

MENTAL HEALTH **SENIOR** CAREGIVER HANDBOOK



A handbook for senior caregivers, living in York Region or South Simcoe, who are caring for a family member living with mental health challenges.



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MENTAL HEALTH SENIOR CAREGIVER HANDBOOK



ABOUT US

York Support Services Network (YSSN) is a community-based, non-profit agency, that provides a variety of programs and services to help people with developmental disabilities and people living with mental health conditions in York Region and South Simcoe navigate through life's challenges. Our vision is to help all individuals lead a meaningful life through relationships, community and well-being. For more information, visit us online at yssn.ca.

ACKNOWLEDGEMENTS

Thank you to all of the senior caregivers who participated in our one-on-one and group consultations and contributed to the collection of information and resources listed in this handbook.

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Print copies of this handbook will be available by calling 1-866-257-9776, or by visiting our website at yssn.ca.

ABOUT THIS HANDBOOK

This handbook was created to serve as a self-help guide for you, the senior caregiver 55 years and older, living in York Region or South Simcoe who are caring for a family member with a mental health challenge.

Under the guidance of an Advisory Committee made up of senior caregiver volunteers, mental health and senior-focused social service agencies and groups, our senior caregiver leading this project completed a series of focus groups involving caregivers over the age of 55. The information collected has been used to create this resource handbook. Through our research, we clearly heard that caregivers and family members wanted to know more about what local supports that are available to help them, and their loved ones dealing with mental health challenges.

We hope this handbook will serve as a self-help guide for you, and your loved one, helping you both connect to local formal and informal supports earlier on in the process, so that you can both live a more meaningful life.

INTRODUCTION

As an aging caregiver of a family member with mental health challenges, you are often called upon to provide long-term caregiving to your disabled child because of the chronic and episodic nature of their mental health, particularly serious mental illness. This comes at a stage in life when most other aging individuals can look forward to their adult dependents achieving self-sufficiency and independence. Caregiving is a voluntary and unpaid role, yet you may not feel like you have a choice to opt out of caregiving. The complex and debilitating problems experienced by family members with mental health challenges and their continued dependency, may have serious negative consequences for you, particularly when you may be struggling with your own health issues and other age-related challenges.

UNDERSTANDING MENTAL HEALTH



WHAT IS MENTAL HEALTH?

Mental health involves finding a balance in all aspects of your life: physically, emotionally, mentally and spiritually. It is the ability to enjoy life and deal with the challenges you face every day. It may involve making choices and decisions, adapting to and coping in difficult situations or talking about your needs and desires.

“I came into this world, not to chiefly to make this a good place to live in, but to live in it, be it good or bad.”

~ H.D. Thoreau

If we can keep our lives in balance, we won't get puffed up by any little triumph, or squashed by defeat. We'll keep on with our lives, confident that we're doing our best, let me not forget—my chief business in life is living.

RECOGNIZING MENTAL ILLNESS

Mental health challenges refer to changes in thought, emotions, and behaviours that are associated with distress and/or problems functioning in daily activities. There is no one factor leading to mental health challenges. Mental health challenges can be complex and related to genetic, social, environmental factors. Some common warning signs of mental illness include:

- Poor attendance and/or performance at work or school
- Extreme sadness, irritability
- Extreme cycling of highs and lows
- Excessive energy
- Withdrawal

- Loss of interest in caring for self (e.g. personal hygiene, changes in eating)
- Changes in sleep patterns
- Excessive substance use
- Suicidal thoughts
- Unexplained physical illnesses
- Inability to cope with daily problems/activities
- Hearing, seeing, smelling, feeling something that others do not (hallucinations)

Half (50%) of those who will develop a mental illness will show signs by the age of 14 years and 75% of all people who will become mentally ill experience symptoms by the time they are 24 years.

It is important to be attentive and get a proper diagnosis as soon as possible because these young people undiagnosed tend to use substance abuse to cope. The caregivers we interviewed, 67% of them were dealing with loved ones with both mental health and addictions.

Only 20% get the help they need in the form of a proper diagnosis and effective treatment to help them recover from a treatable mental illness.²

8 TIPS TO HELP YOU NAVIGATE MENTAL ILLNESS WITH YOUR FAMILY MEMBER

1. Analyse their behaviour

Ask yourself this question, is there a pronounced persistent change in the person's behaviour towards family and friends, in moods, or thought patterns, in self-care (including hygiene and habits such as eating and sleeping?)

² Lloyd Sederer, *The Family Guide to Mental Health Care* (W. W. Norton, 2013), 2–9.

2. Remember it is not your fault

Mental illness is no one's fault. Technology has helped us understand that the brain, just like any other diseased organ, operates differently in people afflicted with mental illness. It is the interplay of genetics and hardwiring within the brain, along with the effects of deeply stressful external events and relationships, that give rise to mental illness. Just as some of us are more vulnerable to diabetes and high blood pressure, others of us are at higher risk for mental illness because of genetics and development.

3. Trust yourself

Seeing your loved one suffer with mental illness is painful and difficult to face and endure, especially since it often extends over a period of time. What you are feeling is a normal reaction to an abnormal situation. The best thing to do is trust your perceptions. Stop diagnosing and leave that to a professional. We suggest you keep a record of what you are seeing, let go of any denial you might be holding onto from yourself or others, and make an appointment with your family doctor to begin the process.

4. Don't go it alone

Reach out for the support and wisdom of others that you can trust or seek the guidance of a professional. Mental illness is complex, and no plan of action is perfect. There is safety and support in numbers when making decisions and figuring out the next steps.

5. Seek help as soon as possible

Research has repeatedly shown us that an individual's chance of making the fullest possible recovery from any disease (e.g. diabetes, high blood pressure, cancer) depends on how quickly it is treated and how it is treated. Any mental illness, if left untreated can be toxic to the brain, permanently damaging the cells and connections within it.

Over time, this damage further diminishes functioning in school, work, and relationships. We recommend seeking help by booking an appointment with your family doctor, social worker or psychologist as soon as possible.

