

Breakthrough

News About the
Centre for Addiction and Mental Health (CAMH)
for Clients, Patients and Families

Spring 2007

Over 850 Guests Honour Courageous Recipients Courage to Come Back Awards 2007

The CAMH Foundation's 14th annual Courage to Come Back Awards dinner and ceremony, presented by RBC Capital Markets, took place Thursday, May 3 and was attended by more than 850 guests. The evening raised over \$600,000 in support of CAMH's Queen Street site redevelopment!

Six courageous individuals from across Ontario were honoured for overcoming the challenges of living with addiction and/or mental illness and using their experiences to help others in similar circumstances. Guests were touched by the incredible stories of perseverance and triumph of Marie



Recipients of the 2007 Courage to Come Back Awards (l-r): Dr. Michael Kaufmann, Tom Regehr, Marie Asuncion, Alyse Schacter, Rita Buffalo and Jeff Willbee.

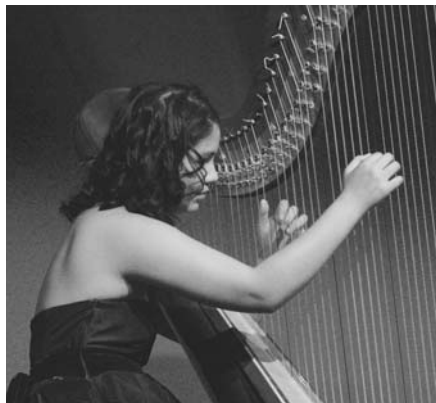
Asuncion, Rita Buffalo, Dr. Michael Kaufmann, Tom Regehr, Alyse Schacter and Jeff Willbee and also enjoyed a beautiful performance by Marie playing her harp.

The evening closed with a speech and special duet by past Courage recipient and singer/songwriter Amy Sky and her husband, singer/songwriter Marc Jordan. Amy is also a participant in CAMH's Transforming Lives

Awareness Campaign.

The Honourable George Smitherman, Minister of Health and Long Term Care was also in attendance for the event. Mr. Smitherman chose to share his own experiences with addiction at the 2006 Courage to Come Back Awards.

Special thanks go out to our courageous award recipients, generous sponsor and dedicated volunteers. ☺



An accomplished harpist, Marie Asuncion finds a comforting outlet in her music.

Reaching out to the Iranian Community CAMH Stigma Project Initiative

CAMH in partnership with the Iranian Canadian Social Service Providers Network (ICSSPN) hosted a community forum on March 4 called *Maintaining Good Mental Health and Responding to Problems*, organized as part of a broader CAMH Stigma Project initiative.

Barbara Steep, the Regional Services Project Consultant coordinating this stigma project explains, "the aim of this forum was to address the stigma of mental illness in the Iranian community and encourage people to come forward when they need help."

Over the past three years, various departments across CAMH including Regional Services, Community Support and Research Unit (CSRU), and Culture Community and Health Studies (CCHS) collaborated with the Iranian community to deliver two day long workshops on the fundamentals of mental health and addictions. CAMH staff presented these workshops to Iranian service providers working in various community settings.

"For many people there is shame associated with having a mental health problem. Families do not openly talk about their concerns and get help when they need it," says Dr. Reza Shidfar, CAMH Research Analyst, who oversaw the planning of the forum.

Sajedeh Zahraei, Social worker in CSRU echoes these sentiments. "There is a lot of secrecy associated with mental illness and addictions issues in the community. This forum provided the opportunity to break this silence and opened a dialogue to start reducing the stigma of mental illness."

CAMH addresses the stigma associated with mental illness in many ways. CAMH's Regional Services of PEHP has a long tradition of working with the community and responding to their needs in ways that recognize their unique needs and concerns.



(l-r): CAMH Project Consultant Barbara Steep and CAMH Social Worker Sajedeh Zahraei, chat with Afkham Mardukhi, Social Service Provider with ICSSPN.

When addressing stigma, the first step is often providing information that is accurate, culturally appropriate and delivered in an atmosphere that promotes safety and trust. In a practical way, this means delivering the information in the language spoken by the community, making sure that the messages match the stage of "readiness" of the audience, and that trusted members of the community are used to deliver the information.

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Mission & Vision

CAMH Mission

Improving the lives of those affected by addiction and mental health problems and promoting the health of people in Ontario and beyond.

CAMH Vision

Strong and healthy communities, in which people with addiction and mental health problems can access appropriate and effective services and live as full participants.

