

Supporting Your Wellness



**Canadian Mental
Health Association**

Haliburton, Kawartha, Pine Ridge

Mental health for all

KNOWLEDGE



HOPE



BELONGING



A guide to what you can expect from your
CMHA HKPR services.

About CMHA HKPR

Our Mission

We work to improve the lives of people in our Haliburton, Kawartha, Pine Ridge (HKPR) community, through leadership, collaboration, and the continual pursuit of excellence in community-based mental health and addictions services.

Our Vision

An inclusive community that embraces and fosters the mental health of everyone.

Our Values

Self-Determination – We deliver supports that provide opportunities to build resilience, become more empowered, make informed choices, and transform choices into actions and meaningful outcomes.

Social Justice – We are committed to removing barriers and discrimination that impact quality of life, and supporting equitable access to resources, so that everyone can fully participate in society.

Collaboration - We are committed to working with our partners in the public interest and for social good.

Equity, Inclusion, and Diversity - We embrace the dignity, integrity, beliefs and culture of each person and seek to continuously provide safer environments for each person to work on their recovery journey.

Creativity - We promote innovative ideas and new ways of working that are responsive to the changing needs of our community.

Accountability – As a publicly funded charitable organization we are committed to transparency and managing our resources efficiently and effectively.

Welcome to CMHA HKPR

Every life and recovery journey is unique and as such, we continuously strive to make our spaces safer, supportive and more inclusive so that every person can feel comfortable to explore and improve their quality of life.



What Does Recovery Mean?

We understand that mental health and addiction recovery isn't an end point. It is a way of life. At the core of the recovery process is a person's hopefulness, courage, openness and desire for change. The process is about people taking steps both up and down, moving towards finding new meaning, wellness, and improved quality of life

What Can You Expect from Us?

Respect for your values, needs, preferences and choices.



Encouragement and support through your recovery journey.

Communication that is open, transparent and that works for you.



Support planning that is collaborative and focuses on your progress and your recovery.

Information and education choices that are holistic and improve your quality of life.



Opportunities for the people who are important to you to participate in your support.

Your Privacy

Our supports and services respect your privacy. We follow the laws in Ontario Personal Health Information Protection Act (PHIPA) that say how we collect, use and share your information.

Here are some important things you need to know:

- 1. Informed Consent** - We will explain to you how our services work and how we take care of your private information, so you know what to expect.
- 2. Collection, Use, and Sharing of your Personal Information** - We will only ask you for information that helps us provide appropriate care.
- 3. Protecting Your Privacy** - You need to give your permission (consent) for us to share any of your information (unless there are rare exceptions, that we tell you about in the Service Agreement you sign with us).
- 4. Accuracy** - We keep your records accurate, up-to-date and in a very secure and well-monitored health record system.
- 5. Access** - Under PHIPA, you have the right to see your health record and ask for corrections if needed.
- 6. Questions?** - If you have any questions or concerns about your privacy at CMHA HKPR, 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 your time with us will help you to develop knowledge, skills and strategies to improve your well-being and quality of life. Here are some ideas you can try right away. Picking even one to start with can help you feel better. Your worker can help you if you have trouble getting started.

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! Even if you don't always manage to eat well, drinking enough water is really important for wellness. Your sleep may be disrupted or difficult, however it is important to rest and care for yourself.

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 be hard to get up and do things. Try to do something you enjoy every day, and over time you're likely to notice that your mood and motivation increases. You deserve to try to do something you find pleasant or a bit uplifting.

Strategies for Wellness

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're around plants, gardens, woods, and parks, it reduces our stress and boosts our mood. There are many beautiful parks in the four counties, so wander and enjoy.

If getting to a park is too difficult, there are still benefits from getting outside for sunlight, fresh air and a bit of exercise, like walking.

Talk to Someone You Trust

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

Say Positive Things About Yourself (Affirmations)

Our brains listen to what we say. If we say negative things, our brains believe it. But this means the reverse is also true! Try writing down your strengths and positive qualities and then say them to yourself, and yes, out loud, because it helps your brain to hear it. While it may feel funny at first, over time you will start to believe what you are telling yourself. And you guessed it, your mood will start to improve!

Remember that You are Not Alone

Mental health conditions can feel very lonely. Sometimes you may feel like you are the only one who is struggling. The truth is, everyone is affected by mental health, either themselves or someone they know. Finding a network of people with similar experiences can be helpful. At CMHA HKPR we offer H.O.P.E., a catalog of courses and activities that people like you have said they find helpful. You could also look for another support group in your area. Whatever way you choose to reach out, please remember that you do not have to be alone.

Provide us Your Feedback

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

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

- Talk to any CMHA HKPR employee.
- Pick up a feedback form, fill it out, and turn it in at any of our locations. You can ask any CMHA HKPR worker to help you fill out the form.
- Visit our website at www.cmhahkpr.ca and submit a feedback form online.
- If you want to contact us, your worker is:

Worker's Name: _____

Email address or extension: _____

Manager's Name: _____

Email address or extension: _____





Canadian Mental Health Association

Haliburton, Kawartha, Pine Ridge

Mental health for all

Contact Us

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Peterborough, ON K9H 3R7

705-748-6711

Kawartha Lakes Programs and Services

33 Lindsay Street South, 2nd

Floor Lindsay, ON K9V 2L9

705-328-2704

Administrative Office

415 Water Street

Peterborough, ON K9H 3L9

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H.O.P.E. Learning Centre

<https://cmhahkpr.ca/h-o-p-e-learning-centre/>

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