

FREE - 20th Edition - 2015

MENTAL HEALTH

RESOURCE GUIDE FOR WINNIPEG

The Canadian Mental Health Association Manitoba and Winnipeg is
dedicated to helping you navigate the mental health system. **204-982-6100**
If you need help, call or visit our website at **www.winnipeg.cmha.ca**

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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. 🌸

mental health definition

"The capacity of each and all of us to feel, think, and act in ways that enhance our ability to enjoy life and deal with the challenges we face..."
(Public Health Agency of Canada)



Canadian Mental Health Association
Manitoba and Winnipeg
Mental health for all

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



Goldberg Depression Scale

The Goldberg Depression Scale is an internationally known scale for screening for depression. This is just a screening tool and is not intended to diagnose depression. If a person rates high on this scale, a professional assessment can accurately diagnose whether or not the person has a clinical depressive disorder.

Depression Scale

(Score one point for each "Yes" if the symptom occurs most of the time over the past 2 – 4 weeks)

- 1. Have you had low energy?
- 2. Have you had loss of interests?
- 3. Have you lost confidence in yourself?
- 4. Have you felt hopeless?
(If yes with any question, go on to 5 – 9:)
- 5. Have you had difficulty concentrating?
- 6. Have you lost weight (due to poor appetite)?
- 7. Have you been waking early?
- 8. Have you felt slowed up?
- 9. Have you tended to feel worse in the mornings?

People with a score of two (2) have a 50 percent chance of having a mental health problem. With higher scores the probability rises sharply.

For more information on depression, you can contact the Mood Disorders Association of Manitoba – **204-786-0987**, www.moooddisordersmanitoba.ca. For more information on anxiety, you can contact the Anxiety Disorders Association of Manitoba – **204-925-0600**, www.adam.mb.ca. If you are concerned about symptoms of depression or anxiety that you may be experiencing, a good first step is to talk to your doctor. If you do not have a regular doctor, you can try a walk-in clinic or you can call the Family Doctor Finder (**204-786-7111**) for information on doctors accepting new patients.

Goldberg Anxiety Scale

The Goldberg Anxiety Scale is an internationally known scale for screening for anxiety. This is just a screening tool and is not intended to diagnose anxiety. If a person rates high on this scale, a professional assessment can accurately diagnose whether or not the person has clinical anxiety.

Anxiety Scale

(Score one point for each "Yes" if the symptom occurs most of the time over the past 2 – 4 weeks)

- 1. Have you felt keyed up, on edge?
- 2. Have you been worrying a lot?
- 3. Have you been irritable?
- 4. Have you had difficulty relaxing?
(If yes, to two of the above, go on to 5 – 9:)
- 5. Have you been sleeping poorly?
- 6. Have you had headaches or neck aches?
- 7. Have you had any of the following: trembling, tingling, dizzy spells, sweating, urinary frequency, diarrhea?
- 8. Have you been worried about your health?
- 9. Have you had difficulty falling asleep?

People with anxiety scores of five (5) have a 50 percent chance of having a mental health problem. With higher scores the probability rises sharply.

Frequently Called Numbers

CMHA Winnipeg Phone Line 🌸	204-982-6100
• Information and Referral 🌸	
• Rights Consultant	
WRHA Mobile Crisis Service 🌸	204-940-1781
TTY Deaf Access Line	204-779-8902
Crisis Response Centre – 817 Bannatyne Ave.	24-hour walk-in
Klinik Crisis Line 🌸	204-786-8686
Klinik Sexual Assault Line	204-786-8631
Manitoba Suicide Line 🌸	1-877-435-7170
Seneca House	204-231-0217
Seneca Help Line (7 pm – 11 pm only)	204-942-9276
Mood Disorders Association of Manitoba 🌸	204-786-0987
Anxiety Disorders Association of Manitoba 🌸	204-925-0600
Manitoba Schizophrenia Society	204-786-1616
WRHA Community Mental Health Services	204-788-8330
Health Links	204-788-8200
Family Doctor Connection 🌸	204-786-7111
Addictions Foundation of Manitoba 🌸	204-944-6200
Employment & Income Assistance – Main Line 🌸	204-948-4000
Employment & Income Assistance – After Hours Emergencies	204-945-0183
Youth Crisis Stabilization System	204-949-4777 or 1-888-383-2776



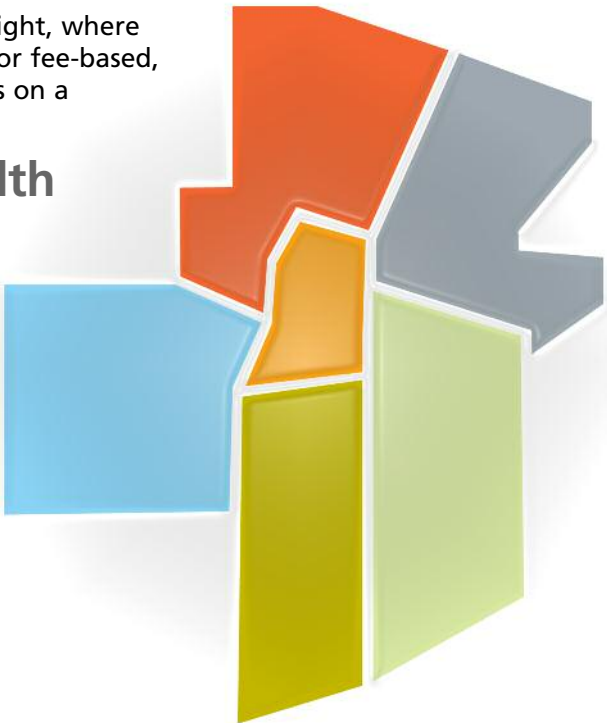
Key to Guide

Throughout the guide, you will find graphics to assist you to better understand the services listed in the guide. The map below is color-coded based on the different areas of Winnipeg. Where applicable, service listings will include a corresponding color-coded graphic to show the area of the city where the service is located.

An additional set of graphics will highlight, where applicable, if a service is free, low cost or fee-based, and if an organization provides services on a drop-in basis.

Winnipeg Mental Health Regions Map

- St. James Assiniboia / Assiniboine South
- River East / Transcona
- St. Boniface / St. Vital
- Seven Oaks
- Downtown / Point Douglas
- Fort Garry / River Heights
- No Fixed Geographical Area



Helpful Key Graphics



Free



Sliding Scale



Cost



Drop In

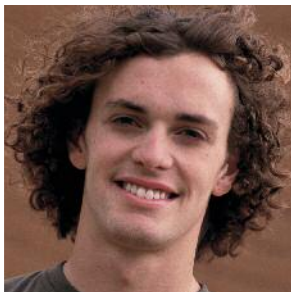
Free: Some, but not necessarily all, services are provided at no cost. Contact organization directly for details
Sliding scale: Some services are offered on a sliding scale fee schedule based on a person's income and ability to pay. Contact organization directly for details
Cost: A fee will be charged for some services offered. Contact organization directly for details
Drop-in: Some services offered can be accessed on a drop-in basis. Contact organization directly for details
☀ There is an index on page 12 of this guide with common mental health system words and subjects. The daisy you see throughout the guide refers to the index items.