How to Reach Us...

CAMH's Main Number
416 535-8501

Toll-free: 1 800 463-6273

Emergency (College St. site):
416 535-8501 ext. 6885

R. Samuel McLaughlin
Addiction and Mental Health Information
Centre and telephone support line:
416 595-6111 or 1 800 463-6273

**For General Assessment
Appointments, Call:**

Addiction: 416 535-8501 ext. 6128

Mental Health: 416 535-8501 ext. 6878



Centre for Addiction and Mental Health
Centre de toxicomanie et de santé mentale

A Pan American Health Organization /
World Health Organization Collaborating Centre
Affiliated with the University of Toronto

Empowerment Leads to Stronger Family-Centred Care Family Week 2007

Waiting in emergency rooms can take on a surreal quality illuminating the social determinant stressors of our society. They can be fascinating and fearful, which is why it's easy to get hooked on hospital TV dramas, such as Grey's Anatomy and ER. It is, though, much easier to digest the scene from our comfy couches rather than doing real time in the emergency room, particularly when we are stressed about a loved one needing help with their mental health or addiction problems.



Maureen's Story

Last year, Maureen Foy, a Family Council member at CAMH, had a difficult experience when her daughter was ill and was taken to a general hospital emergency room crisis unit in the Toronto area.

"For 30 years I have been my daughter's main support in her struggle with mental illness," says Foy. "Over that period we have experienced many challenges, navigating the health care system, particularly emergency rooms when in a crisis."

"When I arrived in emergency she was sitting alone, looking lost and scared, waiting to see a doctor, or so we assumed. Over a period of two to three hours of waiting, the staff in the crisis unit did not speak to us, or look at us. I, of course, should have asked for information. It would have been the normal thing to do, but at that time, and in that place, I was not my normal self. The next day, having waited overnight, we experienced more of the same, but with an added burden of listening to a staff member speak disrespectfully to patients."

This kind of treatment can silence, infuriate, demoralize, and cause harm. Foy and her daughter have experienced this in different hospitals in and around Toronto more than a few times. "However," says Foy, "this last time there was a difference in the outcome of the experience. As a member of the Family Council, working on the Family Centred Care initiative at CAMH, I learned the skills needed to be a good advocate for my daughter and myself."

Foy was able to communicate in a positive, effective manner, the fear, pain and sadness she and her daughter had experienced. "And staff were open and able to hear me and take steps to assure that changes would be made." ❧

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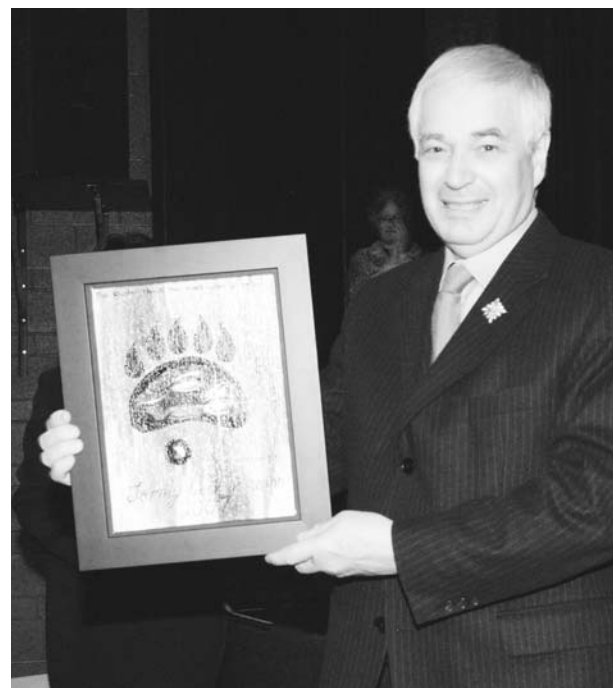
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Marching to the Beat of your Own Drum Blessings Ignite the Spirit of Family Week 2007



Elder Vern Harper performs a native smudging ceremony to bless CAMH's Family Week.

Held at the Queen Street site's Workman theatre, hundreds of CAMH staff, clients and family members gathered to take part in a unique ceremonial kick off for Family Week.



The Honourable James K. Bartleman, Lieutenant Governor of Ontario proudly accepts his Family Week plaque.

