



Canadian Mental Health Association Durham

Welcome Booklet



ACCREDITATION
CANADA
Better Quality. Better Health.

HealthLinks
Central East
Let's Make Healthy Change Happen

Ontario 

THE ONTARIO
TRILLIUM
FOUNDATION



LA FONDATION
TRILLIUM
DE L'ONTARIO



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About CMHA Durham

Mission

Our Mental Health and Primary Care Hub promotes and enhances the mental, emotional, and physical well-being of our community. We do this through education, collaboration, advocacy, and the provision of a broad range of direct services that meet our community's needs.

Values

Social Justice
Self-Determination
Integrity
Creativity
Partnership and Collaboration
Excellence and Accountability

Vision

We envision mentally healthy people in a healthy society.

The Canadian Mental Health Association (CMHA) Durham is an integrated community mental health and primary care hub that has been providing mental health services to Durham Region for over 60 years. CMHA Durham is part of the national Canadian Mental Health Association, which was founded in 1918, and is one of the oldest voluntary organizations in Canada.

CMHA Durham provides a broad range of services to individuals and their families experiencing mental health challenges, from information and education to case management, housing, and primary healthcare. These services are provided through inter-professional teams who provide clinically based services that assist with client mental health issues and address social determinants of health using the recovery model.

Contact Information

The Canadian Mental Health Association Durham

60 Bond Street West
Oshawa, ON L1G 1A5
Telephone: (905) 436-8760
Toll Free: 1-844-436-8760
Fax: (905) 436-1569

cmha@cmhadurham.org
<https://cmhadurham.ca>

Social Media: @cmhadurham

Hours of Operation

Monday to Friday
9:00 a.m. – 6:30 p.m.
Walk-in's Welcome!

CMHA Durham is a welcoming community mental health Centre doing all that we can to help people move forward.

Updates Related to Coronavirus

The Canadian Mental Health Association Durham continues to work to provide the safest and healthiest environment possible for everyone. We are implementing infection control protocols due to the COVID-19 Pandemic.



Face masks are required for all visitors, clients, and staff.



Signage, floor markings, and waiting areas are in place to assist with physical distancing.



Enhanced cleaning and sanitizing procedures

Updated Visitor Information

Office Hours

Our office is open from 9 a.m. to 4 p.m.

Last appointment of the day will be at 3:30 p.m.

The building will close from 12 p.m. to 1 p.m. for additional cleaning and sanitizing

Screening Practices

Those entering the building will participate in a mandatory screening at our main entrance screening station where we will ask a series of questions related to symptoms, travel and contacts.

If you think you could have COVID-19, please stay home. You can complete the Ontario Self-Assessment online at <https://covid-19.ontario/self-assessment/> to determine next steps.

We appreciate your patience and cooperation.

Privacy

CMHA Durham respects and recognizes the importance of confidentiality, privacy and the sensitivity of personal health information (PHI). We understand that we have an obligation to keep all PHI we receive from our clients and other sources, confidential.

The confidentiality of your personal health information is maintained by all CMHA Durham staff through operational policies and procedures. Your consent is required to collect, use and disclose your personal health information, unless disclosure is permitted without consent by Ontario's Privacy legislation.

If you have questions or concerns about our privacy practices or want to find out how to access your personal health information, please contact:

Kellie MacBurnie

Privacy Complaints and Resolution Officer, CMHA Durham

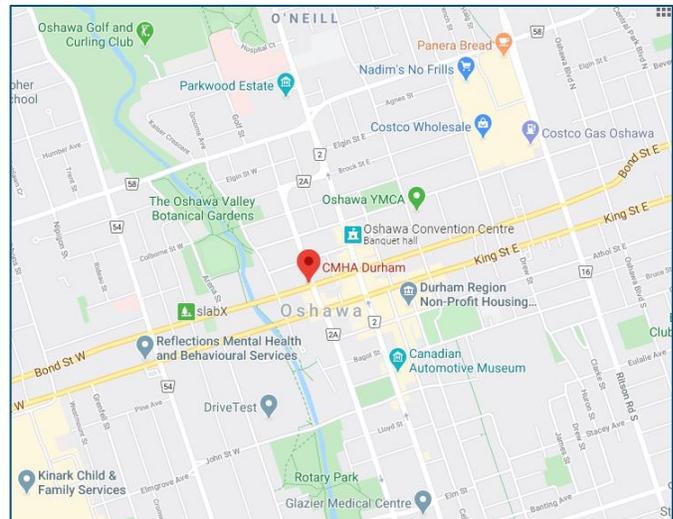
Phone: 905-436-8760 ext. 304

kelliem@cmhadurham.org

Getting to CMHA Durham

Durham Region Transit routes 401 and 901 (pulse), and GO Bus route 90, all make a stop at the intersection of Centre St. N and Bond St. W, right where CMHA Durham is located.

The Oshawa GO Bus Terminal is also located at the intersection of Centre St. N and Bond St. W and is a 1-minute walk away. Walk North on Centre St. from the Oshawa GO Bus terminal, as seen in this street view photo of CMHA Durham.



Visit www.durhamregiontransit.com or call 1-866-247-0055 for more information about bus routes and for tools to help plan your trip.

Accessibility

CMHA Durham is committed and guided by the four (4) care principles of Dignity, Independence, Integration and Equal Opportunity and supports the full inclusion of persons as set out in the *Canadian Charter of Rights and Freedoms*, and the *Accessibility of Ontarians with Disabilities Act, 2005*.

CMHA Durham is committed to improving accessibility and reducing the stigma associated with all disabilities. If you would like to provide us with feedback about accessibility or to request information in an accessible format, please contact us by email at cmha@cmhadurham.org or by phone at (905)-436-8760.