Crisis Response Centre (CRC)

The Crisis Response Centre is an exciting and innovative addition to the mental health service system in Winnipeg. It offers a unique combination of crisis response services within an environment that promotes healing and recovery. Winnipeg residents 18 years of age and over experiencing a mental health crisis now have streamlined access to mental health assessment, treatment and crisis intervention 24 hours a day, 7 days a week.

Visit 817 Bannatyne Avenue. 📍

The Mobile Crisis Service is also available 24 hours a day, 7 days per week to provide on-site assistance with a mental health crisis. 204-940-1781



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 📞 ☀

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.

204-940-1781

CRISIS STABILIZATION UNIT (WRHA) 📞 ☀

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

204-940-3633 · 755 Portage Avenue

YOUTH CRISIS STABILIZATION SYSTEM 📞 ☀

204-949-4777 or 1-888-383-2776

OSBORNE HOUSE INC.

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

204-942-3052

MAIN STREET PROJECT 📞

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

204-982-8245 · 75 Martha Street

WINNIPEG EMERGENCY SERVICES OPERATOR

911

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

KLINIC 📞

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

204-786-8686 or 1-888-322-3019

MANITOBA SUICIDE LINE 📞 ☀

1-877-435-7170

KLINIC SEXUAL ASSAULT INTAKE LINE

Service can include up to 12 short term counselling sessions.

204-784-4049

Hospital Emergency

HEALTH SCIENCES CENTRE ■

Adults: 204-787-3167

Children: 204-787-4244

GRACE GENERAL HOSPITAL ■ 204-837-0157

ST. BONIFACE GENERAL HOSPITAL ■ 204-237-2260

SEVEN OAKS GENERAL HOSPITAL ■ 204-632-3232

VICTORIA GENERAL HOSPITAL ■ 204-477-3148

CONCORDIA HOSPITAL ■ 204-661-7194

MISERICORDIA HEALTH CENTRE ■

Urgent Care · 204-788-8188

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

Emergency Shelter

MAIN STREET PROJECT ■ ☀ Open 24 hours Emergency shelter offers emergency, overnight shelter and short-term hostel accommodations for men and women.

204-982-8245 · 75 Martha Street

SILOAM MISSION - HANNAH'S PLACE EMERGENCY SHELTER ■ 204-943-1748

300 Princess Street

Intake daily at 9:00 pm.

WILLOW PLACE · Willow Place is a Crisis Shelter for women and children who have experienced intimate partner violence. They offer a 24 hour crisis line, outreach and group counselling.

204-615-0311

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

204-987-2780 or 1-800-362-3344

THE SALVATION ARMY - Booth Centre ■ Provides short-term accommodations for men and women.

204-946-9402 · 180 Henry Avenue

THE SALVATION ARMY - SonRise Village · A family shelter.

204-946-9471

EMERGENCY SHELTER FOR MEN - During business hours call 204-415-6797 ext. 200. After business hours call: The Provincial Domestic Abuse Line at 1-877-977-0777 or Osborne House at 204-942-3052. Emergency Shelter for Men and their children is accessible through the Men's Resource Centre for men who are fleeing intimate partner domestic violence and/or abuse. ☀

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, and 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:

Family Therapy is also provided by: 🌟

• AURORA FAMILY THERAPY CENTRE ■ 📞 204-786-9251

• FAMILY DYNAMICS ■ 📞 204-947-1401

• NEW DIRECTIONS FOR CHILDREN, YOUTH AND FAMILIES ■ 📞
Family Therapy for families with children under 18 years of age.
204-786-7051

• THE COUPLES COUNSELLING PROJECT ■
204-790-7221 · University of Manitoba

• CENTRE RENAISSANCE CENTRE ■ 📞 204-256-6750

• AULNEAU RENEWAL CENTRE ■ 📞 204-987-7090

• NEW DIRECTIONS PARENTING CENTRE ■ A service to support families with small children, birth to 12 years of age.
204-956-6560 · 301 – 321 McDermot Avenue

Also see Counselling or Therapy list on page 8.

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 Manitoba and Winnipeg offers a 6 week course for families and friends. Call 204-982-6100 or visit www.winnipeg.cmha.ca

“NAME THAT FEELING SUPPORT GROUP” ■ 📞 Children are taught an understanding of mental illness, which provides an opportunity for them to share emotionally and relationally with the group and facilitators. Contact the Manitoba Schizophrenia Society at 204-786-1616

MANITOBA SCHIZOPHRENIA SOCIETY FAMILY SUPPORT GROUP - Peer led. ■ 📞 🌟
Fourth Tuesday of every month from 7 pm – 9 pm. Contact the Manitoba Schizophrenia Society at 204-786-1616

STRENGTHENING FAMILIES TOGETHER ■ 📞 🌟 - A 4 session education program for family members and friends of individuals living with psychosis. Contact the Manitoba Schizophrenia Society at 204-786-1616

EIGHT STAGES OF HEALING ■ 📞 🌟 - A 10 week program for families and friends of someone with a mental illness and/or a co-occurring disorder. Contact the Manitoba Schizophrenia Society at 204-786-1616

FAMILY AND FRIENDS is a support group sponsored by the Mood Disorders Association of Manitoba. It meets weekly on Wednesday evenings 7 pm – 9 pm at 100 – 4 Fort Street. 204-786-0987 ■ 📞

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 at 204-475-8381

S.P.E.A.K. SUICIDE PREVENTION EDUCATION AWARENESS KNOWLEDGE - ■ 📞 🌟
A family-based education and support group. 204-784-4064 ·
www.klinic.mb.ca/speak.htm

AL-ANON

The Al-anon Family Groups are a fellowship of relatives and friends of alcoholics who share their experience, strength, and hope in order to solve their common problems.
204-943-6051

Finding a Doctor

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, you can contact the **Family Doctor Finder** to help you and your family find a family doctor or nurse practitioner. To register by phone, call 204-786-7111 or toll-free 1-866-690-8260 between 8:30 am and 4:30 pm Monday to Friday. www.gov.mb.ca/health/familydoctorfinder/

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.



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 that may help.