Elder Vern Harper commanded the attention of the audience as he led a prayer blessing the coming week and performed a unique smudging

ceremony to mark the special occasion. With the mood set, the Honourable James K. Bartleman, Lieutenant Governor of Ontario and keynote speaker for Family Week took to the stage to give his thoughts on the importance of family in the recovery picture.

Bartleman, who is a past recipient of the CAMH Foundation's Courage to Come Back Award for his struggle with depression, spoke with humility and a quiet sensitivity. In letting the audience in to share his personal story he began by saying, "In my decade-long struggle with depression, I've always been a little nervous when

people say it's courageous to talk about my depression. To me, an illness is an illness. To call it a 'problem' indicates to me that it's beyond illness and might

include a moral defect."

He went on to describe his experience as a child with a mother who suffered depression and the importance that family life played in keeping his mother alive and the help his own family provides as he continues to cope with his illness. "The role of the family in helping the recovery process is critical. The issue of stigma is what hits family members the hardest."

As in all difficult situations, we get by with a little help from our friends. Taborah Johnson, one of the faces of the Foundation's Transforming Lives Awareness Campaign, sang as much and also included a heartfelt rendition of 'Imagine'.



Taborah Johnson belts out an unforgettable version of 'Imagine' by John Lennon.

Here at CAMH we all imagine a world without stigma for mental health and addiction and it is to that end that we work so hard to achieve. ❧

...[Reaching out to the Iranian Community] continued from page 1

Maintaining Good Mental Health and Responding to Problems observed these principles. The entire event was presented in Farsi, as were the resource materials on mental health and mental illness available at the forum. In terms of the forum's content, a panel of health professionals from the Iranian community delivered messages on: early signs of problems, factors that

may contribute to mental health problems, strategies for maintaining good mental health and coping with stress, and available mental health resources in the community.

With over 225 people in attendance, the forum was a resounding success and many people actively participated in the discussions concerning mental health. They expressed the need for

increased services for members of the Iranian community. When a needs assessment was conducted with the audience they told us among other things that there is a need for more events of this nature and that they look forward to future opportunities where the learning and discussion about mental health issues could be continued. ❧



Forum panel members: Dr. Reza Shidfar, CAMH Research Analyst; Afkham Mardukhi, ICSSPN Social Service Provider; Mohammad Dehghanpour, Integra Foundation Child and Family Therapist; Carmen Eliehnazloo, Griffen Centre Clinical Social Worker; and Shabla Pezeshkzad, Kerry Place Autism Services Counselor.

Thank You! CAMH Recognizes Volunteers

On February 8, more than 150 people including staff, senior management and board members, gathered at the Queen Street site cafeteria to honour CAMH volunteers at the annual Volunteer Recognition Awards.

Akwatu Khenti, Director, Office International Health and MC for the evening, opened with a tribute to the honourees, "Volunteers play an integral role in helping clients and patients maintain their focus on recovery and wellness."



Michael Flaxman speaks about the importance of volunteer work.

Dr. Paul Garfinkel, President and CEO, CAMH, highlighted the contributions of volunteers and thanked them, "for the gift of time and energy you are investing in CAMH to help people with mental illnesses and addictions live lives of dignity, comfort and recovery."

More than 60 volunteers received long-term service awards ranging from five to 40 years. Marjorie Cliff, a volunteer with the Geriatrics Program has been volunteering with CAMH for 43 years, a tremendous achievement and an inspiration to others. Dr. Cyril Greenland, Shirley Rupert and Bev Ogilvie received awards for 25 years of volunteer contribution to CAMH. They volunteer at the Archives and also at the Brentcliffe site.

"Volunteering develops within us an understanding of people who are different – people with disabilities, people in financial distress, children or the elderly. It allows us to give of ourselves, share our wealth, and express our human values of community and caring while finding solutions to shared challenges," says Christine Burych, Director of Volunteer Resources and Religious and Spiritual Care.

CAMH Volunteers Receive Outstanding Achievement Awards for Voluntarism in Ontario

Every spring the Ministry of Citizenship and Immigration presents the Outstanding Achievement Awards for Voluntarism in Ontario to recognize extraordinary leadership, innovation and creativity.

This year two of the recipients are CAMH volunteers Michael Flaxman and Sharron. They exemplify the dedication and commitment CAMH volunteers have towards the wellness and recovery of our clients, and in June, the Honourable Mike Colle, Minister of Citizenship and

Immigration will present them their awards at the Arcadian Court in downtown Toronto.

