to live, learn, work, or socialize from the broadest range of options, based on personal preferences, interests and skills. Participants identify goals, set a course of action, and work to achieve their goals. Developing the right skills, resources, and supports are important so that once the individual begins their new role they can achieve success and satisfaction and be able to maintain it. If you are interested in finding out more about our service please call **982-6100** · [www.cmhawpg.mb.ca/recovery.htm](http://www.cmhawpg.mb.ca/recovery.htm)

### Exploring the Journey of Recovery Workshops

The Canadian Mental Health Association, Winnipeg Region offers a variety of workshops based on the recovery concepts. Participants start with a 3 hour introductory workshop that focuses on recovery, change and overall health and wellness. This is followed by an individual planning session with the workshop facilitator. During the planning session the person will have the opportunity to develop their own recovery plan. The plan may include participation in other health, wellness and recovery workshops being offered or other recovery related activities. Workshops will be offered throughout the year. For information or to register, call the Canadian Mental Health Association, Winnipeg Region at **982-6100** · [www.cmhawpg.mb.ca/ejr.htm](http://www.cmhawpg.mb.ca/ejr.htm)

### Partnership for Consumer Empowerment

A program of the Canadian Mental Health Association Manitoba Division

The purpose of this program is to build consumer capacity and increase consumer participation in the development, delivery and evaluation of mental health systems, services and programs and to increase awareness of the consumer role in recovery. The program also serves as a Centre of Technical Assistance and Expertise to persons and organizations across the province. Contact · **953-2354** · [www.manitoba.cmha.ca](http://www.manitoba.cmha.ca)

### Artbeat Studio, Inc.

A community based, peer directed art studio that enables consumers of mental health services to engage in creative expression for the purpose of promoting recovery and empowerment.

62 Albert Street, 4th Floor · **943-5194**  
[www.artbeatstudio.ca](http://www.artbeatstudio.ca) ■

- shopping malls or grocery stores and community organizations
- Friends, relatives and acquaintances are usually more than willing to tell us about their experience and knowledge of social activities.

### Getting Involved...

After locating an activity or club you find interesting, there may still be certain information you want or need before making a decision. Often a phone number and/or contact person is listed. Possible questions you may want to ask are:

- Are there any costs involved in participating in the activity or group? Is membership required?
- When and where is the activity/event? Is it accessible by bus? What happens at the activity?
- Who attends the activity or club? (eg. men and women or a mix of both, age range of people who attend, how many people attend or are members)
- Are there any specific skills needed to attend or become a member?
- How are new people welcomed?

### Sharing the Fun...

Going to new places or meeting new people is not always easy and can be stressful. It may help to go with a friend or let the contact person know you are coming. They will often make a point of looking for you and perhaps introduce you to others. It takes time to meet others and feel comfortable in a new setting. Give yourself and the activity a chance. You may be pleasantly surprised! ■



## Rights

People need to know their rights as patients and consumers of services and how to exercise these rights when there are problems. Knowing where to take concerns and complaints is important.

**CANADIAN MENTAL HEALTH ASSOCIATION WINNIPEG REGION, INC.**

**982-6100** · [www.cmhawpg.mb.ca/rights.htm](http://www.cmhawpg.mb.ca/rights.htm)  
Rights Consultant.

**INDEPENDENT LIVING RESOURCE CENTRE**  
**947-0194** · [www.ilrc.mb.ca](http://www.ilrc.mb.ca)

Provides advocacy, information and resources to all people with disabilities.

**INDEPENDENT TENANT ADVISOR - RESIDENTIAL TENANCIES**  
**881-1714** · 302-254 Edmonton Street

Provides information to all tenants representing themselves in residential tenancy matters and provides representation to qualified renters.

**LEGAL HELP CENTRE**  
[www.legalhelpcentre.ca](http://www.legalhelpcentre.ca)  
Opening early 2011.

**MANITOBA HUMAN RIGHTS COMMISSION**

**945-3007** · [www.gov.mb.ca/hrc](http://www.gov.mb.ca/hrc)  
Receives, investigates and attempts to resolve complaints of unlawful discrimination and harassment.

**MENTAL HEALTH REVIEW BOARD**  
**945-6050**

Under the Mental Health Act, patients have the right to appeal certain aspects of their admission or treatment in a psychiatric facility.

**OMBUDSMAN MANITOBA**  
**982-9130** or **1-800-665-0531** · [www.ombudsman.mb.ca](http://www.ombudsman.mb.ca)

An office independent of government that receives inquiries and complaints from people who believe they have been treated unfairly by departments and agencies of the provincial government or by a municipal government; and those who have concerns about their requests for access to information, or about the privacy of their personal or personal health information.