Manitoba Housing owns and manages rental housing accommodations in many locations across Manitoba. Accommodations are available under the Social Housing Rental Program or the Affordable Housing Rental Program. Applicants must meet eligibility requirements and have incomes below the Program Income Limits for each program. Contact Manitoba Housing at **204-945-4663** or toll free at **1-800-661-4663**. For more information and application forms, please visit our website at: <http://www.gov.mb.ca/housing/mh/find/find.html>

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 **204-945-2476** or **1-800-782-8403** 302 – 254 Edmonton St., Winnipeg R3C 3Y4 · www.manitoba.ca/rtb ■

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

WINNIPEG HOUSING REHABILITATION CORP. (WHRC) ■ 204-949-2880
140 – 60 Frances Street R3A 1B5 · www.whrc.ca

DAKOTA OJIBWAY FIRST NATIONS HOUSING AUTHORITY INC. ■ 204-988-5375
Unit 100 – 11 Arden Avenue Winnipeg · www.dotc.mb.ca

KINEW HOUSING CORPORATION ■ 204-956-5093
201 – 424 Logan Avenue R3A 0R4 · www.kinewhousing.ca

SAM MANAGEMENT ■ 204-942-0991
425 Elgin Avenue R3A 1P2 · www.sam.mb.ca

MURDOCH MANAGEMENT ■ 204-982-2000

NORTH END HOUSING PROJECT INC. ■ Affordable rental housing.
204-415-6916 · www.northendhousingproject.com

NORTH END COMMUNITY RENEWAL CORP. ■ Affordable housing initiatives.
204-927-2333 · www.necrc.org

SPENCE NEIGHBORHOOD ASSOCIATION ■ A Spence neighborhood initiative which includes home ownership, safety, image enhancement and employment.
204-783-5000 · www.spenceneighbourhood.org ·
skillsbank@spenceneighbourhood.org

NEW LIFE MINISTRIES ■ Affordable rental housing.
204-775-4929 · www.newlifewinnipeg.com

NEW JOURNEY HOUSING ■ 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.
204-942-2238 · www.newjourneyhousing.com

Mental Health Housing Programs and Services in Winnipeg

CANADIAN MENTAL HEALTH ASSOCIATION MANITOBA AND WINNIPEG
- REHABILITATION AND RECOVERY SERVICE ■ 📞 🌟 204-982-6100
930 Portage Avenue, Winnipeg MB R3G 0P8
See **Recovery and Empowerment** section (page 4) for detailed description.

FRIENDS HOUSING INC. ■ Provides affordable supportive housing for people with a history of psychiatric illness as well as housing for young, low-income families.
204-953-1160 · 100 – 890 Sturgeon Road, Winnipeg MB

WRHA - RESIDENTIAL CARE FACILITIES 🌟 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. For inquiries, please call 204-299-3805.

SARA RIEL INC. ■ 📞 Safe, stable and affordable housing with the goal of living independently and autonomously. 204-237-9263 · 66 Moore Avenue, Winnipeg MB www.sararielinc.com

SALVATION ARMY - THE HAVEN ■ A residential licensed facility that provides supervised residential living for men ages 18-60 experiencing mental illness.
204-946-9404 · 180 Henry Avenue, Winnipeg MB

SENECA SERVICES THROUGH SARA RIEL INC. ■ 📞 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. 204-231-0217. Services accessed through application – call Judy Klein-Taylor at 204-237-7165.

Employment



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."



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.

• ARTBEAT STUDIO ■

This community-based art studio accommodates artists to acquire a workspace where they might advance their artistic technique safely and securely. The artists are supported and mentored in managing their own workplace, production and marketing.

204-943-5194 · Suite 4 – 62 Albert Street, R3B 1E9
www.artbeatstudio.ca

• **UPBEAT ARTWORKS** · A gallery-boutique promoting mental health awareness by featuring artworks of Artbeat Studio Alumni.

204-947-9577 · Unit 207 – Portage Place Shopping Centre

• CANADIAN MENTAL HEALTH ASSOCIATION MANITOBA AND WINNIPEG REHABILITATION AND RECOVERY SERVICE ■ ☀

See the *Recovery and Empowerment* section below for detailed description.

204-982-6100 · 930 Portage Avenue, R3G 0P8
winnipeg.cmha.ca/our-services/rehabilitation-recovery-services

• CLUBHOUSE OF WINNIPEG INC. ■

Members work side-by-side with the staff during the 'work ordered day' to accomplish all of the jobs necessary for the operation of the Clubhouse. This includes everything from cooking and maintenance to clerical and administrative duties and working in the Thrift Shop. Clubhouse now offers a fitness program 5 days a week.

204-783-9400 · 172 Sherbrook Street, R3C 2B6

• EMPLOYMENT AND INCOME ASSISTANCE/MARKETABILITIES PROGRAM

A specialized group of staff focused on working with EIA participants with disabilities who are interested in exploring employment. See an EIA Case Coordinator for more information.

www.gov.mb.ca

• EMPLOYMENT AND INCOME ASSISTANCE/REWARDING VOLUNTEER BENEFIT

EIA participants in the Persons With Disabilities category with approved volunteer plans will be provided a monthly financial benefit to assist with the costs of volunteering. See an EIA Case Coordinator for more information.

www.gov.mb.ca

• OPPORTUNITIES FOR EMPLOYMENT/EMPLOYMENT SERVICES · Offers a range of services for job seekers to prepare individuals for the labour market and connect them with employers who are actively recruiting.

204-925-3490 · 3rd Floor – 294 Portage Avenue, R3C 0B9
www.ofe.ca

• SAIR TRAINING AND EMPLOYMENT PLACEMENT SERVICES (STEPS) ■ ☀

Specializes in assisting people with mental health, emotional or learning issues to identify, obtain and maintain employment.

204-474-2303 · 201 Scott Street, Winnipeg, R3C 2Z9
www.steps2work.ca

• S.S.C.O.P.E. INC. ■

The prime focus is on creating and operating employment programs through social enterprises. SSCOPE operates a Moving Service, a Property Maintenance Service including lawn care and snow shovelling, vending machines, building cleaning services, a retail thrift shop and a mobile food truck.

204-987-6300 · 1466 Arlington Street, R2X 1T8
www.sscope.org

• SARA RIEL INC. EMPLOYMENT SERVICES/WORK PLACEMENT FORCE ■

The Employment Program delivers service through: skill development, workshops, supported education, supported job search, marketing, work site support and counselling and referral services.

204-237-9263 · 66 Moore Avenue, R2M 2C4
www.sararielinc.com

Recovery and Empowerment

Rehabilitation and Recovery Service

is a service of the Canadian Mental Health Association Manitoba and Winnipeg. We work in partnership with people 18 and 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. CMHA's Rehabilitation and Recovery Service also provides the following services:

• **Parent Wellness Initiative** - This service works together with single parents (mom or dad), age 18 and older, who have at least one child under the age of six, and who are enrolled in the single parent category of Employment and Income Assistance (EIA). The working partnership we build with individuals focuses on achieving goals related to: finding a place to live; acquiring meaningful employment or education; building positive relationships; identifying meaningful activities; and being an effective parent.

• **Community Housing With Supports** – works with 50 individuals who have experienced chronic homelessness or who have resided in transitional housing settings for an extended period. These individuals will be supported by a team of Rehabilitation Workers and Skills Coaches that will assist them to locate housing, establish their household and maintain their housing through the provision of supportive services within their housing and adjacent community. The team will use a holistic approach to identify client needs and work with the client in collaboration

with existing health and social service providers and community resources to meet these needs.

