

Vancouver Coastal Health Edition serving Vancouver, Richmond and the North Shore

BC Mental Health Guide



Who Can Use the Guide?

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 in accessing information on the variety of services and supports that are available in Vancouver, Richmond and the North Shore. Having access to useful information is a key value of the Canadian Mental Health Association (CMHA). We believe people must have accurate information in order to be able to make personal choices about the services they wish to use. While some of the services will no doubt change over time, we hope this guide will assist you in finding the services or supports you need in a timely manner.

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Who is Normal?

Angry or elated, depressed or positive, anxious or peaceful: anyone can experience mental distress. No one needs the stigma to go with it.

Mental illness affects people from all walks of life, at every income and age level. In Canada, one in five of us will experience a mental illness during our lifetime and one in eight of us will require hospitalization due to a mental illness.

Mental illness has a significant impact not only on the individual directly affected but also on family members, friends, employers and the public at large.

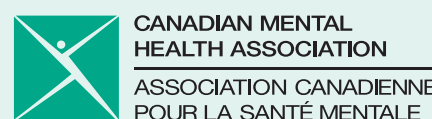
More often than not, people with a mental illness find their opportunities limited and their recovery impaired by debilitating prejudice and rejection based on misunderstandings about mental illness.

There is hope and opportunity for recovery for people with a mental illness. We believe this guide is a useful tool in promoting recovery.

What is CMHA?

The Canadian Mental Health Association (CMHA) is a non-profit, voluntary organization focused on educating people about mental health issues and improving the way we view and treat mental illness. CMHA is a national organization that is more than 80 years old. There are provincial offices across Canada, and over 200 independent branches throughout the country. In BC, we have a network of 20 branches that provide services and supports for people who have a mental illness, their families and the community at large.

This guide is published by the Vancouver, Richmond and North & West Vancouver branches of CMHA.



See page 2 for contacts of branches and division.

Edition Sponsors:



Program Funders:



CMHA Branches

100 Mile House
(250) 395-4883

Courtenay
(250) 338-8287

Cowichan Valley
(250) 746-5521
www.cmhacv.org

Delta
(604) 943-1878
www.cmhadeltabranch.ca

Kamloops
(250) 374-0440
www.cmhakam.com

Kelowna & District
(250) 861-3644
members.shaw.ca/cmhakelowna

Kootenays
(250) 426-5222
www.cmhakootenays.org

Mid Island
(250) 716-8823

North & West Vancouver
(604) 987-6959
www.cmhanwv.com

Port Alberni
(250) 724-7199
www.cmhapa.ca

Prince George
(250) 564-8644
www.members.pgonline.com/~cmhapg

Richmond
(604) 276-8834
www.cmha-rmd.com

Salmon Arm
(250) 832-8477

Simon Fraser
(604) 516-8080
www.cmha-sf.bc.ca

South Okanagan Similkameen
(250) 493-8999

Trail
(250) 368-5223
www.cmhakootenays.org

Vancouver/Burnaby
(604) 872-4902
www.cmhavb.bc.ca

Vernon
(250) 542-3114

Victoria
(250) 389-1211
www.mentalillnessrecovery.com

White Rock & South Surrey
(604) 536-2486

Williams Lake
(250) 398-8220
www.cmha-wl.org

CMHA BC Division
1200 - 1111 Melville St.
Vancouver, BC V6E 3V6
(604) 688-3234
www.cmha.bc.ca



Crisis Lines

Lower Mainland Crisis Centre - 24 hours - (604) 872-3311

Mental Health Emergency Services

**North Vancouver
Lions Gate Hospital
Psychiatric Emergency
Nurse**
9am-Midnight, 7 days/week
(604) 331-9031

**Richmond
Chimo Crisis Line**
9am-Midnight, 7 days/week
(604) 279-7070

**Mental Health
Emergency Services**
(604) 244-5562

**Vancouver
Mental Health
Emergency Services**
24 hour crisis line
(604) 874-7307

**Mental Health
Information Line**
(604) 669-7600
www.heretohelp.bc.ca

**Vancouver Child & Youth
Mental Health Services
Referral Line**
(604) 709-4111

**North Shore Child & Youth
Mental Health & Addiction
Network Referral Line**
(604) 984-3770

Kid's Help Phone
1-800-668-6868

**Crisis Intervention & Suicide
Prevention Centre of BC**
(604) 872-3311
www.youthinBC.com

BC Nurse Line
(604) 215-4700
www.bchealthguide.org

Dial-a-Dietitian
(604) 732-9191

**Health and Senior
Information Line**
1-800-465-4911

Information Lines

**Alcohol & Drug Information
& Referral Service**
(604) 660-9382

**Problem Gambling
Information Service**
English (604) 874-2938 ext. 126
Chinese (604) 726-7693

**VictimLINK
Information Service**
1-800-563-0808

**Women Against Violence
Against Women Crisis Line**
24 hours
(604) 255-6344

CMHA Vancouver Coastal Branches

North & West Vancouver

212 - 145 East 15th Street
North Vancouver V7L 2P7
(604) 987-6959
www.cmhanwv.com