**PERSONAL HEALTH INFORMATION ACT (PHIA)**  
**788-6612** · [www.gov.mb.ca/health/phia](http://www.gov.mb.ca/health/phia)

To protect your right to privacy, PHIA sets rules for trustees when they collect, use, or share your personal health information. For more information on PHIA, contact Manitoba Health.

**THE PROTECTION FOR PERSONS IN CARE OFFICE**  
**788-6366** · [www.gov.mb.ca/health/protection/](http://www.gov.mb.ca/health/protection/)

This office receives and investigates reports of suspected abuse against adults receiving care in personal care homes, hospitals or any other designated health facilities.

**SOCIAL SERVICES APPEAL BOARD**  
**945-3003** or **945-3005** · [www.gov.mb.ca/fs/ssab/index.html](http://www.gov.mb.ca/fs/ssab/index.html)  
The Social Services Appeal Board is an independent appeal board for decisions about employment and income assistance.

Winnipeg hospitals have Patient Advocates or Patient Representatives who can follow up on concerns around patient care. Call the hospital switchboard for contact number. ■

## Recreation

The City of Winnipeg Community Services Department provides a variety of recreation, leisure and sports programming throughout Winnipeg. People with a disability or special needs are encouraged to participate in regular programs. For these programs the Department may be able to offer support, such as a leisure attendant or consider a fee waiver if financial limitations prevent participation. For information, call **311**.

Information on programs can be found at [www.winnipeg.ca/leisureonline](http://www.winnipeg.ca/leisureonline) or a Leisure Guide can be picked up at various locations throughout the city.

**CITY OF WINNIPEG ADAPTED SERVICES**  
Individuals of all ages with a special need are invited and encouraged to participate in all community programs offered within the Leisure Guide. Every effort will be made to modify programs to suit individual needs and ensure a positive recreation experience. For more program information call **311**.

**YMCA-YWCA OF WINNIPEG, DOWNTOWN BRANCH**

301 Vaughan Street · **947-3044**  
A reduced membership may be available by going in person to the downtown branch and asking for a membership assistance appointment.

**WELLNESS INSTITUTE AT THE SEVEN OAKS GENERAL HOSPITAL**

1075 Leila Avenue · **632-3900**  
[www.wellnessinstitute.ca](http://www.wellnessinstitute.ca)  
Offers a variety of health and wellness programs. ■

## Skill Building

**YMCA-YWCA Learning and Leisure Centre**

This program is for adults with psychiatric disabilities and focuses on developing skills and supports needed and wanted in order to be involved in living, working and social roles in the community.

Also offers a supported recreation program that assists members to meet others and develop genuine friendships. Monday evenings and Friday afternoons. Phone **989-4194** for referral/information.

### Community Therapy Services Inc.

**SUPPORT AND CONSULTATION FOR INDEPENDENT LIVING**

Occupational Therapists in this program work with adults recovering from serious mental illness who lack experience or have difficulty with independent living skills such as money management, meal preparation, household and community management, etc. Therapists complete functional assessments and assist individuals to gain independence through developing skills and/or accessing supports for improved success in community living. CTS therapists can also assist individuals with physical limitations to become more independent through identifying appropriate equipment, home adaptations, and other interventions.

Call **949-0533** for more information or to access.

### Get Better Together

A program for living better with chronic disease. Get Better Together is a free six-week program to take control of your health and be better able to: manage pain, start an exercise program, eat well to live well, use medications effectively, deal with fatigue and frustration, increase your energy level, solve problems and meet personal goals, and talk to your doctor and make choices. Call **632-3927** to register. Visit [www.wellnessinstitute.ca](http://www.wellnessinstitute.ca) for more information. ■