If you are interested in finding out more about our services please call **204-982-6100** ·

winnipeg.cmha.ca/our-services/rehabilitation-recovery-services

Exploring the Journey of Recovery Workshops

is offered by the Canadian Mental Health Association Manitoba and Winnipeg. 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 Manitoba and Winnipeg at **204-982-6100** · www.winnipeg.cmha.ca/programs_services/exploring-the-journey-of-recovery-workshops ■ ☎

Artbeat Studio – Studio Central

Studio Central invites local artists to participate in efforts to democratize the arts by: volunteering in the implementation of programming at Studio Central; collaborating with local business and organizations on community projects; and mentoring and encouraging emerging artists and challenging personal, social, political and environmental concerns through the arts. · **204-943-8290** · 62 Albert Street, 4th Floor
www.artbeatstudio.ca ■

Tell Your Story

Is a service of the Canadian Mental Health Association Manitoba and Winnipeg. Tell Your Story will assist people with lived experience of mental illness to develop and enhance their personal skills focusing primarily on writing their story, telling their story, public speaking, and giving & receiving feedback. The goals for the program are to increase participation and build capacity for people living with mental health issues and to increase awareness and understanding of the lived experience of mental illness. For more information call **204-982-6100**.



Community Mental Health Services at the Winnipeg Regional Health Authority

To access any of the following WRHA Community Mental Health Services for adults experiencing mental health problems, call 204-788-8330 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:

Must be referred by a Community Mental Health Worker.

Program of Assertive Community Treatment (PACT):

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

Co-occurring Disorders Initiative (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 🌻

204-940-2319 · 640 Main Street

ACCESS NorWest

204-938-5900 · 785 Keewatin Street

ACCESS RIVER EAST

204-938-5000 · 975 Henderson Highway

ACCESS TRANSCONA

204-938-5555 · 845 Regent Avenue West

ACCESS Winnipeg West

204-940-2040 · 280 Booth Drive

WRHA POINT DOUGLAS COMMUNITY HEALTH CENTRE

204-940-2025 · 601 Aikins Street

HEALTH ACTION CENTRE

204-940-1626 · 640 Main Street

HOPE CENTRE HEALTH CARE INC.

204-589-8354 · 240 Powers Street

KLINIC COMMUNITY HEALTH CENTRE

204-784-4090 · 870 Portage Avenue

MOUNT CARMEL CLINIC

204-582-2311 · 886 Main Street

PRIMARY CARE CLINIC - WRHA

204-940-2000 · 1001 Corydon Avenue

SAUL SAIR HEALTH CENTRE - SILOAM MISSION

204-943-0658 · 300 Princess Street

WOMEN'S HEALTH CLINIC 🌻

204-947-1517 · 3rd Floor, 419 Graham Avenue

YOUVILLE CENTRE

204-255-4840 · 6 – 845 Dakota Street

ABORIGINAL HEALTH AND WELLNESS CENTRE 🌻

204-925-3700 · 215 – 181 Higgins Avenue

CENTRE DE SANTÉ SAINT BONIFACE

204-235-3910 · D – 1048, 409 Taché Avenue

Addictions

• PROVINCIAL ADULT ADDICTION INFORMATION LINE

Toll-free 1-855-662-6605

• ADDICTIONS FOUNDATION OF MANITOBA 🚫 🌻

Residential and Community Treatment – Adults and Youth Prevention and Education programs, Gambling Programs – province wide

204-944-6200 · 1031 Portage Avenue
www.afm.mb.ca

• ADDICTIONS RECOVERY INC.

Supportive housing for men recovering from addiction · 204-586-2550

• AL-ANON/ALATEEN CENTRAL SERVICES MANITOBA

Self-help group for individuals who are concerned about a family member or a friend's drinking ·

204-943-6051 · 107 – 2621 Portage Avenue

• ALCOHOLICS ANONYMOUS MANITOBA

Members share their experience, strength and hope in recovering from alcoholism ·

204-942-0126 · 1856 Portage Avenue
Toll free 1-877-942-0126

• BEHAVIOURAL HEALTH FOUNDATION 🌻

Residential Treatment ·

204-269-3430 ·

35 avenue de la Digue, St. Norbert

• COCAINE ANONYMOUS · 204-936-0000

• ESTHER HOUSE

Second stage housing for women recovering from addiction · 204-582-4043

• FAMILIES ANONYMOUS

A support group for adults who are concerned about someone close to them who is using or abusing alcohol or drugs · 204-237-0336

• GAMBLERS ANONYMOUS 🌻

· 204-582-4823

• THE LAUREL CENTRE

Counselling for women who have been sexually abused as children and have an addiction · 204-783-5460 · 104 Roslyn Road

• MAIN STREET PROJECT INC. 🚫

Detoxification centre (non-medical) Emergency shelter ·

204-982-8245 · 75 Martha Street

• NARCOTICS ANONYMOUS

· 204-981-1730

• NATIVE ADDICTIONS COUNCIL OF MANITOBA 🚫

Residential Treatment – culturally based programming

204-586-8395 · 160 Salter Street

• NORTH END WOMEN'S CENTRE – ADDICTIONS RECOVERY PROGRAM

Operates transitional housing through the Addictions Continuing Recovery program at Chriss Tetlock Place and Betty Berg House. The housing is for women learning to live in recovery for up to one year. Intake for program and both houses is through Addictions Manager at 204-927-2428 · 394 Selkirk Avenue

• SALVATION ARMY ANCHORAGE PROGRAM

Residential Treatment – adults

204-946-9401 · 180 Henry Avenue

• ST. RAPHAEL WELLNESS CENTRE (SRWC)

SRWC is a not-for-profit community-based organization which offers pre- and post-treatment non-residential education and counselling programs for individuals and families affected by addiction. 2nd Floor –

204-956-6650 · 225 Vaughan Street · ceic@straphaelcentre.ca

• TAMARACK RECOVERY CENTRE 🌻

Second stage addictions residential treatment – adults

204-772-9836 · 60 Balmoral Street · Intake 204-775-3546

• YOUTH ADDICTIONS CENTRALIZED INTAKE SERVICE 🚫

1-877-710-3999 - province wide

Child, Adolescent, and Youth Mental Health

- Addictions Foundation of Manitoba · 204-944-6367
 - Centralized Intake for Child and Adolescent Mental Health Program · 204-958-9660
 - Kids Help Phone National Line available across Canada for youth, 24 hours, confidential and anonymous · 1-800-668-6868
 - Clinic Crisis Line · 204-786-8686 or 1-888-322-3019
 - Ma Mawi Wi Chi Itata Centre: Winnipeg · 204-925-0300
 - Manitoba Adolescent Treatment Centre · 204-958-9660
 - Mood Disorders Association of Manitoba · 204-786-0987 or 1-800-263-1460
 - New Directions for Children, Youth, Adults, and Families 204-786-7051
 - Ndinawe Youth Resource Centre · 204-589-5545
 - RaY—Resource Assistance for Youth · 204-783-5617 or info@rayinc.ca 🌻
 - Youth Resource Centre / Shelter · 204-477-1804 or toll free: 1-888-477-1804
 - Youth Crisis Stabilization System · 204-949-4777 or 1-888-383-2776 🌻
- The Youth Stabilization Unit is a 24 hour community-based crisis intervention service for youth and their families. Some of the issues the Unit responds to includes: parent/child conflict, difficulty with coping, thoughts of suicide, mental health

concerns, behavioural problems, brief therapy, and home-based crisis intervention/youth education service.