Although most mental disorders appear in young people, in the US the average time between when a symptom first appears, and treatment begins is an astonishing 9 years. Doctors call this the “duration of untreated illness” (DUI). They know it is not good for the brain. What’s more, youth often begin to suffer more subtle problems with mood, concentration, anxiety, and social development 2 to 4 years before their conditions produces disturbing changes in their life.³

6. Don’t get into fights

The hardest piece of advice to follow is to not fight or plea with your loved one to seek help. Instead, describe what you see. Set limits/boundaries to keep you safe and leverage yourself. The universal message you want to convey to your loved one is:

I don’t want to take over your life—I want you to have your own life. For you to take care of yourself and have the life you want to live. But I love you and will step in if needed. I’ll also gladly step aside when that is no longer the case.

7. Learn how the Mental Health System can work for you

Our health care system does not always provide a complete solution to mental illness. To accommodate this, you will need to educate yourself on what is available. Look for both private and publicly funded programs that help you learn about medication, therapies, clinics, insurance coverage, mental health and addiction laws. Many psycho-educational support groups cover these topics.

8. Never give up

Recovering from a mental illness takes time. There is a healing process that must go on. Frustration on your part only slows the progress.

³ Sederer, *The Family Guide to Mental Health Care*, 11.

GETTING HELP FOR YOUR FAMILY MEMBER

A major goal in treating your loved one is to relieve the symptoms that are interfering with their life so that they can function well. This process can be done in three stages of care:

Stage 1: Assessment/Diagnosis

Through family intervention we encourage you to help your loved one pursue a formal assessment to ascertain what has already been done and what needs to be done to support them and improve their wellness. A diagnosis is sometimes made on assessment completion. However, it is not always necessary to have a diagnosis to access supports, although it helps with planning treatment and determining treatment outcome.

Stage 2: Treatment

Treatment, the working stage of care, may have varying recommendations for each person. This may include medications, counselling, therapy, support groups, self-care. Treatment should be recovery-oriented.

Stage 3: Aftercare

Follow-up care may be needed on completion of treatment to maintain recovery and may take varying forms. Mental health is quite often a lifetime challenge. When your family member stops taking medication or quits their program work, they can fall back into the old patterns of behaviour. It is important to make a lifetime commitment to recovery and improve the quality of one's life. This is usually not a solo journey but rather done in community with a care team, peer and family support.

THE ESSENTIAL COMPONENTS OF RECOVERY

Recovery is...

Hope: Your loved one has to believe they can overcome the challenges, barriers and obstacles that confront them.

Person-driven: Your loved one has to have self-determination and self-direction as foundations for recovery.

Person-centered: Your loved one is unique and has distinct needs, strengths, preferences, goals, culture and backgrounds including trauma experiences that affect and determine their pathway to recovery.

Holistic: Recovery involves a person's whole life, including mind, body, spirit, and community. The variety of services and supports available to your loved one should be integrated and coordinated.

Supported by peers and allies: Mutual support groups, sharing experiential knowledge and skills, play an invaluable role in recovery.

Supported through relationships and social networks: an important factor in the recovery process is the presence and involvement of people who believe in your loved one's ability to recovery. These people offer hope, support, and encouragement, as well as, offering strategies and resources for change.

Culturally-based and influenced: Your loved one's recovery will be based on their cultural values, traditions, and beliefs, which is key in determining their unique pathway to recovery.

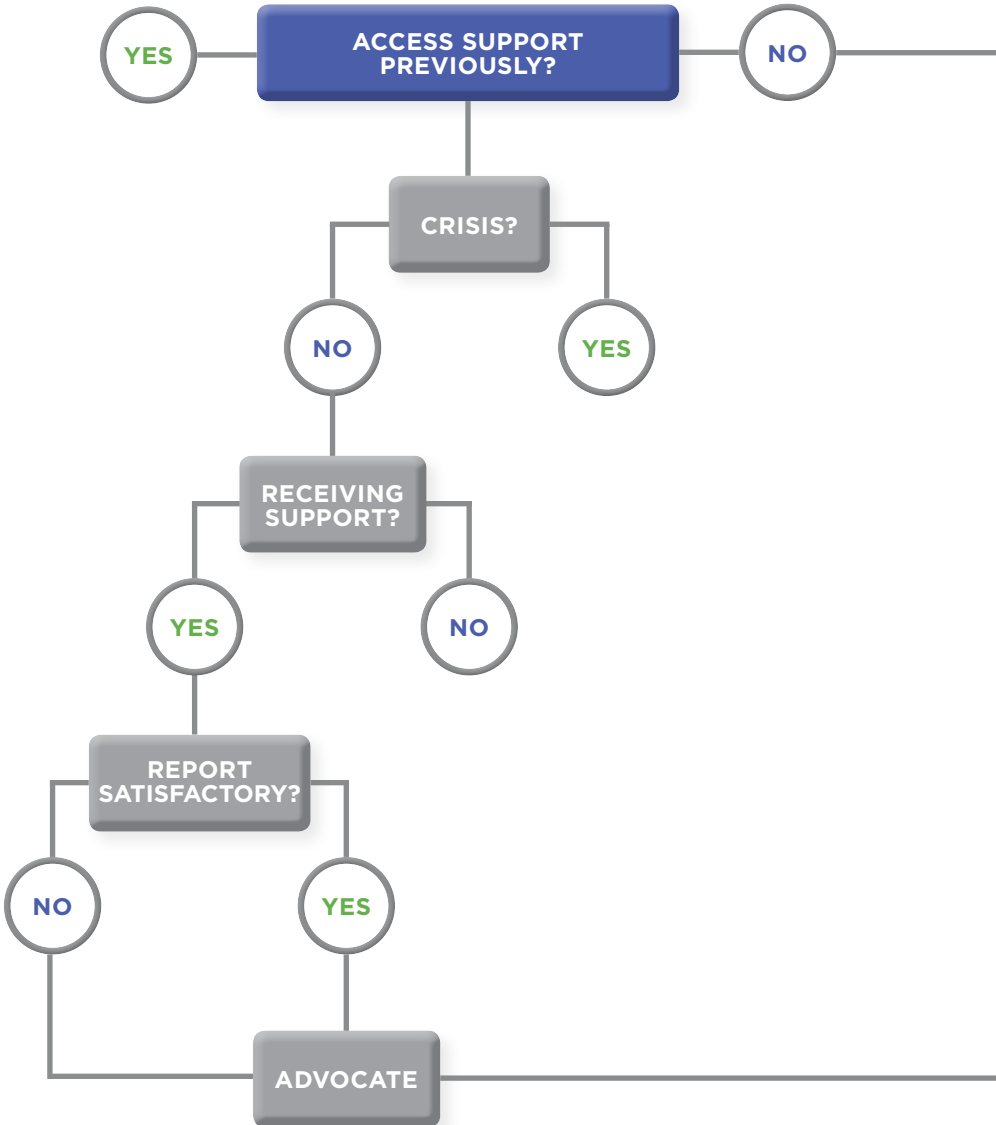
Supported by addressing trauma: Services and supports should be trauma-informed to foster emotional and physical safety and trust. Recovery should also promote choice, empowerment, and collaboration.