Our Branch has served the North Shore community since 1958 when a group of West Vancouver individuals organized a social club called "White Cross" where adults with mental illness could meet, socialize and develop skills. Forty-five years later, we remain committed to these founding principles.

Our current programs and services include:

- weekly health lecture series
- ACHIEVE - a planning and employment service, individual advocacy, support groups for adults with mood and/or anxiety disorders
- Volunteers in Partnership - North Shore
- brief counseling service
- public resource library
- Christmas Gift of Hope program
- health promotion and public education activities.

Our branch is also forging ahead with developing new affordable housing options in partnership with Marineview Housing Society and anticipate opening "Goodman House", a treatment house for adults with serious mental illness, in the spring of 2006.

Richmond

7351 Elmbridge Way
Richmond V6X 1B8
(604) 276-8834
www.cmha-rmd.com

Our Branch operates Pathways Clubhouse which is a Clubhouse Model Program, accredited by the International Centre for Clubhouse Development. Pathways Clubhouse has over 600 members and an average daily attendance of 70. Our clubhouse offers hope, encouragement and opportunities to people whose lives have been shattered by mental illness. At Pathways Clubhouse, members recover from mental illness and rebuild their lives through a supportive environment that focuses on each person's strengths and talents, rather than illness. Our members and staff work together as a group and create opportunities for members to return to school or university, gain employment, have a place to live, connect with their families, make new friends, and create multiple successes. We also provide mental health public education to increase awareness and understanding of issues and concerns about mental illness and mental health. This past year, over 1,000 individuals from the community received this type of service.

The services we offer include transitional, supported and independent employment; volunteer opportunities; supported education; supported housing; social programs; and public education. We are also open 365 days a year.

Vancouver/Burnaby

175 W. Broadway
Vancouver V5Y 1P4
(604) 872-4902
www.cmhavb.bc.ca
www.mifa.ca

Our Branch helps individuals recovering from mental illness find work, access community resources, develop better life skills, and enhance their social supports. We also promote awareness, provide information, and support skill and capacity building around mental health issues throughout the community.

Thousands of people have received services and information from us each year since 1959.

Vocational Services: We offer a number of employment related programs that assist individuals to find both paid and volunteer work. We also offer a variety of supports to those hoping to become self-employed or who want to be part of a group social enterprise.

Community Rehabilitation Services: A group of services that provide social and recreation opportunities as well as support to live fuller, more independent lives in the community. The programs are delivered by a mix of professional, volunteer, and peer support staff.

Community Education & Training: A range of public awareness and professional training programs that include workshops, lectures, support groups, screening days, and information services (such as a lending library, brochures, e-newsletters, etc.). Services include a dedicated Chinese community education program.

Like it or not, mental illness can affect anyone. In BC, one in four people will experience some form of mental illness in their lifetime. Mental illness is a broad term for a number of categories of mental disorders, such as mood disorders, anxiety disorders, schizophrenia, eating disorders, personality disorders, substance use disorders, and Alzheimer's disease and related dementia. The symptoms of mental illness can be mild, moderate or severe and may appear at different times in a person's life.

Categories of Mental Illness and Some Common Forms They Take:

Mood disorders, also known as affective disorders, affect how people feel about themselves, other people and life in general. They include:

- depression
- bipolar disorder (manic depression)
- suicidal behaviour
- post partum depression

Post Partum Depression and Anxiety

With the arrival of a child, a mother must adjust to a new set of stressors. This adjustment can be trying and in some women (an estimated 10-28%) this results in a post partum depression. Experiences like crying for no reason, anxiety or panic attacks, numbness, feelings of helplessness or inadequacy can occur soon after giving birth or many months afterwards.