- Fort Garry Women's Resource Centre – Children's counselling ages 2 – 12 · 1150 – A Waverley Street · 204-477-1123
- Clinic Community Health Centre, Teen Clinic – Mondays from 4 pm to 8 pm for youth 13 – 20, 870 Portage Avenue
- The Laurel Centre - Youth Counselling Program: provides individual and group counselling to young women aged 16 – 24 years · 204-783-5460 · www.thelaurelcentre.com
- Youville Community Health Centre – Teen Clinic, Tuesdays from 4 pm to 7 pm 6 – 845 Dakota Street · 204-255-4840
- Anxiety Disorders Association of Manitoba – Youth Referral Services, 100 – 4 Fort Street · 204-925-0600 · www.adam.mb.ca
- Manitoba Schizophrenia Society – H.O.P.E.S. – Hope and Opportunity through Peers, Empowerment and Support, for youth between 15 – 30 years of age living with psychosis, schizophrenia, or schizo-affective disorder, 1st Thursday of every month from 4 pm – 5 pm, 4 Fort Street · 204-786-1616
- Inspire Community Outreach Inc. – Exceptional Programs for Exceptional Youth. Free Positive Mental Health Skill Building and Programming · 204-996-1547 · www.inspirecommunityoutreach.ca

The **EARLY PSYCHOSIS PREVENTION AND INTERVENTION SERVICE (EPPIS)**, a program that serves residents of Winnipeg, is designed to support young people between 13 – 35 years of age who are displaying symptoms of psychosis for the first time. Individuals can collaborate on a treatment plan with Psychiatrists and Mental Health Clinicians, which may include medication, group/family education sessions, and various support groups as well as individual and family counselling. EPPIS can be contacted at **204-940-8771** for further information. 🚫 🌻

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

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!***

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 adult clients without children.

Services for persons with disabilities, and adult clients with children are provided in Community Area offices throughout 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 · **204-938-5100**
975 Henderson Highway
Access Transcona · **204-938-5555**
845 Regent Avenue West
 - **ST. JAMES ASSINIBOIA / ASSINIBOINE SOUTH**
204-940-2040 · 280 Booth Avenue
204-940-1950 · 280 Booth Avenue
 - **RIVER HEIGHTS / FORT GARRY**
204-938-5500
· Unit 6, 677 Stafford Street
 - **ST. BONIFACE / ST. VITAL**
204-945-8040
· Suite 100 – 614 rue Des Meurons
204-945-2270 (French Services)
204-948-4196 · 128A Market Avenue
 - **DOWNTOWN EAST / WEST / MAIN STREET**
Access Downtown · **204-940-8441**
2nd floor, 640 Main Street
Downtown West · **204-940-8600**
755 Portage Avenue
204-948-4306 · 896 Main Street
 - **POINT DOUGLAS**
204-948-4001 · 2A – 111 Rorie Street
 - **SEVEN OAKS / INKSTER**
204-938-5600 · Unit 3 – 1050 Leila Avenue
204-948-4056 · 128B Market Avenue
- Services for non-disabled clients without children are provided at:
- **EIA CENTRALIZED SERVICES**
204-948-4000 · 1-111 Rorie Street
After Hours Emergencies · **204-945-0183**
www.gov.mb.ca/fs/assistance/eia.html

■ **COMMUNITY FINANCIAL COUNSELLING SERVICE**
204-989-1900 · 516 – 294 Portage Avenue
www.debthelpmanitoba.com
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**
· **204-989-1900**

■ **COMMUNITY UNEMPLOYED HELP CENTRE**
204-942-6556 · 501 – 275 Broadway
Helps workers with Employment Insurance concerns.

■ **SEED WINNIPEG INC.**
204-927-9935 · www.seedwinnipeg.ca
Offers Money Management Training and a Saving Circle program to assist low income individuals and families reach financial goals.

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.

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 towards 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!



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 movie, record 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 offered through CMHA MANITOBA AND WINNIPEG office. Call **204-982-6100** or visit www.winnipeg.cmha.ca/mindfulness-based-stress-reduction 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 by 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

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 will take place within 21 days of the board receiving the application. 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:

- serious harm to a person's treatment or recovery OR
- 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 MANITOBA AND WINNIPEG ■ ☼

204-982-6100 · 930 Portage Avenue

MENTAL HEALTH REVIEW BOARD ■ ☼

204-945-6050 · 102 – 500 Portage Avenue

LEGAL AID MANITOBA ■ ☼

204-985-8500 or **1-800-261-2960** · 1st Floor – 287 Broadway Avenue

OMBUDSMAN MANITOBA ■

204-982-9130 · 750 – 500 Portage Avenue

COPIES OF THE MENTAL HEALTH ACT CAN BE OBTAINED FROM STATUTORY PUBLICATIONS · 204-945-3101 OR www.gov.mb.ca/healthyliving/mh/act.html



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 MANITOBA AND WINNIPEG ■ ☼

Rights Consultant. This service helps people with a mental illness to be heard in the way they wish to be heard when there are problems with the services they are using.

204-982-6100 · winnipeg.cmha.ca/our-services/rights-consultation

COMMUNITY UNEMPLOYED HELP CENTRE ■

CUHC is primarily dedicated to providing information, advice and representation to unemployed workers in Manitoba experiencing Employment Insurance and Employment and Income Assistance problems.

204-942-6556 · 275 – 501 Broadway · www.cuhc.mb.ca

INDEPENDENT LIVING RESOURCE CENTRE ■

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

204-947-0194 · www.ilrc.mb.ca

INDEPENDENT TENANT ADVISOR - RESIDENTIAL TENANCIES ■ ☼

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

204-881-1714 · 302 – 254 Edmonton Street · www.gov.mb.ca/fs/ccar/tb/advisor/lantenadvisor.html

LEGAL HELP CENTRE ■ ☼

Answers questions about legal processes in Manitoba, provides workshops on legal topics, provides help accessing community services, and provides legal help from law students for those who qualify.

204-258-3096 · 202 – 393 Portage Avenue (Second floor of Portage Place at the west end of the mall) · www.legalhelpcentre.ca

MANITOBA HUMAN RIGHTS COMMISSION ■

Receives, investigates and attempts to resolve complaints of unlawful discrimination and harassment.

204-945-3007 · www.gov.mb.ca/hrc

MENTAL HEALTH REVIEW BOARD ☼

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

204-945-6050

OMBUDSMAN MANITOBA ■ ☼

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 health information.

204-982-9130 or **1-800-665-0531** · www.ombudsman.mb.ca

PERSONAL HEALTH INFORMATION ACT (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.