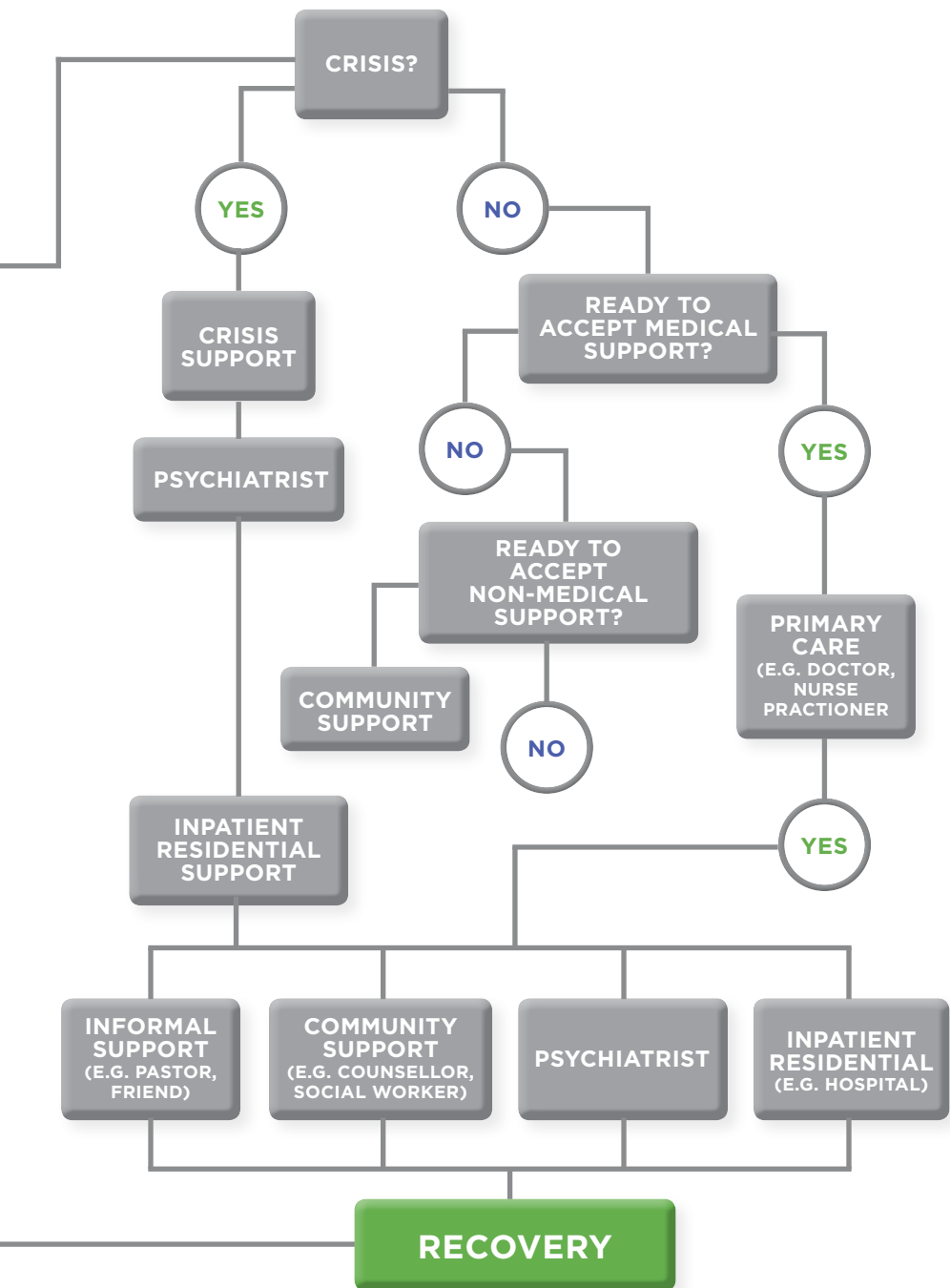
Inclusive, it involves individual, family, and community strengths and responsibility: Individuals, families, and communities have strengths and resources that serve as a foundation for recovery for your loved one.

“Making myself available to help and be helped by a wide range of people is a key to my recovery. “

MENTAL HEALTH SYSTEM NAVIGATION CHART

The following chart provides guidance for an individual with mental health challenges to access support in Ontario.





HELP FOR THE CAREGIVER



According to the Canadian Mental Health Association, in any given year, 1 in 5 people in Canada will personally experience a mental health problem or illness. By age 40, about 50% of the population will have or have had a mental illness. Without help, mental illness can erode your loved one's potential and paralyze your family. By being consumed by what is happening to your family member, you fail to act. Not only does mental illness affect your loved one, it also places great demands on your family, fueling tensions, and often-pitting you against your spouse/partner, and putting other immediate family members into a state of turmoil, fear and confusion.

COMMON CAREGIVING CONCERNS SHARED BY PEERS

Caregivers who participated in our focus groups told us that they experience the following concerns as a result of caring for a family member who has a mental illness:

Mental health

- Depression
- Anxiety
- Subclinical stress
- High rates of negative affect including guilt, sadness, dread, worry
- Ambivalence about care
- Witnessing the suffering of relatives

General health and wellness

- Fatigue
- Sleep problems
- Risk of illness, injury, mortality
- Functional impairment

Secondary strains

- Work/employment
- Financial
- Relationship stress
- Loss of time for self-care
- Reduced quality of life

Having to make care decisions

- Figuring out “When it’s time” for various services
- Residential placement
- End-of-life care planning

Resources and eligibility for services

- Housing
- Health care
- Community services
- Respite

Family challenges

- Conflict about care
- Lack of support for caregiver
- Balancing needs of healthy and sick family members
- Behavioural issues
- Interpersonal conflicts

Advocacy for care

- Lack of cooperation by care recipient
- Interface with service systems
- Coordinating systems

The good news is that there is help available to you but you must become informed of every facet of mental illness. From prevention to symptoms, from treatment to methods of recovery, from mastering health insurance,

and working around the legal system that typically favours patient's privacy rights over families' need to know. Knowledge is power so make sure you learn as much as you can about the disease, the mental health system and your caregiving role.