Anxiety disorders involve an unusual degree of fearfulness, worry and even terror. Types include:

- general anxiety disorder
- panic disorder
- phobias (overwhelming feelings of terror in response to a specific object, situation or activity)
- obsessive-compulsive disorder (repetitive actions are used to cope with recurring, unwanted thoughts)
- post-traumatic stress disorder (a sense of re-experiencing a traumatic event for months and sometimes years after the incident)



BC Partners for Mental Health and Addictions Information

The BC Partners are a group of seven leading provincial mental health and addictions nonprofit agencies working together to provide quality information on mental health, mental disorders and substance use problems and disorders.

On the web at www.heretohelp.bc.ca

The BC Partners are:

Anxiety Disorders Association of BC
(604) 681-3400

**Awareness and Networking Around
Disordered Eating**
(604) 466-4877

BC Schizophrenia Society
(604) 270-7841

Canadian Mental Health Association, BC Division
(604) 688-3234

Centre for Addictions Research of BC
(604) 408-7753

FORCE Society for Kids' Mental Health Care
(604) 878-3400

Mood Disorders Association of BC
(604) 873-0103

Schizophrenia and psychotic disorders involve changes in the chemistry and structure of the brain, which may cause lethargy, hallucinations (e.g. hearing "voices") and delusions (e.g. having supernatural powers):

- schizophrenia
- schizoaffective disorder
- delusional disorder

Psychosis

A medical condition that affects the brain, so that there is a loss of contact with reality. When someone becomes ill in this way, it is called a psychotic episode. A psychotic episode is characterized by extreme impairment of a person's ability to think clearly, respond emotionally, communicate effectively, understand reality, and behave appropriately. An individual experiencing a psychotic episode may have delusions or hallucinations.

Eating disorders involve distorted body images that make it difficult for people to nourish themselves in a healthy way:

- anorexia nervosa (dramatic weight loss combined with an intense fear of gaining weight)
- bulimia nervosa (bouts of uncontrollable eating followed by purging, e.g. vomiting)
- binge or compulsive eating disorder

Substance use disorders refer to excess use of alcohol and/or legal and illegal drugs, leading to significant social, occupational and medical problems:

- alcohol addiction
- drug use (illicit drugs or prescription medication)
- co-existing mental illness and addiction

Personality disorders involve patterns of thinking, mood, social interaction and impulsiveness that cause distress to those experiencing them and to their friends and family. Some examples include:

- borderline personality disorder
- paranoid personality disorder
- antisocial personality disorder

Prevention

Mental health is not just the absence of mental illness. Positive mental health involves emotional and psychological wellness, a positive and confident self perception, healthy relationships and an ability to take control of actions and feelings on a daily basis. By being aware, we can take positive steps toward mental health when the balance is disrupted.



Finding a Therapist

Therapy is a dynamic exchange of thoughts, ideas and feelings between an individual and a mental health professional. The therapeutic relationship is meant to promote positive change in a person's life within an open, non-judgmental environment. This atmosphere of trust enables clients to discuss, in confidence, issues and emotions that impact their lives.

Therapists may be a helpful resource in examining why people think, act, and respond the way they do. They can also help clients to understand their feelings, to consider possible changes, and to examine how they relate to others. Cognitive-behavioral and interpersonal therapies have been shown to be the most helpful kinds of psychotherapy.

Places to Access Counselling

- **Psychiatrists** are physicians with specialized training in mental illness. They are able to prescribe medications. Available on referral from a family doctor or GP.
- **Psychologists** have a PhD in psychology and provide assessment and counselling but do not prescribe medication.
BC Psychological Association
Referral Line: (604) 730-0522
www.psychologists.bc.ca
- **Clinical Counsellors** have a Masters degree and provide assessment and counselling but do not prescribe medication.
BC Association of Clinical Counsellors
Referral Line: 1-800-909-6303
www.bc-counsellors.org
- **Employee Assistance Programs** may be available through your workplace
- **Mental Health Centres** see page 5
- Universities, Family Services, social workers, nurses, clergy

Contact your local CMHA branch for other types of counselling.