## Websites

- Addictions Foundation of Manitoba  
[www.afm.mb.ca](http://www.afm.mb.ca)
- Anxiety Disorders Association of Manitoba  
[www.adam.mb.ca](http://www.adam.mb.ca)
- BC Partners for Mental Health and Addictions Information  
[www.heretohelp.bc.ca](http://www.heretohelp.bc.ca)
- Canadian Mental Health Association  
NATIONAL OFFICE · [www.cmha.ca](http://www.cmha.ca)  
MANITOBA DIVISION ·  
[www.manitoba.cmha.ca](http://www.manitoba.cmha.ca)  
WINNIPEG REGION ·  
[www.cmhawpg.mb.ca](http://www.cmhawpg.mb.ca)
- Centre for Addiction and Mental Health  
[www.camh.net](http://www.camh.net)
- Substance Abuse and Mental Health Services Administration (U.S.)  
[www.samhsa.gov](http://www.samhsa.gov)
- Check Up From the Neck Up  
[www.checkupfromtheneckup.ca](http://www.checkupfromtheneckup.ca)
- Debtors Anonymous  
[www.debtorsanonymous.org](http://www.debtorsanonymous.org)
- Depression and Bipolar Support Alliance  
[www.dbsalliance.org](http://www.dbsalliance.org)
- Manitoba Health – Mental Health and Spiritual Care  
[www.gov.mb.ca/healthyliving/mh/index.html](http://www.gov.mb.ca/healthyliving/mh/index.html)
- Manitoba Schizophrenia Society  
[www.mss.mb.ca](http://www.mss.mb.ca)
- Mary Ellen Copeland  
[www.mentalhealthrecovery.com](http://www.mentalhealthrecovery.com)
- Mental Health Commission of Canada  
[www.mentalhealthcommission.ca](http://www.mentalhealthcommission.ca)
- Mental Health First Aid Canada  
[www.mentalhealthfirstaid.ca](http://www.mentalhealthfirstaid.ca)
- Mental Health Works Program - CMHA Manitoba Division  
[www.mentalhealthworks.ca](http://www.mentalhealthworks.ca)
- Mood Disorders Association of Manitoba  
[www.depression.mb.ca](http://www.depression.mb.ca)
- Mood Disorders Society of Canada  
[www.mooddorderscanada.ca](http://www.mooddorderscanada.ca)
- National Alliance on Mental Illness  
[www.nami.org](http://www.nami.org)
- National Eating Disorder Information Centre  
[www.nedic.ca](http://www.nedic.ca)
- National Empowerment Center  
[www.power2u.org](http://www.power2u.org)
- National Institute of Mental Health  
[www.nimh.nih.gov](http://www.nimh.nih.gov)
- National Network for Mental Health  
[www.nnmh.ca](http://www.nnmh.ca)
- Obsessive-Compulsive Foundation  
[www.ocfoundation.org](http://www.ocfoundation.org)
- Obsessive Compulsive Disorder Centre Manitoba  
[www.ocdmanitoba.ca](http://www.ocdmanitoba.ca)
- Overeaters Anonymous  
[www.oa.org](http://www.oa.org)
- Postpartum Support International  
[www.postpartum.net](http://www.postpartum.net)
- Public Health Agency of Canada  
[www.publichealth.gc.ca](http://www.publichealth.gc.ca)
- Schizophrenia Society of Canada  
[www.schizophrenia.ca](http://www.schizophrenia.ca)
- Winnipeg Regional Health Authority  
[www.wrha.mb.ca](http://www.wrha.mb.ca)
- Wellness Institute at Seven Oaks General Hospital  
[www.wellnessinstitute.ca](http://www.wellnessinstitute.ca)
- Winnipeg Rental Network  
[www.winnipegrentnet.ca](http://www.winnipegrentnet.ca)

## More Information

### Contact Community Information

#### INFORMATION AND REFERRAL SERVICE

This service publishes a Community Resource Guide for Winnipeg and Manitoba which includes information on community programs, voluntary agencies and self-help groups.

Callers can be referred to an appropriate agency by calling **287-8827** or **1-866-266-4636**, Monday to Friday: 9:00am-4:30pm.  
[www.contactmb.org/index.html](http://www.contactmb.org/index.html)  
[edward.mah@volunteermanitoba.ca](mailto:edward.mah@volunteermanitoba.ca)

### Mental Health First Aid

Mental Health First Aid is a 12 hour course now being offered in Winnipeg. Mental Health First Aid is the help provided to a person developing a mental health problem or experiencing a mental health crisis. For more information on the program, visit the Mental Health First Aid Canada website at [www.mentalhealthfirstaid.ca](http://www.mentalhealthfirstaid.ca). For information on local courses, visit [www.cmhawpg.mb.ca](http://www.cmhawpg.mb.ca).

CMHA National has produced a series of information brochures on a variety of mental health topics. These brochures are available to individuals at CMHA Winnipeg Region at 432 Ellice Avenue. (Organizations may purchase quantities of the brochures.) These brochures are available through: [www.cmha.ca](http://www.cmha.ca)

### Additional Information

MANITOBA GOVERNMENT INQUIRY · **1-866-626-4862** or **945-3744** · [www.gov.mb.ca](http://www.gov.mb.ca)

This service provides information and referral to provincial government services.