FINANCIAL PLANNING

Many caregivers are not familiar with financial matters as they relate to their loved ones. Financial planning for a family with a mental health challenge can be difficult to understand. There are local organizations that can help you prepare for your loved one's future. They can help you understand various financial programs that are available to your family member such as wills, Henson Trust, life insurance, Retirement Disability Savings Plan (RDSP), Estate Planning, and Ontario Disability Support Program (ODSP) and how to qualify for them. Many times, there are no fees for the planning services and some service agencies, such as YSSN, host informational events to help you understand what is available to you.

WHY IS HOUSING IMPORTANT?

Approximately 57% of the senior caregivers we interviewed had their adult children with mental health challenges living with them. These caregivers had a genuine concern for adequate housing and housing availability for their family member. This concern becomes critical for you as you age, because you begin to question what will happen to your loved one, if you have to move into some form of long-term care.

We have listed housing supports available in York Region and South Simcoe in the self-care resources section of this handbook.

MENTAL HEALTH AND THE LAW

The law plays an important role in the field of medicine as it relates to psychiatry/mental health. Issues of personal and public safety, privacy, confidentiality and competency come into play.

One of the greatest challenges that accompanies mental illness is the refusal of your loved one to admit there is a problem, enter into care and stay on course with treatment. “Forming” of a family member where they are a risk to themselves and others can be necessary on this journey.

We have summarized the Mental Health Act below along with Forms 1 and 2 which are for involuntary admissions of your loved one, while Form 3 and 4 explain how a doctor can extend the hospital stay for treatment of your loved one.

If your loved one refuses to let you receive information from his health team or psychiatrist, you can certainly share your concerns with them. This is an opportunity to share your experiences with these professionals. You may be providing them with missing pieces of information that could be relevant in the assessment, treatment and aftercare of your loved one.

Mental Health Act

The Mental Health Act is an Ontario Law, which regulates the administration of mental health care. The purpose of the law is to regulate the involuntary admission of people into psychiatric care. Since the changes brought about in 2000, under Bill 68 (often referred to as Brian's Law, named after Brian Smith who was shot dead in 1995 by a person suffering from paranoid schizophrenia) the Act allows for community treatment order by the attending physician.

Here is a summary of the information that is required to Forming a Person under the Mental Health Act:

Form 1: By Order of a Physician

- Physicians practicing in Ontario have the right to sign an Application for Psychiatric Assessment (Form 1), which authorizes the apprehension, detention and assessment of a person “who meets certain criteria under the Mental Health Act.”

- If a person has seen a physician for any reason, that physician may, within seven days of seeing the person, complete the Form 1, which specifies the symptoms the doctor observed, and/or what information was provided by someone else.
- Once the person is brought to a Schedule 1 Hospital under a Form 1, the person must be assessed within 72 hours and a decision made. The decision will be either that the person **MUST** be admitted (involuntary status) or **SHOULD** be admitted (voluntary status), or that the individual does not require admission and therefore will be released from hospital.
- If neither of the above apply, the alternative is to seek a Justice of the Peace Order (Form 2).

Form 2: Justice of the Peace Order

Any person may apply for a Justice of the Peace Order (Form 2) that requires the apprehension and transport of the person to a physician. The physician can then determine if the patient requires an involuntary psychiatric assessment (Form 1) and if this is the case, the patient will be required to be brought to the Schedule 1 Hospital where psychiatric examinations can be performed on a 24/7 basis.

The person applying for the Form 2 must provide enough information for the Justice of the Peace to be assured of the necessity of the Form 2. There are four categories of relevant information:

1. Evidence of mental illness, by history, or if a diagnosis has been made, by description of symptoms and behaviour (e.g. responding to voices, delusions, bizarre and/or disorganized behaviour).
2. Danger to self or others—made suicidal statements, gestures or behaviours, threatened or assaulted others, or behaviour that has made the applicant fear people may be assaulted/at risk.

3. Failure to take care of their own needs. Concrete examples such as no coat or socks in winter, no food in kitchen, looks weak or dehydrated, refusing food because of fear of poison, a medical condition not attended to (e.g. refusing a cast on a broken arm, ignoring infection) because of psychiatric symptoms.
4. There is an additional page where you will be asked for your name and phone number and a blank portion for your written concerns. Make sure you provide all of your phone numbers and ensure Emergency Department staff can reach you and understand your concerns.

Details of the Justice of the Peace process are found in the Mental Health Act. You can view the full process and Act by visiting the Government of Ontario website's e-Laws page at ontario.ca/laws and search for the Mental Health Act.

What happens once a Form 2 is Issued

When the Justice of the Peace (Form 2) is in hand, it should be immediately taken to the police station. Ensure the following:

1. Provide a phone number where they can contact you.
2. If your loved one has been treated at a particular hospital, request that they be taken to the hospital where medical record(s) already exists.
3. Staple a written summary of illness for the receiving doctor to the Form.
4. Include as much information as possible about any history of violence, the presence of weapons (type and location), and any other information for the safety of the person being apprehended and the police.
5. Include as much information as possible about the person's probable whereabouts.
6. Keep a copy of the Form.
7. Get the Occurrence number and/or Case Number from Police.

Form 3: Involuntary admission—hospitalization for up to 14 days.

If your doctor has signed a Form 3, your loved one must stay in the hospital for up to 14 days. During this time, they will undergo on-going psychiatric (mental health) assessment and treatment. This is called involuntary admission.

If you have any questions, speak to your loved one's psychiatrist or your family member can call the Psychiatric Patient Advocate Office (PPAO) at 416-327-7000 or 1-800-578-2343.

Form 4: Involuntary admission —hospitalization beyond 14 days.