204-788-6612 · www.gov.mb.ca/health/phia

THE PROTECTION FOR PERSONS IN CARE OFFICE ■

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

204-788-6366 or toll free **1-866-440-6366** · www.gov.mb.ca/health/protection/
E-mail: protection@gov.mb.ca

SOCIAL SERVICES APPEAL BOARD ■

The Social Services Appeal Board is an independent appeal board for decisions about Employment and Income Assistance.

204-945-3003 or **204-945-3005** · www.gov.mb.ca/fs/ssab/index.html

WINNIPEG HOSPITALS HAVE PATIENT ADVOCATES OR PATIENT REPRESENTATIVES ☼

who can follow up on concerns around patient care. Call the hospital switchboard for contact number.

EMPLOYMENT AND INCOME ASSISTANCE – FAIR PRACTICES OFFICE

If you feel you have not received fair treatment when dealing with Employment and Income Assistance and you have been unable to resolve the issue through the normal process, you can contact the Fair Practices Office.

204-945-1047 or toll free **1-800-282-8069 ext. 1047**

A WOMAN'S PLACE – DOMESTIC VIOLENCE SUPPORT AND LEGAL SERVICES

Provides support, advocacy, and free legal consults as well as representation to women exiting abusive relationships.

204-940-1966 · 200 – 323 Portage Avenue

Finding a Clinical Psychologist

Clinical Psychology

Clinical psychologists are able to diagnose mental health disorders/conditions, conduct comprehensive mental health assessments, and provide a variety of empirically supported treatments.

The Manitoba Psychological Society's website (www.mps.ca) provides information on accessing both private practice and publically funded psychologists.

☀️ **The Psychological Service Centre**, a service offered through the University of Manitoba, has a mandate to train graduate students in the discipline of clinical psychology and serve as a community resource to those in need. Referrals are accepted for therapy and assessment from the general public during regular academic session (September to April annually). Services are provided at no charge, however space is limited; therefore, service cannot be guaranteed to all those on the waiting list. It is also important to note that most services are unavailable during the summer months. 161 Dafoe Building, University of Manitoba, **204-474-9222**, Fax: **204-474-6297**, http://umanitoba.ca/faculties/arts/departments/psych_services/

School Based Mental Health Services

Unless you have had direct contact with school based clinical services, you may not be aware that services are available in most Winnipeg schools and in many schools throughout the province. School Psychologists are mental health specialists who partner with parents, schools, and others in the community. School Psychologists provide a continuum of services that include education, advocacy, assessment and various treatment approaches. Focusing on such areas as resiliency, competence, and self-esteem, School Psychologists can help students develop positive mental health practices that can last a life time. Accessible through the school system, this confidential and free service is often the entry point for mental health services for children and youth. If you have any questions or concerns regarding your child's functioning and/or mental health, help may be found in your local school through your School Psychologist.

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.

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 this professional organization:
MANITOBA COLLEGE OF SOCIAL WORKERS ■
• **204-888-9477** · www.mcsww.ca

Or call one of the agencies listed below.


KLINIC COMMUNITY DROP-IN COUNSELLING SERVICE ■ ☀️

204-784-4067

Drop-in counselling is available at two locations in Winnipeg. Call for locations and times or visit www.klinic.mb.ca and go to "counselling services."

- **AULNEAU RENEWAL CENTRE** ■ ☎️
228 Hamel Avenue · **204-987-7090**
- **AURORA FAMILY THERAPY CENTRE** ■ ☎️
University of Winnipeg · **204-786-9251**
- **CENTRE DE SANTÉ SAINT BONIFACE** ■ ☎️
ID – 1048, 409 Taché Avenue · **204-235-3910**
- **CENTRE RENAISSANCE CENTRE** ■ ☎️
844 Autumnwood Drive · **204-256-6750**
- **CORNERSTONE COUNSELLING SERVICE** ■
302 – 1200 Portage Avenue · **204-663-0050**
- **EVOLVE (KLINIC COMMUNITY HEALTH CENTRE)** ■ ☎️
870 Portage Avenue · **204-784-4208**
Specializes in domestic abuse issues.
- **EYAA-KEEN HEALING CENTRE** ■ ☎️
547 Notre Dame Avenue · **204-783-2976** or **1-877-423-4648**
Aboriginal Traditional based therapeutic trauma treatment and psychological rehabilitation · www.eyaa-keen.org
- **FAMILY DYNAMICS** ■ ☎️
4th Floor, Portage Place · **204-947-1401**
- **FORT GARRY WOMEN'S RESOURCE CENTRE** ■ ☎️
1150 – A Waverley Street · **204-477-1123**
Outreach location 104 – 3100 Pembina Highway.
- **HOPE CENTRE HEALTH CARE** ■ ☎️
240 Powers Street · **204-589-8354**
- **IMMIGRANT WOMEN'S COUNSELLING SERVICES, NOR' WEST CO-OP** ■
785 Keewatin Street · **204-938-5900**
- **JEWISH CHILD & FAMILY SERVICE** ■
C200 – 123 Doncaster Street · **204-477-7430**

- **KLINIC COMMUNITY HEALTH CENTRE** ■ ☎️
204-784-4090 · 870 Portage Avenue
TRAUMA COUNSELLING INTAKE · **204-784-4059**
24 HOUR CRISIS LINE · **204-786-8686**
- **MA MAWI WI CHI ITATA CENTRE** ■
204-925-0300 · 94 McGregor Street
- **MEN'S RESOURCE CENTRE** ■ ☎️
204-415-6797 ext. **250** or **1-855-672-6727** · 115 Pulford Street
- **MOUNT CARMEL CLINIC - Multicultural Wellness Program** ■ ☀️
204-589-9475 · 886 Main Street
- **NEW DIRECTIONS PARENTING CENTRE** ■ ☎️
204-956-6560 · 301 – 321 McDermot Avenue
- **NOR' WEST CO-OP COMMUNITY HEALTH CENTRE** ■
204-938-5900 · 785 Keewatin Street
- **NORTH END WOMEN'S CENTRE** ■
204-589-7347 · 394 Selkirk Avenue
- **PREGNANCY & FAMILY SUPPORT SERVICES INC.** ■
204-772-9091 · 555 Spence Street
- **PLURI-ELLES** ■
Services francophone families.
204-233-1735 · 570 rue des Meurons
- **RAINBOW RESOURCE CENTRE** ■
Issues related to sexual orientation and gender identity.
204-452-7508 · 170 Scott Street
- **RECOVERY OF HOPE COUNSELLING** ■
Centralized Intake Line **204-477-4673** or **1-866-493-6202**
102 – 900 Harrow Street East · 1055 Molson Street
- **THE LAUREL CENTRE** ■
204-783-5460 · 104 Roslyn Road
- **WOMEN'S HEALTH CLINIC** ■ ☎️ ☎️ ☎️
204-947-1517 · 3rd Floor, 419 Graham Avenue
- **YOUVILLE CENTRE** ■ ☎️
204-233-0262 · 33 Marion Street
204-255-4840 · 6 – 845 Dakota Street



Peer Support Phone Line

- **SENECA WARM LINE** · **204-942-9276**
available 7:00pm - 11:00pm daily

Alternative or Complementary Therapies

If you 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 ■
204-947-0381

Massage Therapy Association of Manitoba ■
204-927-7979 · www.mtam.mb.ca

Reflexology Association of Canada ■
www.reflexolog.org

Therapeutic Touch Network ■
204-489-7977 or **204-452-1107**

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 or www.contactmb.org
- the Yellow Pages phone book under specific topics of interest, “clubs” or “associations”
- public bulletin boards at libraries or in the community
- 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.