#### FOR SENIORS

- Age and Opportunity · **956-6440**
- Geriatric Mental Health Teams  
Intake: **982-0140** · Fax: **982-0144**
- Partners Seeking Solutions with Seniors · **943-8176** or  
Toll Free: **1-866-376-7204** [www.solutionsforseniors.cimnet.ca](http://www.solutionsforseniors.cimnet.ca)

#### FOR YOUTH

- Centralized Intake for Child and Adolescent Mental Health Program · **958-9660**
- Manitoba Adolescent Treatment Centre · **958-9600**
- Resource Assistance for Youth (RAY) – Mental Health Outreach Worker · **783-5617** · Short term counselling, crisis intervention, advocacy, and referrals to mental health supports.
- Youth Emergency Crisis Stabilization System · **949-4777** or **1-888-383-2776**

#### HEALTH LINKS - INFO SANTÉ · **788-8200**

(toll free) **1-888-315-9257**

This 24 hour health information and referral assistance line is staffed by registered nurses.

#### PROVINCE WIDE TELEPHONE BEREAVEMENT SUPPORT

- Hospice & Palliative Care Manitoba
- Bereavement telephone support by trained volunteers  
- for more information, call **1-800-539-0295**

### Law Phone-in and Lawyer Referral Program

501-294 Portage Avenue  
**943-2305** or **1-800-262-8800**

This program provides legal information, not advice, on specific cases to callers at no charge.

The program also refers individuals to lawyers with preferred areas of practice and to other legal agencies.

*By 2020 it is estimated that depressive illnesses will become the second leading cause of disease burden worldwide and the leading cause in developed countries like Canada.*

## The Myths of Mental Illness

### How much do you know about mental illness?

Here are some common myths and truths.

**MYTH:** People with mental illness are violent and dangerous.

**TRUTH:** As a group, mentally ill people are no more violent than any other groups. In fact, they are more likely to be the victims of violence than to be violent themselves.

**MYTH:** People with mental illness are poor and/or less intelligent.

**TRUTH:** Many studies show that most mentally ill people have average or above-average intelligence. Mental illness, like physical illness, can affect anyone regardless of intelligence, social class or income level.

**MYTH:** Mental illness is caused by a personal weakness.

**TRUTH:** A mental illness is not a character flaw. It is an illness, and it has nothing to do with being weak or lacking will-power. Although people with mental illness can play a big part in their own recovery, they did not choose to become ill.

**MYTH:** Mental illness is a single, rare disorder.

**TRUTH:** Mental illness is not a single disease but a broad classification for many disorders. Anxiety, depression, schizophrenia, personality disorders, eating disorders and organic brain disorders affect millions of Canadians every year.

Source: [www.cmha.ca](http://www.cmha.ca) Canadian Mental Health Association website.

## Mental Health Education Resource Centre (MHERC)

Operated by the Manitoba Schizophrenia Society

### What is MHERC?

MHERC provides educational resources on mental health and mental illness to consumers and their families, caregivers, service providers, educators, and the general public. The MHERC resources are available for loan, free of charge, to all Manitobans. MHERC services include:

**LENDING LIBRARY** – MHERC has a comprehensive collection of resources, including books, videos, CDs, journals, magazines, newsletters and pamphlets.

**INFORMATION AND REFERRAL** – MHERC staff are able to provide information on provincial mental health services, community presentations and workshops, and self-help organizations.

**PUBLIC-USE COMPUTERS** – 2 on-site public-use computers are available for Internet research and word processing. Printing service is also available.

**WEBSITE** – [www.mss.mb.ca](http://www.mss.mb.ca)

#### MHERC

100- 4 Fort Street

**204-786-1616**

**1-800-263-5545**





**CANADIAN MENTAL HEALTH ASSOCIATION**  
**ASSOCIATION CANADIENNE POUR LA SANTÉ MENTALE**



## Membership Information

Support the work of the Canadian Mental Health Association, Winnipeg Region.

Annual Membership

\$20.00 Individual

\$25.00 Organization

\$2.50 Reduced

(Donations and Memberships are tax deductible)

Call for a membership form at **982-6100**

Charitable Registration Number **13180 1714 RR0001**



This resource guide has been funded by the **WINNIPEG REGIONAL HEALTH AUTHORITY**  
[www.wrha.mb.ca](http://www.wrha.mb.ca)

Search WRHA Health Services Directory Online to find health services near you.

Every effort was taken to ensure information was accurate at time of printing. We apologize for any errors or omissions. Please report any changes to the Canadian Mental Health Association, Winnipeg Region Office at **982-6100**

The Mental Health Resource Guide is published by the **Canadian Mental Health Association (CMHA), WINNIPEG REGION**, 432 Ellice Avenue, Winnipeg, Manitoba, R3B 1Y4 Email: [office@cmhawpg.mb.ca](mailto:office@cmhawpg.mb.ca)



For more information on mental health resources in Winnipeg:

[www.cmhawpg.mb.ca](http://www.cmhawpg.mb.ca)

15th Edition • COPYRIGHT © 2011