If your doctor has signed a Form 4, your loved one will be in the hospital for not more than:

- one additional month under a first Certificate of Renewal (Form 4);
- two additional months under a second Certificate of Renewal (Form 4);
- three additional months under a third Certificate of Renewal (Form 4);
- For not more than three additional months under a first or subsequent Certificate of Continuation (Form 4A)

The Mental Health Act sets out two reasons that explain why your loved one may be held as an involuntary patient:

1. The symptoms of their mental disorder make it likely that they or another person will suffer harm if they are not detained in a psychiatric facility; or
2. Your loved one needs to be detained in a psychiatric facility to receive treatment for an ongoing or recurring mental disorder that, when not treated, will likely result in certain harms, but that shows improvement when treated. The specific legal requirements for involuntary admission in the Mental Health Act are very detailed. Form 30 (Notice to Patient) will specify the reason the doctor is detaining your loved one as an involuntary patient under Form 3, 4 or 4A.

If you, or your loved one, have questions, contact your local Patient Advocate or Rights Adviser or call the central office of the Psychiatric Patient Advocate Office at 1-800-578- 2343.

SELF-CARE RESOURCES



Support for yourself is CRITICAL. We encourage you to join psycho-educational programs, regular support groups and other programs that run for 52 weeks a year and are listed below. Participating in these programs will help you connect with others on the same journey and build your peer support network.

Almost 38% of the senior caregivers interviewed for this handbook reported that they had to deal with their own physical and mental health challenges.

All the resources listed below will encourage you to practice self-care. The stress you encounter can take a toll on your health and well-being. Out of the senior caregivers we interviewed, 38% indicated that they had sought help for physical ailments such as cancer and heart issues, or mental health ailments such as anxiety or depression.

Try more than one support for yourself. Perhaps two or three support tools a week will give you the strength you need to help you deal with your loved one. We encourage you to lead with strength and by example.

These resources will help you become a **Mental Health Advocate**. When you become more knowledgeable and supported on this journey, you develop better advocacy skills to confidently walk along side our loved one help them on their journey to recovery.

Caregiver tip!

Make sure you sign up for mail or e-mail lists at all the organizations listed below so that you are kept informed about what is going on in the mental health community. You can call or check an organization's website to see if new meetings and/or meeting locations are added.

CRISIS AND 24/7 SUPPORT

Ontario Caregiver Helpline

This is a 24-hour help line for caregivers that can help search for resources on your behalf.

Phone: 1-833-416-2273

Website: ontariocaregiver.ca

YSSN's Community Crisis Response Services, 1-855-310-COPE (2673)

Hosted by YSSN, this service supports individuals 16 years and older who are experiencing a mental health crisis and their families. The phone line is available 24/7. You can also text at 1-855-310-2673 or live chat with a crisis worker online at cope.yssn.ca from 7:00 a.m. to midnight every day.

Phone: 1-855-310-COPE (2673), (TTY) 1-866-323-7785

Website: cope.yssn.ca

UpHub.ca and Up your life guide

YSSN's UpHub.ca is an online collection of peer-led tools and resources created to uplift York Region residents who are seeking services or need support to live a meaningful life. You can also request a copy of the Up your life guide to search for local resources.

Phone: 905-898-6455 or toll-free 1-866-257-9776

Website: uphub.ca

CAREGIVER/FAMILY SUPPORT SERVICES

Short-term support: 5-8 week

Addiction Services of York Region (ASYR)

ASYR offers a Family and Friends Group. It runs for 7 weeks in Aurora, York Region. It is a closed group and must be joined at the beginning of its cycle. It is available to individuals, couples, and/or families (ages 25+), wishing to access support around their loved one's (ages 25+) substance use and/or gambling problems. *Phone registration required.*

Phone: 905-841-7007 ext. 322

Website: asyr.ca

Adoption Council of Ontario (ACO)

ACO offers education and support groups.

Address: 36 Eglinton Avenue West, Toronto, Ontario

Phone: 416-482-0021

Website: adoption.on.ca

Canadian Mental Health Association (CMHA)

CMHA York Region and South Simcoe holds various family support groups throughout York Region.

10-Week Family Caregiver Educational Programs (free)

This program runs 4 times per year usually on Wednesday nights for 2 hours in Aurora and Newmarket. Upcoming new locations to check for. *Registration required through central intake at 905-841-3977 ext. 3321*

Closed Family Support Group

This program runs every 2nd Tuesday of each month for 2 hours in Aurora. It offers support and some weeks an educational component. In order to participate you must have completed the 10-week educational caregiver program to be part of this group.

Registration required through central intake at 905-841-3977 ext. 3321

Open Family Support Group

This group runs every 2nd Monday of each month in Markham and is open to all family members. Call 905-841-3977 ext. 4255 for more information. *No registration is required.*

H.O.P.E

This program is available to families of loved ones with mental health challenges that are going through a 1st Episode of Psychosis. Family support is available while their loved ones are accepting support. There is a 6-week family educational component regarding "psychosis."

Registration required through central intake at 905-841-3977 ext. 3321

Catholic Family Services (CFS)

CFS offers counselling services on Monday's from 11:00 a.m. to 5:30 p.m. in Bradford. Payment based on sliding scale.

Phone: 1-888-726-2503

Website: cfssc.ca

Centre for Addiction and Mental Health (CAMH)

CAMH offers Family Educational Support Groups relating to addiction and mental health. Family member does not need to be a client.

Phone: 416-535-8501, ext. 2 (Access CAMH)

Website: camh.ca

CHATs (Community & Home Assistance to Seniors)

CHATs offers support groups and caregiving courses for those looking after an aging parent, spouse, relative or friend. They have locations in Richmond Hill, Aurora, Thornhill, Bradford, Sutton, and Newmarket. Call to inquire about supports in your area. Intake interview will be required.

Address: 240 Edward St, Aurora, Ontario

Phone: 905-713-6596

Website: chats.on.ca

Eating Disorders of York Region's Riverwalk Wellness Centre's

They provide psycho-educational 4-week small family groups as requested. Cost is approximately \$30-\$40 per week.

Address: 16 Industrial Parkway S, Aurora, Ontario

Phone: 905-886-6632

Website: edoyr.com

Families for Addiction Recovery (FAR)

FAR is an advocacy group supporting families for addiction recovery.

Phone: 855-377-6677

Website: farcanda.org

Family Services of York Region (FSYR)

FSYR provides family, couple counselling, or individual counselling for the caregiver. The caregiver can call in for an appointment if this is a service they need. They are short-term goal focused agency and their fees are based on a sliding scale based on family size and income.