Our Programs

Community Connection Services (CCS)

CCS is the first point of contact for those looking for help with system navigation, case management, caregiver/family centered care, and/or linkage to CMHA Durham services.

Recovery College Wellness Centre (RCWC)

The RCWC takes an educational approach to improving mental health with an emphasis on strengths instead of problems.

Nurse Practitioner-Led Clinic (NPLC)

The NPLC integrates health promotion, disease prevention, chronic disease management, and care coordination for clients of all ages and their families.



Community Treatment Order (CTO) Program

In partnership with LHO and Ontario Shores Centre for Mental Health Sciences, the CTO Program assists individuals in the community as an alternative to hospitalization.



The Assertive Community Treatment Team (ACTT)

ACTT largely takes place in the community and provides clients who have serious and persistent mental illnesses with 24/7 support.

Housing and Case Management Program

This program provides people with community-based case management and safe, affordable housing.

Hospital to Home Case Management

In partnership with Lakeridge Health Oshawa (LHO), this program focuses on reducing emergency room use and rehospitalization due to acute/chronic mental health issues.



Additional Services

Walk-In Supports

No appointment necessary. Drop in between 9:00am-6:00pm, Monday through Friday.

French Language Services

CMHA Durham offers several of its services in French.

For more information, please contact Mireille Huneault, French Languages Educator at: mireilleh@cmhadurham.org, or (905) 436-8760 ext#137

Virtual Care

CMHA Durham offers Virtual Care Visits via videoconferencing, secure messaging, or audio digital tools where healthcare providers deliver services to a patient.



Case Management & System Navigation Support Onsite at Ontario Works

If you are a recipient of Ontario Works income support program, you have onsite access to a Case Manager from CMHA Durham.

Positive Space

CMHA Durham is committed to maintaining a Positive Space, where everyone is welcome and supported. We strive to provide equitable and accessible services to persons of all sexual and gender diversities.



Service Feedback

The Canadian Mental Health Association Durham wants you to have every opportunity to voice your comments and feedback about our services. If you have concerns, questions, suggestions, or compliments, please let us know.

Ways to provide your feedback or comments:

- Calling the appropriate program: (905) 436-8760, followed by the program extension
- Emailing: servicefeedback@cmhadurham.org
- Visiting our website: <https://cmhadurham.ca/service-feedback/>
- Contacting the Privacy Complaints and Resolution Officer: (905) 436-8760 ext. 304

Client, Caregiver, and Family Advisory Committee

The Client, Caregiver, Family Advisory Committee (CCFAC) is about sharing experiences and bringing the perspective of clients, caregivers and families forward to ensure their voices are heard. The benefit of being an advisor is building positive partnerships with staff and fellow advisors and receiving guidance and resources from the organization.

If you are interested in becoming a client, family, or caregiver advisor please pick up a committee form at reception or visit our website!



Client and Guest Code of Conduct

CMHA Durham is dedicated to providing safe, informative services. Participation in the organization's services requires following the organization's rules and procedures.

Any clients or guests who disregard this Code of Conduct may face repercussions, up to and including removal from the services.

The activities outlined below are unacceptable:

1. Abusive language towards a staff member, guest or another client.
2. Possession or use of alcoholic beverages or illegal drugs on Canadian Mental Health Association Durham's property.
3. Bringing onto Canadian Mental Health Association Durham's property dangerous, illegal or unauthorized materials.
4. Discourtesy or rudeness to a fellow client, staff member or guest.
5. Verbal, physical, or visual harassment of another client, staff member, or guest either in person, through 3rd person, by telephone, or through virtual and electronic communication including social media.
6. Actual or threatened violence toward any individual or group.
7. Endangering the life, safety, health or well-being of others and/or property.
8. Bullying or taking unfair advantage of any client, guest and/or staff.

Client Charter of Rights

Clients of Canadian Mental Health Association Durham have the right to:

1. Be treated with courtesy, dignity, respect, and equality.
2. Receive services in a safe environment.
3. Make voluntary decisions about their treatment, services, and participation in research, based on informed consent.
4. Self-determination and support with their personal growth and development, education, and desired independence.
5. Privacy and confidentiality, in keeping with privacy legislation.
6. Quality services that meet accepted standards of excellence within the healthcare field.
7. Services sensitive to their individuality, diversity, and co-occurring needs, including their mental and physical health needs.
8. Services that encourage the involvement of formal and informal care providers including family, significant others, and professionals.
9. Express their concerns and complaints without negative consequences, through both informal and formal feedback processes.
10. Active participation and partnership in their services, service planning, and service evaluation.
11. Open communication and clarity of information about their potential or received services.
12. Assistance to advocate for their needs.

Safety & Infection Prevention & Control

We strive to provide a safe and healthy environment for everyone at CMHA Durham.

Some things you can do to stay safe and healthy:

- Practice cough and sneeze etiquette – cough or sneeze into your sleeve, not your hands.
- Get your flu shot – CMHA Durham provides flu shot clinics and encourages staff and clients to participate.
- Physical Distancing: remember to stay 6 ft 2 meters apart from others
- Self-screen for symptoms and delay your activities until you are well
- Remind your visitors to self-screen and avoid visiting when ill
- Self-Reporting – If you are feeling unwell, report your symptoms.
- Learn about your medication
- Prevent falls
- Protect yourself from infection
- Maintain a healthy body

Hand Hygiene is the easiest way to reduce the spread of disease and to keep you from getting sick. You should practice hand hygiene:

- When entering and leaving CMHA Durham
- After using the bathroom
- Before & after contact with a sick person (or when you are sick!)
- Before preparing, handling, serving, and eating food
- Before & after handling your medications
- After coughing, sneezing, etc.