Self-Help Resource Association of BC

SHRA is an organization that provides resources and supports to individuals and organizations that are involved in self help/peer support.
(604) 733-6185 or www.selfhelpresource.bc.ca

Therapy is an option when an individual:

- Is constantly upset or anxious
- Feels unable to control their emotions
- Is frequently sad or depressed
- Is unable to resolve relationship issues
- Is concerned about parenting skills
- Is frequently moody
- Feels unable to manage everyday activities
- Is concerned about a child or partner

How to Find a Family Doctor or GP

The College of Physicians and Surgeons of BC maintain a web-based directory of physicians in BC. The directory is secure and confidential.
(604) 733-7758
www.cpsbc.ca/cps/physician_directory/search

Professional Standards Associations

These associations are the governing bodies of the practitioners in their field. Contact them for information about practitioners and with any complaints about care received:

BC Association of Social Workers
(604) 730-9111
www.bcasw.org

BC Association of Clinical Counsellors
(250) 595-4448 or 1-800-909-6303
www.bc-counsellors.org

College of Pharmacists of BC
(604) 733-2440
www.bcpharmacists.org

College of Physicians and Surgeons of BC
Includes GP's, family doctors and psychiatrists
(604) 736-6164
www.cpsbc.ca

College of Psychologists of BC
(604) 736-6164
www.collegeofpsychologists.bc.ca

Registered Nurses Association of BC
(604) 736-7331
www.rnabc.bc.ca

College of Registered Psychiatric Nurses Association of BC
(604) 931-5200
www.crpnb.ca

Alternative Treatments

Alternative treatments are those for which clear evidence of effectiveness does not exist; or those that seem to work but where there is little understanding by Western medicine of how they might work. Complementary therapies are alternative therapies that are taken together with a Western treatment approach. Discussing the application of any of these treatments with your medical professional is recommended.

- exercise (yoga, Tai Chi, etc.)
- herbal treatments (St. John's Wort, etc.)
- music and art therapy
- acupuncture, aromatherapy
- biofeedback
- increasing recreational activities
- spiritual faith or practice

BC Art Therapy Association
(604) 878-6393
www.arttherapy.bc.ca

Music Therapy Association of BC
(604) 924-0046
www.mtabc.com

BC Association for Play Therapy
(604) 682-8122
www.vcn.bc.ca/bcapt

BC Clinic of Traditional Chinese Medicine
(604) 872-6833

BC Naturopathic Association
(604) 736-6646
www.bcna.bc.ca

BC Therapeutic Recreation Association
(604) 462-0070
www.bctra.org

Canadian Society of Clinical Hypnosis
(604) 688-1714
www.hypnosis.bc.ca

Massage Therapists' Association of BC
(604) 873-4467
www.massagetherapy.bc.ca

Yoga Association of BC
(604) 682-3269 ext. 9744
www.yabc.ca

Emergency and Clinical Services



Emergency Services

In a mental health emergency (for example, threat of harm against self or others), those concerned should first contact community support networks such as the local mental health emergency team, mental health centre or family physician. If these are not available please contact the police.

Mental Health Emergency Services in your city:

**North & West Vancouver
Lions Gate Hospital
Psychiatric Emergency Nurse**
9am-Midnight, 7 days/week
(604) 331-9031

**Richmond
Chimo Crisis Line**
9am-Midnight, 7 days/week
(604) 279-7070

Mental Health Emergency Services
(604) 244-5562

**Vancouver
Mental Health Emergency Services**
24 hour crisis line and Car 87 dispatch
(604) 874-7307



Clinical Services

There is a range of clinical services in each city, including hospitals and community mental health centres. Mental health centres/teams are government funded clinics open to the public for free mental health assessment, treatment, and referrals.

Riverview Hospital is BC's major centre for psychiatric care, research, and education.
(604) 524-7000 or www.bcmhs.bc.ca

Services for children and youth under 18 years of age are offered through the Ministry of Children and Family Development (MCFD):

- North Shore (604) 904-4300
- Richmond (604) 207-2511
- Vancouver (604) 660-9376

Forensic Psychiatric Services Commission is a BC-wide health organization providing specialized hospital and community-based assessment, treatment and clinical case management services for adults with mental illness who are in conflict with the law. (604) 524-7700

Forensic Psychiatric Institute provides psychiatric assessment and outpatient treatment for people in conflict with the law who have been referred by the courts. (604) 660-6604

Mental Health Line – to get contact information for the services closest to your community please call (604) 669-7600

North & West Vancouver North Shore Mental Health Services

- **Adult Assessment & Treatment Services**
(604) 904-3540
- **Community Psychiatric Services**
(604) 983-6020
- **Community Geriatric Team**
(604) 904-6199

Child & Adolescent Program
(604) 983-6719

**North Shore Child & Youth
Mental Health & Addiction Network**
(604) 984-3770

Abuse and Neglect Program
(604) 904-6215

Richmond Richmond Mental Health Services

- **Richmond Adult/Older Adult
Mental Health Team**
(604) 273-9121
- **Richmond Child & Adolescent
Program (CAP)**
(604) 207-2511

Mental Health Outpatient Program
By physician referral
(604) 244-5534

Sexual Assault Trauma Group
By physician referral
(604) 244-5534

Vancouver Community Mental Health Services

Call this number to find out which of the eight Community Mental Health Teams is closest to you.
(604) 874-7626

All services below require a referral from your physician.