Phone: 905-895-2371

Website: fsyr.ca

Home on the Hill Supportive Housing, Richmond Hill

Home on the Hill offers a variety of programs for family caregivers.

Family Support Group and Respite, held at Anglican Church. Held on alternative Wednesdays, from 7:00 p.m. to 9:00 p.m.

Respite: Families also take part in Home on the Hill funded respite activities like a restaurant dinner or lunch together.

Robert Veltheer Lecture Series on Mental Illness. For more information email info@home-on-the-hill.ca or call their main number. Art therapy helps family caregivers and their loved ones who suffer from mental health challenges like burnout, depression, anxiety or suicidal thoughts, express their thoughts and feelings in a safe and non-judgmental space.

Yoga Class: This class is for caregivers and those living with mental illness. Contact Maggie@rveltheer.com for more information.

Free Community Lunch: This program is for participants who volunteer in the kitchen. Caregivers are welcome too. The program believes in a “healthy mind, healthy body” approach.

Phone: 905-883-9376

Website: home-on-the-hill.ca

Hospice Palliative Care Ontario (HPCO)

HPCO is an association that list all Ontario hospices and palliative care providers. Some hospices offer wellness programs for caregivers who are living with a life-limiting illness, such as cancer, heart disease, etc. This might include free programs such as meditation, yoga, reiki, and art therapy. The hospice near you may offer courses such as *Caregiver Toolkit/Caregiver 101*. Check your local hospice to see what they offer. *Intake interview required.*

Website: hpcoco.ca

JACS Toronto (Jewish Addiction Community Services)

JACS provides counselling to family members, by appointment based on a sliding scale fee. Here to Help Group takes place on Thursday evenings at 846 Sheppard Ave West in Toronto. *No registration required.*

Phone: 416-638-0350

Website: jacstoronto.org

Jewish Family & Child

Phone: Central intake at 416-638-7800 for York Region information.

The Krasman Centre

The Krasman Centre is a consumer/survivor initiative that offers peer support-based programs, physical hubs and resources for people with lived experience, substance use and housing challenges, their family and friends. They offer numerous support groups across York Region and South Simcoe.

Richmond Hill: Family Recovery Action Plan (FWRAP) from time to time. Family/Caregiver Support Drop-in happens every 3rd Tuesday of the month, 7:00 p.m. to 9:00 p.m. Call: 905-780-0491 and ask for Sophy or Zebina.

Newmarket: Family/Caregiver Support Drop-in happens every 2nd Tuesday of the month in Newmarket at the Newmarket Public Library from 6:30 p.m. to 8:00 p.m. Call: 905-780-0491 ask for Sophy or Zebina.

Alliston: Family Recovery Action Plan (FRAP) course from time to time. Support group is also available, call for updates. For all caregiver inquires, call 705-435-0054.

Phone: 905.780-0491 ext. 128 for all other programs or email: k.goodberry@krasmancentre.com to subscribe to their bulletin by mail or email.

Website: krasmancentre.com

Mood Disorder Association of Ontario (MDAO)

MDAO offers free support programs to people across Ontario, and their families, who are living with depression, anxiety or bipolar disorder.

Family Member Supporters: A drop-in group that takes place the 1st and 3rd Thursday of each month from 7:00 p.m. to 8:30 p.m. in Toronto.

The Open Family Forum: Held twice a month on the 2nd and 4th Tuesday at 36 Eglinton Avenue West, Suite 602, from 7:00 p.m. to 8:50 p.m. It provides an opportunity for those who are supporting someone with a mental health issue to access and share information, give and receive peer support and find out more about our Family Matters Peer Support and Recovery Program and other resources in Toronto. *Registration required. Call Debra at 416-486-8046 ext. 238 or email debraf@mdao.ca, if you are interested in attending.*

Phone: 416-486-8046 (Toronto)

Website: mooddisorders.ca

Ontario Caregiver Organization (OCO)

OCO supports caregivers by being their one point of access to information, so they have what they need to be successful in their role. Working collectively with caregivers, healthcare providers and other organizations, OCO draws on the variety of work that is currently being done to ease caregiver burn-out and improve the caregiving experience.

Phone: 416-362-CARE (2273) or toll free 1-888-877-1626

Website: ontariocaregiver.ca

Ontario Shores (Whitby location only)

Ontario Shores offers an 8-week Wellness Recovery Action Planning (WRAP®) for caregivers of those with mental illness and a Family Education Series, in the spring and fall. They also offer a 6-week, Powerful Tools for Caregivers, in the winter. They also offer Caregiver Workshops throughout the year and weekly Open Family Discussion Group on Thursdays.

Phone: 905-430-4055 ext. 6769 or email

familyresourcecentre@ontarioshores.ca to have your name put on a family resource distribution list of upcoming events.

Website: ontarioshores.ca

Schizophrenia Society of Ontario (SSO)

SSO offers the following programs for caregivers:

Strengthening Families Together (SFT): Is a 4-week education and support group for family members and friends of people living with serious mental illness. Each 4-week session is \$50.00/person. Topics presented in-group sessions include information about:

- Schizophrenia and psychosis
- Treatment options
- Coping as a family
- Mental health system and criminal justice system
- Advocacy

Monthly Support Group: Family Monthly support Group:

Facilitated by a counsellor this group takes place every 2nd Tuesday of each month, from 6:00 p.m. to 8:00 p.m.

Phone: 1-800-449-6367 (Toronto)

Website: schizophrenia.on.ca

VITA Community Living Services (in association with Mens Sana)

VITA offers services to families and people who live with a loved one with mental health and/or intellectual disabilities (dual diagnosis).

Address: 4301 Weston Rd, Toronto, Ontario

Phone: 416-749-6234 (Bruna)

Website: vitacls.org

Long-term support: 52 weeks

Al-Anon (Ontario South Al-Anon)

This group is for families that have been affected by someone else's drinking/addictions.

Phone: 416-410-3809

Website: al-anon.alateen.on.ca/GTA

Celebrating Recovery

This group is for anyone with habits, hang-ups or addictions and affliction. Caregivers are welcome. Find a local group on their website. Newmarket group is held at Cedarview Community Church every Monday at 7:00 p.m. and every Tuesday at 7:00 p.m. at Summit Community Church in Richmond Hill.

Website: celebraterecovery.ca

Co-dependency Anonymous (CoDA)

This is a program for those with a common purpose to help develop healthy relationships that are not co-dependent.

