

Supporting Your Wellness

A guide to what you can expect from your
C.M.H.A. H.K.P.R. Services



About C.M.H.A. H.K.P.R.

Our Mission

In partnership with clients, families and the community, we provide best practice services through education, therapeutic supports and assistance with social determinants, to improve mental health recovery and quality of life.

Our Vision

Mentally healthy people thriving in an inclusive society free from stigma.

Our Values

Self-Determination

We are grounded in a philosophy of **recovery**, increasing the capacity of clients and families to build resilience, become more empowered, make informed choices, and to transform choices into actions with successful outcomes for each person.

Social Justice

We address the barriers and discrimination that impact people's quality of life. We support equitable access to resources, so everyone can fully participate in society.

Collaboration

We continuously build on community experience and expertise in the delivery of mental health and addictions supports. Our partners are the people who use our services: families, community service providers, staff, volunteers, students, our Board of Directors, and provincial and national partners in mental health and addictions.

Diversity and Inclusion

We respect the dignity, integrity, beliefs and culture of all people and seek to continuously provide safer environments for **recovery**.

Innovation

We value the continuous momentum of ongoing quality improvement in the provision of effective and evidence-based services and supports.

Your Recovery

Every person's recovery journey, and every life, is important and unique. Many people who come to C.M.H.A. H.K.P.R. tell us that it can be hard to seek support and to trust sharing difficult experiences with us. We respect people from all walks of life and value diversity. We continuously strive to make our spaces safer and more supportive, so that every person can explore meaningful ways to experience recovery and improve the quality of their life.



To us, recovery is defined as...

An experience where you actively engage in your own process, working independently and with others to enjoy a meaningful life in your own community, to fully exercise your rights and freedom as citizens, and to achieve the quality of life you desire.

Our approach to recovery is...

Working together in partnerships of empowerment and respect for lived experience, embracing key principles of hope, self-determination, responsibility, and social inclusion.

Embracing the recovery approach...

We recognize that you are a unique individual with the right to determine your own path towards mental health, well-being, and a meaningful, fulfilling quality of life.

What can you expect from us?



About Your Privacy

Services will be provided in a way that respects your privacy. The Personal Health Information Protection Act (P.H.I.P.A.) is an Ontario law that oversees how we collect, use, and share personal information.

Here are some important points to know about your privacy at C.M.H.A. H.K.P.R.:

1. Informed consent: The services that we provide will be explained so that you (or your substitute decision maker) can make decisions about your ongoing services.

2. Collection, use, and sharing of personal information: We will only collect, use, or share your personal information with your permission and for the purpose of providing you appropriate care.

About Your Privacy (Continued)

3. Protecting your privacy: We will protect any personal information that has been shared with us. (Some exceptions to this are outlined in the Service Agreement).

4. Accuracy: We will keep your records accurate and up-to-date.

5. Access: You can request to access your personal information and ask for corrections if necessary.

6. Questions? If you have any questions or concerns about your privacy at C.M.H.A. H.K.P.R., please speak to your worker or contact any of our offices and ask to speak to a Privacy Officer. Contact information for our offices is on the back cover of this booklet.

About Your Rights

You have the right...

- To be treated with respect and dignity at all times.
- To collaborate in all aspects of your service, and to make personal choices about what works for you.
- To be provided with all the information you need to help you to make decisions about the services you receive.
- To be informed about any changes in your ongoing supports and to have open, clear communication with your worker.
- To disagree with and/or to refuse support recommendations from your worker.
- To have your privacy and confidentiality protected.
- To have others involved in your supports as you choose.
- To choose to live at risk.
- To be free from abuse, exploitation, and discrimination.
- To make a complaint or raise concerns about services, and to know that this will not negatively affect your services or supports.

About Your Safety

You deserve and have a right to live a life free from abuse, exploitation and discrimination. If you are the victim of any form of abuse, please talk to us for support. We are here to help you. If you are not comfortable talking to us, please reach out and talk to someone that you trust.



Strategies for Wellness

We hope that your time with us will help you learn the skills and strategies you need to improve your wellbeing and quality of life. Here are some strategies you can try right away, picking even one a day can lead to improvement.

Eat right and sleep tight

It is amazing how much exercise, eating right, and getting enough sleep can improve our well-being. Pick one area to start and set a goal. Maybe going for a walk, making healthy food choices, or avoiding caffeine after supper time. Little changes can have an amazing impact!

Journal

Tracking your thoughts by writing them down is a good way to express how you feel, and can also help you figure out which thoughts are helpful and which might be unhelpful. Sometimes writing down things that we are thankful for can boost our mood, especially after a difficult day.

Relax

Relaxation and mindfulness activities can reduce stress and anxiety, and improve our mood. Find ways to fit moments of relaxation into your week—you won't regret it!

Have fun

When you feel down, it can make it hard to get up and do things. Try to do something you enjoy every day, and over time you may notice that your mood and your motivation increases. You deserve to have fun!

Learn something new

New skills and achievements lift our mood. If you have access to the internet or a local library, a world of information is at your fingertips. Watch a YouTube video on how to play guitar, read about pandas in China—there are so many interesting things waiting to be discovered.

Rediscover nature

Research tells us that when we are around pets, plants, gardens, and parks it reduces our stress and boosts our mood. There are many beautiful parks in all of the four counties, so wander and enjoy! (And bring water!)

Talk to someone you trust

It is important to talk about how we feel, and sometimes another perspective is helpful.

Say positive things about yourself (Affirmations)

Our brain listens to what our mouth has to say. If we are usually saying negative things, our brains will believe it. But this means the reverse is also true! Try writing down some of your strengths and positive qualities, and then say them to yourself (yes out loud, your brain has to hear it!) While it may feel funny at first, over time you will start to believe what you are saying, and you guessed it... your mood will improve!

Remember that you are not alone

Mental health conditions can feel very lonely. Sometimes you may feel like the only one who is struggling. The truth is, everyone is affected by mental illness; either themselves or through someone they know. Finding a network of individuals with similar experiences can be quite helpful. At C.M.H.A. H.K.P.R., we offer peer support. Or perhaps you could look into a support group in your area. Either way, remember that you are not alone.

Concerned about your support?

We care about providing you with quality support and services. We welcome your feedback and will use it to improve our services.

If you have concerns, complaints, or feedback about our organization or the supports you receive, please tell us. You can tell us in three different ways:

- Talk to any C.M.H.A. H.K.P.R. employee or refer to the Supporting Your Wellness paper booklet that was completed with your worker.
- Pick up a “Complaints and Concerns” form, fill it out, and turn it in at any of our locations. You can ask any C.M.H.A. H.K.P.R. worker to help you fill out the form.
- Submit a form online at cmhahkpr.ca/complaints-concerns/.