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 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 · **204-947-3044**
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 · **204-632-3900**
www.wellnessinstitute.ca
Offers a variety of health and wellness programs.

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!

Skill Building

YMCA-YWCA Learning and Leisure Centre

This community based program is for adults who have experienced mental illness and require support to attain/maintain recovery and live satisfying lives. Services include a variety of skill building courses and workshops; social activity groups; a family education group; and the opportunity to use the YMCA-YWCA of Winnipeg health and fitness facilities. Intake is done continually throughout the year. Self-referrals are accepted as well as referrals from professionals. Individuals with co-occurring substance use or gambling disorders are welcome. Call **204-989-4194** for more 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 **204-949-0533** for more information or to access.

Get Better Together

A program for living better with chronic disease. Get Better Together is a free 6 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 **204-632-3927** to register. Visit www.wellnessinstitute.ca for more information.



Websites

- Addictions Foundation of Manitoba  www.afm.mb.ca
- Anxiety Disorders Association of Manitoba www.adam.mb.ca
- BC Partners for Mental Health and Addictions Information www.heretohelp.bc.ca
- Canadian Mental Health Association NATIONAL OFFICE · www.cmha.ca
CMHA Manitoba and Winnipeg www.winnipeg.cmha.mb.ca
- Centre for Addiction and Mental Health www.camh.net
- Substance Abuse and Mental Health Services Administration (U.S.) www.samhsa.gov
- Debtors Anonymous www.debtorsanonymous.org
- Depression and Bipolar Support Alliance  www.dbsalliance.org
- Manitoba Health – Mental Health and Spiritual Care www.gov.mb.ca/healthyliving/mh/index.html
- Manitoba Schizophrenia Society www.mss.mb.ca
- Mary Ellen Copeland Wellness Recovery Action Plan www.mentalhealthrecovery.com
- Mental Health Commission of Canada www.mentalhealthcommission.ca
- Mental Health First Aid Canada  www.mentalhealthfirstaid.ca
- Mental Health Works Program www.mentalhealthworks.ca
- Mood Disorders Association of Manitoba  www.mooddisordersmanitoba.ca
- Mood Disorders Society of Canada www.mooddisorderscanada.ca
- National Alliance on Mental Illness www.nami.org
- National Eating Disorder Information Centre www.nedic.ca
- National Empowerment Center www.power2u.org
- National Institute of Mental Health www.nimh.nih.gov
- National Network for Mental Health www.nnmh.ca
- Obsessive-Compulsive Foundation  www.ocfoundation.org
- Obsessive Compulsive Disorder Centre Manitoba www.ocdmanitoba.ca
- Overeaters Anonymous www.oa.org
- Postpartum Depression Association of Manitoba www.ppdmanitoba.ca
- Public Health Agency of Canada www.publichealth.gc.ca
- Sara Riel Inc. www.sararielinc.com
- Schizophrenia Society of Canada  www.schizophrenia.ca
- Turning Leaf Services www.turningleafservices.com
- Winnipeg Regional Health Authority  www.wrha.mb.ca
- Wellness Institute at Seven Oaks General Hospital  www.wellnessinstitute.ca
- Winnipeg Rental Network www.winnipegrentnet.ca

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 page 9 for more information.

- **ANXIETY DISORDERS ASSOCIATION OF MANITOBA** ■
204-925-0600 · 100 – 4 Fort Street
- **DUAL RECOVERY ANONYMOUS** ■ ☀
For individuals affected by both chemical dependency and an emotional or psychiatric illness. · **204-772-1037**
- **EATING DISORDERS ANONYMOUS**
Call for information about meeting times and location.
204-990-8816
- **EATING DISORDER FAMILY SUPPORT GROUP**
If someone you love has an eating disorder, the Provincial Eating Disorder Prevention and Recovery program offers a free monthly family support group. Call **204-947-2422** ext **137** to register.
- **EMOTIONS ANONYMOUS** ■ **204-269-6248**
- **INDEPENDENT LIVING RESOURCE CENTRE** ■
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. · **204-947-0194** · 311A – 393 Portage Avenue
- **MANITOBA SCHIZOPHRENIA SOCIETY** ■ ☀
Manitoba Schizophrenia Society offers peer support groups, a women's support group, a voice hearers support group, peer support for career professionals, and one on one consultation and education.
204-786-1616 or **1-800-263-5545** · 100 – 4 Fort Street
- **MOOD DISORDERS ASSOCIATION OF MANITOBA** ■ ☀
204-786-0987 or toll free **1-800-263-1460** · 100 – 4 Fort Street
Postpartum Warmline · **204-391-5983**
- **OBSESSIVE COMPULSIVE DISORDER CENTRE MANITOBA, INC.** ■ ☀
204-942-3331 · 100 – 4 Fort Street
- **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.
Contact **204-831-3420** · www.deerlodge.mb.ca/osi.html
- **OVEREATERS ANONYMOUS** ■ **204-334-9008** · www.oa.org
- **POSTPARTUM DEPRESSION ASSOCIATION OF MANITOBA**
is a local online resource with information on postpartum depression, resources, and getting help. www.ppdmanitoba.ca
- **PROVINCIAL EATING DISORDER PREVENTION AND RECOVERY PROGRAM**
Offers community based services to women and men ages 16 and older who experience disordered eating or eating disorders, including compulsive or binge eating. Also provide wellness workshops about body image, emotional eating, health, and self-esteem for clients, community members, families, and service providers. **204-947-2422** ext. **137**
- **PUBLICATIONS**
www.moodsmag.com · www.mentalhealthrecovery.com
- **RAINBOW RESOURCE CENTRE** ■
This centre is a not-for-profit community organization that provides support, education, programming and resources to the gay, lesbian, bisexual, transgender and two-spirit communities of Manitoba and North Western Ontario.
204-474-0212 · www.rainbowresourcecentre.org
- **SENECA WARM LINE** ■
Offers peer support, help with problem-solving and information about community resources to those who are struggling with mental health and life issues.
Available 7:00 pm - 11:00 pm daily · **204-942-9276**
- **S.P.E.A.K. SUICIDE PREVENTION EDUCATION AWARENESS KNOWLEDGE** ■ ☀ **204-784-4064** · 242 – 870 Portage Avenue
- **THE COMPASSIONATE FRIENDS** ■
Resource library, support meetings, drop-in, newsletter, workshops, and telephone friends for bereaved parents.
204-787-4896 · 685 William Avenue · www.tcfwinnipeg.org