Phone: 416-564-9520 (York Region)

Website: codacanada.ca

Emotional Rescue

A peer support group that shares knowledge, resources and information in a supportive, confidential environment to help alleviate and overcome the symptoms of mental health. Caregivers welcome. The group meets every Monday from 7:00 to 9:00 p.m at Northridge Church in Aurora. *Counselling also available by appointment.*

Phone: 905-895-6276

Website: northridgesa.com/recovery-support

Sharing the Burden

Support people who struggle with life's woes/relationships and need support in the community with weekly meetings.

Phone/text: 647-222-0515

Website: sharingtheburden.ca

Cornerstones to Recovery (Addiction Support)

Cornerstone to Recovery provides a safe and productive space for those walking the path from addiction to sustainable, community-based recovery. They also offer a Wellness Centre which can be used by families

who have been impacted by their loved one's addiction. For \$10/month, you can enjoy a variety of classes, programs and workshops.

Phone: 905-762-1551

Website: cornerstonetorecovery.com

Nar-Anon Family Groups of Ontario

For families affected by someone else's addictions.

Phone: 416-239-0096

Website: naranonontario.com

HOUSING RESOURCES

Shelters (short-term accommodation)

Shelters offer short-term accommodation along with other supports such as counselling, meals, recreation and emergency transportation. Some shelters also provide longer-term accommodation.

360 Kids

360 Kids Connections and HOPE Program

Phone: 905-475-6694 (Richmond Hill)

Website: 360kids.ca

Blue Door Shelters (East Gwillimbury)

Emergency housing, Leeder Place for families and Porter Place for men.

Phone: 905-898-1015

Website: bluedoor.ca

Housing Supports

The following housing resources can serve as respite for you, the caregiver.

Canadian Mental Health Association (CMHA)

CMHA provides Housing First and Home Now to provide housing supports for your loved one with mental health challenges.

Phone: 1-866-345-0183 ext. 3321 Central Intake

Website: cmha-yr.on.ca

CONTACT Community Services

The Housing Resource Centre provides free assistance and information to those in the South Simcoe community who are searching for housing.

Phone: 705-435-4900

Website: contactsouthsimcoe.ca

LOFT Community Services

LOFT has a variety of supportive housing services:

- First Episode Program
- 24/7 Support
- Addiction Support
- On-Site Residential Support
- Assisted Living for Seniors
- Transitional Housing
- Respite Care

Phone: 416-979-1994

Website: loftcs.org

Simcoe County Subsidized Housing

Simcoe County provides various subsidized housing options and how to apply and other housing information on their website.

Phone: 1-866-893-9300 or 705-726-9300

Website: simcoe.ca *(select the Community tab at the top of the homepage and then Social Housing)*

York Region Subsidized Housing

York Region provides various subsidized housing options and how to apply and other housing information on their website.

Phone: 1-877-464-9675, TTY 1-866-512-6228 or 905-895-4293

Website: york.ca *(select the Community Support tab at the top of the homepage and then Housing)*

Market/Residential Rent

If there is no subsidized housing available, market or residential rent may be accessible with supports.

The **Housing Help Centre in York Region** has contact phone numbers for specific areas:

Markham: 416-317-3655

Thornhill and Georgina: 416-414-6779

Vaughan: 416-268-0654

Richmond Hill: 647-241-1237

Newmarket: 647-267-5319

Website: shhc.ca

CONTACT Community Services

The Housing Resource Centre provides free assistance and information to those in the South Simcoe community who are searching for housing.

Phone: 705-435-4900

Website: contactsouthsimcoe.ca

Streamlined Access

If your loved one has a case manager through CMHA, LOFT or YSSN their case manager can help them find housing.

Phone: 289-340-0348 or toll free 1-844-660-6602

Website: yssn.ca/streamlined-access

FINANCIAL PLANNING

Graeme Treeby/Special Needs Planning Group & Bright Futures Planning Group

This organization specializes in the area of physical, development delays, and mental health issues and works with people living in York Region and South Simcoe.

Phone: 905-640-8285

Website: specialneedsplanning.ca or brightfuturesplan.com

LEGAL RESOURCES

Below are a list of legal supports you may explore:

Aboriginal Legal Services

Phone: 1-844-633-2886

Website: aboriginallegal.ca

Advocacy Centre for Elderly (ACE)

Phone: 416-598-2656

Website: acelaw.ca

Community Legal Clinic of York Region

Provide free legal services to persons with low income living in York Region and advocate for access to justice.

Phone: 905-508-5018

Website: clcyr.on.ca

Community Legal Clinic of Simcoe, Haliburton, Kawartha Lakes

Lawyers provide free legal services to people living in Simcoe, Haliburton and/or Kawartha Lakes who can't afford a lawyer. They also advocate for access to justice.

Phone: 1-800-461-8953

Website: communitylegalclinic.ca

Community Legal Education Ontario (CLEO)

Phone: 416-408-4420

Website: cleo.on.ca

Consent and Capacity Board

Consent and Capacity Board is an independent body created by the provincial government of Ontario under the Health Care Consent Act. It conducts hearings under the Mental Health Act, the Health Care Consent Act, the Personal Health Information Protection Act, the Substitute Decisions Act and the Mandatory Blood Testing Act.

Phone: 1-866-777-7391 or 416-327-4142

Website: ccboard.on.ca

Government of Ontario, E-Laws (Mental Health Legislation)

Phone: 416-326-5300 or 416-325-3408 or

toll free across Ontario 1-800-268-7095

Website: ontario.ca/laws

Justice Net

A searchable database of sliding scale legal support.

Phone: 1-866-919-3219 in Thornhill

Website: justicenet.ca

Law Society Referral System

This is a lawyer referral service.

Phone: 1-855-947-5255

Website: lsrs.lso.ca

Legal Aid Ontario

Helping low-income families in Ontario with their legal problems.

Phone: 1-800-668-8258

Website: legalaid.on.ca

Ministry of the Attorney General

For information about Substitute Decision Maker and Power of Attorney

Phone: 1-800-518-7901 or 416-326-2220

Website: <https://www.attorneygeneral.jus.gov.on.ca/>

Pro Bono Law Ontario

Volunteer lawyers offer free legal advice by phone to help people who can't afford a lawyer but have essential legal needs.