Michael has been a volunteer with CAMH since 1997 and understands the power of shared experience and teaching through storytelling and thus began his idea for "From the Heart," a volunteer-led speaker's bureau at CAMH of clients who have overcome their addiction and want to instill hope for others. As its popularity grew, agencies in the community asked for Michael and the group to present to their staff and clients. They also presented to the Kirby Commission on providing better services for mental health and addictions clients.

Sharron is an outpatient at CAMH and is an ODSP recipient. She has overcome many obstacles and challenges with her own mental health issues. She started volunteering when she was 55 years old in a program that requires specific academic skills and a lot of energy. The skills she gained were achieved through her own endeavours, as she has no formal training in teaching.

To all the selfless, dedicated and committed people who volunteer at CAMH: Thank You!

For more information about CAMH Volunteer Resources please contact Jim Davey, Coordinator, Volunteer Resources – Outpatient and Community Programs, Human Resources and Organizational Development, at ext. 6238 or by e-mail: Jim_Davey@camh.net



CAMH's music volunteers

Volunteer Facts

- CAMH currently has 750 volunteers who are involved with clients, helping with research and providing support to families
- 140 volunteers in the community and outpatient volunteer program to help our clients transition back into their communities after discharge
- Volunteers rated CAMH the best hospital for overall volunteer experience out of nine other Toronto hospitals
- 35% of CAMH volunteers have personal experience with mental health and/ or addiction issues

Mental Illness and Art are Life-Changing By Melissa Bender, Workman Arts Member

In every man's heart there is a secret nerve that answers to the vibrations of beauty.
– Christopher Morley

When you have lived in darkness, even the smallest flicker of light can fill your being with hope. This is how I felt when I first heard about Workman Arts. It happened last summer at the Queen West Art Crawl, where I first met Anita. She told me about the program and it almost seemed too good to be true – free art classes for clients of CAMH?

It astounded me that I had come to CAMH for treatment twice a week for a year and yet I hadn't heard about the program until that moment! And when I found out that there was a painting studio above the cafeteria... well, it as

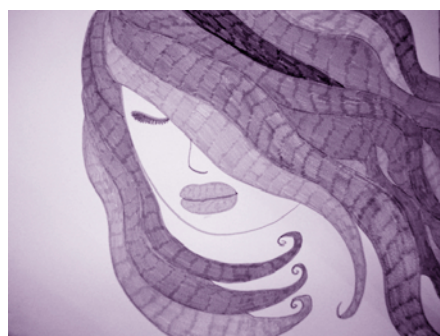


Image by Melissa Bender

like being in the Twilight Zone! Suddenly, CAMH was no longer the hospital that had helped me out of the darkest period of my life – it had become a place filled with creative people who were all moving towards the light, filled with their passion for the arts!

That first meeting with Anita at the Art Crawl was the beginning of a very fulfilling relationship with Workman Arts. My first class was Cartooning, which I attended with great trepidation and self-doubt. But the teacher was so reassuring and the other students so eager that I knew I was in the right place! I went on to take drawing and painting classes as well, and I felt my confidence grow.

I still have a mental illness – some days, it still hampers my functioning. But it takes up so much less space in my head than it used to. Now that I have my art to infuse my life with motivation and inspiration, my point-of-view has changed. I see myself in a much more positive, optimistic light.

The most important thing I have learned through my experiences at Workman is this: Show me a person with mental illness and I'll show you a person with mental illness. Show me an artist with mental illness and I'll



show you an artist.

I can actually call myself an "artist" now, something I could never do before! This has been particularly true since I began using the Jean Simpson Studio four months ago. My time in the studio is over at the end of this week, but my time as an artist will go on as long as I'm alive.

Thanks to Workman, I have realized that mental illness and art are very similar – they can both change every aspect of your life and take you to places you never thought you'd be. My life didn't turn out the way I thought it would; who knew I would have art hanging in galleries and a whole new circle of artist friends? Talk about coming back into the light!

Check out my art in the Being Scene art exhibit starting in June 2007, and in the upcoming show at It's Not A Deli entitled *Working Class Hero*. ☞

CD Family Project Forums a Success

Some 90 family members and 250 service providers from the Whitby, Hamilton and Kingston areas attended three concurrent disorders forums for families and three professional forums for addiction and mental health service providers hosted by the CD Family Project in the Concurrent Disorders Knowledge Exchange Area.