For Seniors

- Age and Opportunity · **204-956-6440**
- Geriatric Mental Health Teams
Intake: **204-982-0140** · Fax: **204-982-0144**
- Partners Seeking Solutions with Seniors
Peer support line · **204-237-5918**
www.solutionsforseniors.cimnet.ca
- Province Wide Seniors Abuse Line · **1-888-896-7183**
- Manitoba Government - Seniors and Health Aging Secretariat, Seniors Information Line · **204-945-6565**
or toll free **1-800-665-6565** · seniors@gov.mb.ca



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.mherc.mb.ca

MHERC ■

204-942-6568

1-855-942-6568

100 – 4 Fort Street

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 **204-287-8827** or **1-866-266-4636**, Monday to Friday: 9:00 am - 4:30 pm · www.contactmb.org

Mental Health First Aid



Mental Health First Aid CANADA

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.mhfa.ca. For information on local courses, visit www.winnipeg.cmha.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 930 Portage Avenue. (Organizations may purchase quantities of the brochures.) These brochures are available through: www.cmha.ca ■

Additional Information

MANITOBA GOVERNMENT INQUIRY ☀

This service provides information and referral to provincial government services.
1-866-626-4862 or **204-945-3744** · www.gov.mb.ca

HEALTH LINKS - INFO SANTÉ

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

204-788-8200 · toll free **1-888-315-9257**

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 ■ ☀

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.

204-943-2305 or **1-800-262-8800** · 501 – 294 Portage Avenue

TURNING LEAF (INC.) is a community based, non-profit charitable organization dedicated to providing helpful services to those experiencing intellectual challenge and mental illness. These services are made up of caring, skilled community members. These Turning Leaf community members are dedicated to helping those experiencing intellectual challenge and mental illness. They are also deeply committed to working with the participant in addressing the seemingly insurmountable obstacles that those experiencing intellectual challenge and/or mental illness face every day: discrimination, poverty, stigma, isolation, loneliness. **204-221-5594** ext. **203**, www.turningleafservices.com

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.



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

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 factors to consider such as drawbacks – side effects, time necessary to be effective and cost. 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. There are a wide variety of medications available for the treatment of mental health disorders. It is important to talk to your doctor, pharmacist, and other health care providers about all your medications – including the ones that you may be taking for other conditions.

Try to go to the same pharmacist for all 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 or change your dose of medication without talking to your doctor first.

In Manitoba, your pharmacist is required to discuss with you, in an atmosphere of confidentiality and privacy, the following information about your prescription medication:

- **The drug name**
- **What the drug does**
- **How and at what time the drug should be taken**
- **Importance of taking the drug as directed, regularly or when needed**
- **What to do if the dose is missed**
- **Common side effects**
- **Food, drink, other drugs or activities to avoid**
- **Special storage requirements**

Remember that the use of alcohol with any medication is potentially dangerous. The following are descriptions of general sub-categories of medications commonly used – many of these medications are used across a range of mental health disorders.

Antipsychosis Medications

Also known as neuroleptics or major tranquilizers, antipsychotics medications are used to treat acute psychotic illnesses, such as: schizophrenia and mania. 🌸

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 doses, changing medications, or taking medications for movement side effects, for example: benztropine, procyclidine, and trihexyphenidyl.

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. Antidepressants work in the nervous system, some antidepressants are also used in other conditions such as pain.

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 for therapeutic effect. Carbamazepine, valproic acid, topiramate, 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 long periods of time.

The following sub-categories are meant to be general – many of these medications can be used across a range of mental health disorders.

- **ANTIDEPRESSANTS**
 - MAOI's (Monoamine Oxidase Inhibitors)
 - Phenelzine
 - Tranylcypromine
 - Moclobemide
 - SSRI's (Selective Serotonin Reuptake Inhibitors)
 - Citalopram
 - Escitalopram
 - Fluoxetine
 - Fluvoxamine
 - Paroxetine, immediate-release
 - Paroxetine, controlled-release
 - Sertraline
 - Serotonin-Norepinephrine Reuptake Inhibitors
 - Desvenlafaxine
 - Duloxetine
 - Venlafaxine
 - Tricyclic Antidepressants
 - Amitriptyline
 - Clomipramine
 - Desipramine
 - Doxepin
 - Imipramine
 - Nortriptyline
 - Trimipramine
 - Tetracyclic Antidepressants
 - Maprotiline
 - Dual-Action Antidepressants
 - Bupropion
 - Mirtazapine
 - Trazodone
- **ANTIANKXIETY**
 - Benzodiazepines
- **ANTIPSYCHOTICS**
 - Antipsychotics second-generation
 - Aripiprazole (Abilify)
 - Olanzapine (Zyprexa, Zyprexa Zydis, generics)
 - Quetiapine extended-release (Seroquel XR, generics)
 - Risperidone (Risperdal Preparations, generics)
 - Natural Health Products
 - Omega-3 fatty acids
 - SAME (S-adenosyl-L-methionine)
 - St. John's wort (Hypericum perforatum)

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.



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.

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.

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

- A personality disorder is a type of mental illness in which a person has trouble perceiving and relating to situations and to people. There are many specific types of personality disorders.
- In general, a person with a personality disorder has a rigid and unhealthy pattern of thinking and behaving, no matter what the situation. This leads to significant problems and limitations in relationships, social encounters, work and school.
- In some cases, the person may not realize they have a personality disorder because their way of thinking and behaving seems natural to them, and they may blame others for the challenges they face. Source: www.mayoclinic.com

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 and Support for Organic Brain Disorders:

- ALZHEIMER SOCIETY OF MANITOBA
204-943-6622 toll free 1-800-378-6699 · www.alzheimer.mb.ca
- LEARNING DISABILITIES ASSOCIATION OF MANITOBA
204-774-1821 · www.LDAmanitoba.org
- MANITOBA BRAIN INJURY ASSOCIATION
204-975-3280 toll free 1-866-327-1998 · www.mbia.ca
- SOCIETY FOR MANITOBANS WITH DISABILITIES
204-975-3010 or TTY 204-975-3012
- STROKE RECOVERY ASSOCIATION OF MANITOBA
204-942-2880 · www.strokerecovery.ca
- FASD INFORMATION MANITOBA
1-866-877-0050
- FASD LIFE’S JOURNEY INC.
204-772-1591
- INITIATIVES FOR JUST COMMUNITIES TOUCHSTONE FASD PROGRAM · 204-925-1928 · Suite 302 – 1200 Portage Avenue
- MANITOBA FASD CENTRE
204-235-8866 · www.fasdmanitoba.com

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Canadian Mental Health Association
Manitoba and Winnipeg
Mental health for all



United Way
Winnipeg

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DISCLAIMER
This listing of services does not constitute an endorsement of those services by the Canadian Mental Health Association.



Winnipeg Regional Health Authority
Caring for Health



Office régional de la santé de Winnipeg
À l'écoute de notre santé

This resource guide has been funded by the **WINNIPEG REGIONAL HEALTH AUTHORITY**
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 Manitoba and Winnipeg at **204-982-6100**.

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930 Portage Avenue
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