Phone: 1-855-255-7256

Website: probonoontario.org

Psychiatric Patients Advocate Office (PPAO)

PPAO provides rights advice, education and advocacy services to persons in designated mental health care facilities in Ontario.

Phone: 1-800-578-2343 (Head office in North York)

Website: <https://www.sse.gov.on.ca/mohlhc/ppao/>

Speak up Ontario

An initiative to help increase awareness of Health Care Consent and Advanced Care Planning.

Phone: 1-800-349-3111 ext. 31

Website: speakupontario.ca

Community Police Support

York Regional Police (YRP)

YRP offers a variety of community safety services.

Phone: 1-866-876-5423

Website: yrp.ca

South Simcoe Police Service (SSPS)

SSPS offers a variety of community safety services.

Phone: 705-436-2141 (Innisfil), 905-775-3311 (Bradford)

Website: southsimcoepolice.on.ca

SERVICE NAVIGATION

Mood Disorders Association of Ontario

Family programs offered support caregivers in navigating the mental health system.

Address: 36 Eglinton Ave., West, Suite 602, Toronto, Ontario

Phone: 416-486-8046 or toll-free 1-888-486-8236

Website: mooddisorders.ca

Ontario Caregiver Organization (OCO)

OCO offers caregivers information related to navigating the mental health system.

Phone: 416-362-CARE (2273) or toll free 1-888-877-1626

Website: ontariocaregiver.ca

Streamlined Access

This service can be used by caregivers to help refer a loved one who is 16 years of age and older, who are dealing with a mental health, and/or addictions challenges, and/or dual diagnosis, and are living in York Region or South Simcoe. They can help you connect your loved one to mental health recovery supports within your community.

Phone: 289-340-0348 or toll free 1-844-660-6602

Website: yssn.ca/streamlined-access

RECOMMENDED READING

Concise Introduction to Mental Health in Canada, Second Edition

By Elliot Goldner, Emily Jenkins, and Dan Bilsker, 2016

ISBN-13: 978-1551309064

Henry's Demons: Living with Schizophrenia, A Father and Son's Story

By Patrick Cockburn and Henry Cockburn, 2011

ISBN-10: 1439154708

The Centre Cannot Hold: My Journey Through Madness

By Elyn Saks, 2007

ISBN-13: 978-1401309442

The Family Guide to Mental Health Care

By Lloyd I. Sederer, MD, 2013

ISBN-13: 978-0393707946

The Noonday Demon: An Atlas of Depression

By Andrew Solomon, 2001

ISBN-13: 9781501123887

GLOSSARY & REFERENCES



This glossary is intended to help you understand some of the terms that have been used in this handbook and/or further explain terms that you may have run into when doing your mental health research.

Boundaries

A boundary is something we set to keep ourselves safe with another person. They help us take ownership for our own lives. Victims of abuse usually have a poor sense of boundaries. Boundaries are anything that helps to differentiate you from someone else or show where you begin and end. Without boundaries we usually take on other people's problems, robbing them from the experience of dealing with their own problems.

Co-dependency

Defined as a problem with self-esteem. Usually co-dependents don't have "self-esteem" but rather "other-esteem" which is based on external things including how they look, who they know, and how their children perform. They usually gain their value based on what other people think of them. They are usually not in touch with their feelings. Co-dependents quite often lack in healthy boundaries to protect themselves.

Cognitive Behavioral Therapy (CBT)

Originated in the 1950's to treat depressive and anxiety disorders, however it is recently proven to be helpful in treating psychotic illnesses. The therapeutic process is to identify the problem through thoughts and beliefs. The therapist then helps the client recognize the behaviours that contribute to their client's disfunction. Finally, the client learns to practice a new way of thinking and acting to improve his or her everyday life. CBT unlocks the connections among thoughts, negative feelings, and self-destructive behaviours.

Dialectical Behavior Therapy (DBT)

This therapy is a special type of CBT. It has a broader use in helping people with a variety of serious mood, impulse and self-image problems. DBT assists people with managing feelings. It enables individuals to observe themselves (mindfulness) and better tolerate disabling levels of distress. It is CBT plus mindfulness, emotional regulation, and tolerance of intense emotional states.

Eye movement desensitization and reprocessing (EMDR) therapy

Used for trauma treatment. Eye movement desensitization and reprocessing is a form of psychotherapy developed by Francine Shapiro in the 1990s in which the person being treated is asked to recall distressing images; the therapist then directs the patient in one type of bilateral sensory input, such as side-to-side eye movements or hand tapping. EMDR therapy uses a three pronged protocol: (1) the past events that have laid the groundwork for dysfunction are processed, forging new associative links with adaptive information; (2) the current circumstances that elicit distress are targeted, and internal and external triggers are desensitized; (3) imaginal templates of future events are incorporated, to assist the client in acquiring the skills needed for adaptive functioning.

Family Wellness Recovery Action Plan (FWRAP) Group

Family WRAP® is an 8-week self-help workshop based on the original Wellness Recovery Action Plan (WRAP®) program. The workshop explores ways to support our struggling loved one without losing ourselves. Family WRAP® covers the following:

- Wellness toolbox for individual and family
- Daily maintenance plan for individual and family
- Identifying triggers and an action plan for individual and family
- Identifying early warning signs and an action plan for individual and family
- Signs that things are breaking down and an action plan for individual and family

- Crisis planning for individual and family
- Post crisis planning for individual and family
- Recovery topics for individual and family

Multi-generational transference trauma

Traumatic experiences in childhood have negative impacts on child development which can lead to the development of a variety of adult disorders, including depression, anxiety, health problems and antisocial behavior. Ironically, these adults are at a greater risk of passing on the impact of their trauma to the next generation. As a result, intergenerational cycles of trauma are unintentionally promoted with the family and they continue to impact each generation thereafter. Examples of this might be growing up in an alcoholic home, or living with someone who struggled with posttraumatic stress disorder (PTSD) who has not done the trauma work.

Psychotic behavior

A loss of contact with reality to the extent that a person harbours delusional beliefs, bizarre perceptions (hallucinations).

Trauma

An injury that happens to us. In mental health, the injury is usually because of abuse or neglect. Traumatic events often cannot bridge the gaps between past events and current events. It can present itself in an individual as self-harm and punishing behaviors to oneself. Two people experiencing the same traumatic event can process it differently.

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