The focus of the sessions held in March was *Mental Illness and Co-Occurring Alcohol and/or Drug Problems: Supporting Families on the Journey of Recovery*. The family and service provider forums served to inform people about the psycho-educational support needs of families as reported in the CAMH research study and to engage service providers in a future community of practice on this issue. They also provided an opportunity to promote CAMH's upcoming *Family Guide to Concurrent Disorders* and the accompanying facilitator's guide for addiction and mental health agencies.

"The family sessions were truly engaging and family members did not hesitate to underscore the need for family support," said **Monique Bouvier**, lead for the Concurrent Disorder Family Project. "One family member stated that the sessions were 'groundbreaking and overdue' and that 'it's important to get support'."

The panel presenters at the forum included CAMH Deputy Clinical Director **Wayne Skinner**, CAMH Principal Research Investigator **Dr. Caroline O'Grady** and Elaine Mason from Brockville Psychiatric Hospital, a division of the Royal Ottawa Health Care Group and a local family member. "The audience especially enjoyed the interactive panel format and appreciated the 'caring and invitational speakers'," said **Christine Bois**, Lead for the CAMH Provincial Concurrent Disorder Exchange Area

The impressive attendance at both the family forums and the information sessions and the extremely positive feedback demonstrate the abundant interest and need for future clinical, system, and research development in this area. Comments from the service providers ranged from, "Everything is so client-centred that the family is usually last, it's great to obtain ideas on how to help families that will be most beneficial," to, "Thank you for the opportunity to be exposed to current evidence-based approaches, the pragmatic approach and the rich discussion was enjoyable."

More forums of this nature are being planned for 2007–2008 and the Concurrent Disorder Family Project Team are exploring ways to further support agencies and families on this important issue. ☞



Panel presenters (l-r): Elaine Mason, Dr. Caroline O'Grady and Wayne Skinner.

CAMH's Unique Governance Model Recognized Constituency Members Drawn from Diverse Group of Stakeholders



The first graduating class – front row (l-r): Denise DePape, Janice Lessy, Russ Larocque, Elsa Southam, and Louise Larocque Stuart. In the back row (l-r): Dr. Paul Garfinkel, Anne Marie Ireland, Don Palmer, Joan Hunt, Leo Anter, Norm Hayman and Vernon Lediett.

When the Addiction Research Foundation, Clarke Institute of Psychiatry, Donwood Institute and the Queen Street Mental Health Centre merged to form CAMH in 1998, the Constituency Member model was adopted as a unique approach to hospital governance. CAMH wanted its voting members to represent a broad range of the people with whom we work.

CAMH's membership is comprised of 70 Members representing consumers, families, community mental health and addictions agencies, public health agencies, the academic sector, CAMH unionized and non-unionized employees and various social services agencies. Constituency Members play a vital role in the

governance of CAMH. They elect our Board and vote on by-law amendments at our Annual General Meeting.

Over the past nine years, Constituency Members have met twice yearly to discuss issues, to offer feedback and advice as well as fulfilling their role in electing our Board at CAMH's AGM. The diversity of their backgrounds and experience has enabled them to provide valuable advice and direction to CAMH. For example, whenever CAMH is undertaking major initiatives – such as our diversity program, strategic planning, creating a vision for the redevelopment of the Queen St. site – the Members are consulted.

This past February, the Members

met to reflect upon their experience as voting Members of CAMH, as the original Members will complete their nine-year tenure this spring, or as some referred to it, they are the 'first graduating class'.

Reflecting on her nine years of membership, Anne-Marie Ireland, a family member and advocate for addiction services said, "Being a Constituency Member has been a powerful, humbling and motivating experience for me. Working in the addictions field for over 20 years, I have tried through my work to keep addiction on the fore-front of the mental health agenda."

Echoing Anne-Marie's sentiments, Don Palmer said, "I had a pessimistic attitude about CAMH before it amalgamated, now the difference is like night and day. The leadership, commitment and passion apparent in this organization are fundamental to continuing our work."

CAMH asked its Members to reflect on how we might improve or enhance the model. There were suggestions that CAMH recruit youth as members, foster a deeper connection with the Board of Trustees, and enhance efforts to keep mental illness and addiction as a top priority for the LHINs.

In his comments to the Members, Paul Beeston, Chair of the Board of Trustees thanked them for their

dedication to CAMH and their ability to work together. "You helped to create the foundation of CAMH. As we look ahead, it's all about grabbing the baton and continuing to work together."

CAMH's Constituency Member Model Recognized

Conference Board of Canada has awarded the CAMH Constituency Member model as a runner-up for its 2007 National Awards in Governance. The awards dinner was held on the evening of February 7th and was attended by both Members and Trustees of CAMH. CAMH is delighted to receive such an award from the Conference Board, which each year celebrates innovation in governance in various sectors of the Canadian economy.

"This award for governance recognizes how we've connected with clients, family members, and our communities, and it's a credit to you," said Dr. Paul Garfinkel, to Members. "When compassionate people get together, wonderful ideas are put forth. We've always listened to your advice, and your contributions have been outstanding and meaningful to CAMH."

This June, all retiring Constituency Members will be honoured at CAMH's Annual General Meeting. ☞

CAMH to Establish New Client-Centred Banking Arrangements

After several months of consultation, CAMH is ready to move ahead on reforming its Cash Office and banking procedures for clients. Plans include helping many existing clients as well as new ones establish low-cost bank accounts in financial institutions.

That's one of a number of options recommended to the Board by the Cash Office Review Committee, a committee of CAMH clinical staff, community partners, client and union representatives that was formed in the wake of a 2006 breach of security involving the CAMH Cash Office. CAMH staff members have been very supportive in our efforts to ensure that client funds are protected as the additional recommendations have been implemented.

The committee enlisted David Reville of David Reville and Associates, a well-known CAMH consumer survivor advocate, along with Martin Kane of RMI group to hold extensive focus groups about banking needs and alternatives to the existing service.

Community stakeholders on the committee included the Ontario Public Guardian and Trustee, Parkdale Activity Recreation Centre and the Provincial Psychiatric Advocate Office. In all, the committee held 14 focus groups with more than 89 clients as well as family members, staff and community stakeholders.

CAMH will work to develop a thorough transition and support plan for changes to the Cash Office. A multidisciplinary team will develop training as well as education materials to help existing Cash Office clients who are able to manage their money and use commercial banking services.

"We will also work with each new client to develop a customized money management plan that accounts for their unique needs, and CAMH will also provide other forms of assistance and support," says Dean Martin, CAMH's Chief Financial Officer and Vice-president, Finance and Support Services. He adds that while the transition to outside banking may

not be appropriate for every client, that there are many who have expressed the desire to be able to manage their own finances.

CAMH will continue to maintain on-site banking services

for clients whose money is managed by the Ontario Public Guardian and Trustee (OPGT) program and for clients who aren't permitted to leave their unit or CAMH site. CAMH will also put in place a regular review process for the voluntary trusteeships it has on behalf of clients assisted under the Ontario Disability Support Program (ODSP). ☞



David Reville of David Reville and Associates.

CAMH Spring Events

Psychiatric Survivor's Soccer Tournament 2007

Hosted by Parkdale Activity – Recreation Centre
1499 Queen Street West • 416 537-2591

On Thursdays at about 1:00 pm the members of Parkdale Activity – Recreation Centre are playing soccer at Sorauren Park. If you don't belong to an agency team and you want to get some practice and refresh your soccer skills, come on out and join the fun. The season began in mid April, but it isn't too late to join the fun now. You can find out more by calling Hume Cronyn or Zephie James at PARC. The Tournament will be held in August. If you belong to an organization or agency, you could set up your own team and practice sessions. You could register for the Tournament as an agency team. Further information will be made available.

Diabetes Education for Mental Health Consumers/Survivors

The Diabetes Education Community Network of East Toronto (DEC NET)
Denise: 416 469-6580 ext. 3157

Our popular mental health program is filling up fast for our June session (Mondays in June from 2:00 pm to 4:00 pm). This program features small group sessions over four weeks. Participants are welcome to bring along a friend, relative or case manager. Call now for more information or to register. ☞

A Recipe for Success CAMH Annual General Meeting

On Thursday, June 21 from 4:00 p.m. to 6:00 p.m., you are invited to join colleagues, volunteers, clients, stakeholders and members of the public at CAMH's Annual General Meeting.



Following the business portion of the AGM, attendees will have a chance to sample food from graduates of the Assistant Cook Extended Training (ACET) program in celebration of client employment initiatives and accomplishments at CAMH. The ACET program runs in partnership with George Brown College.

Please RSVP your acceptance to 416 535-8501 ext. 1650 or by e-mail to Bharati_Singh@camh.net by June 15, 2007. ☞