**Vancouver General Hospital
Psychiatry Clinic**
(604) 875-4794

**St Paul's Hospital Outpatient
Psychiatry Service**
(604) 682-2344

Eating Disorders Program
(604) 806-8347

Geriatric Psychiatry Service
(604) 806-8407

Reproductive Psychiatry Program
(604) 806-8589

**BC Children's Hospital Eating
Disorders Program**
(604) 875-2200

BC Children's Mental Health
(604) 875-2010

**BC Women's Hospital Reproductive
Mental Health Program**
Including post partum depression
(604) 875-2025

**Mount Saint Joseph Hospital
Geriatric Psychiatry Service**
(604) 877-8159

Facts about Mental Illness and Violence:

FACT: Research shows that as long as people with severe mental illnesses stay in a treatment that works for them and take the appropriate medications, they are no more dangerous than the general population.

BC Mental Health Act

All Canadian provinces and territories have varying legislation about the treatment and protection of people with severe mental disorders. BC’s Mental Health Act (Bill 22) provides guidelines for those working in the mental health system and safeguards for securing the dignity of individuals, whether they are voluntarily or involuntarily admitted to a psychiatric facility.

For more information about the Mental Health Act in plain language, visit www.cmha.bc.ca/resources/bc_resources. Make sure you speak to a qualified advocate or legal professional for more specific information about how the Mental Health Act applies to your individual situation.

	Voluntary	Involuntary
What is it?	<ul style="list-style-type: none"> - Person admits themselves into a facility by their own free will. - If a person has been examined by a doctor and has a mental disorder, the director may admit them if asked by the person, or a parent/guardian on their behalf if they are under 16 years. - When a person under 16 years is admitted, they must be examined by a doctor once a month for the first 2 months, then within 3 months after the second exam, then within 6 months of the third exam and every 6 months thereafter. - Voluntary admission is described in the Act under section 20 	<ul style="list-style-type: none"> - Person is admitted, <i>not by their free will</i>, into a facility by a doctor, police officer, or court. - The director may admit a person for up to 48 hrs with 1 Medical Certificate (valid for 14 days following date of examination) which includes: <ul style="list-style-type: none"> a) date of examination b) validation of mental disorder c) need for treatment in a designated facility d) that care is needed to keep the person from becoming more ill. - Once admitted, the second doctor’s examination, and certificate, must be issued within 48 hours. - A police officer may take a person into custody for a doctor’s examination if s/he believes the person may put at risk her/his/someone else’s safety. - Anyone may ask a judge to issue a warrant if they feel a person meets the committal criteria. - The facility must send notice of detention to a near relative informing of the patient’s admission and treatment. - Involuntary admission is described in the Act under section 22 - Rights of the individual are outlined in section 34–34.2
Discharge	<ul style="list-style-type: none"> - A patient under 16 years must be discharged if the parent/guardian requests it, or if the patient does not have a mental disorder. - If the patient is under 16, without consent from parents for discharge, the request will go to a Review Panel hearing. 	<ul style="list-style-type: none"> - A request for discharge will go through Review Panel hearing. - Obtain application Form 7 for a Review Panel hearing only after second Medical Certificate is completed. - A person is entitled to representation at the hearing by a lawyer, advocate or person of choice.
Consent to treatment	<ul style="list-style-type: none"> - Patients must consent before treatment is administered. - The physician must inform the patient of the nature of their condition and the reasons for and consequences of the treatment. 	<ul style="list-style-type: none"> - The Act provides for compulsory treatment of all involuntary patients. - The patient or someone on their behalf may ask for a second opinion on diagnosis.
Application to court for discharge	<ul style="list-style-type: none"> - See section, Discharge above 	<ul style="list-style-type: none"> - If the patient or their representative do not agree with the order of admission into a facility, then an application may be made to the court to reverse the involuntary committal certificate.
Access to medical certificates	<ul style="list-style-type: none"> - N/A 	<ul style="list-style-type: none"> - All patients are allowed access to their Medical Certificates.

Legal Resources

Community Legal Assistance Society (CLAS)

Litigates test cases and seeks reform laws in all areas of law relating to economically, socially, physically, and mentally disadvantaged. (604) 685-3425

Mental Health Law Program (part of CLAS)

Provides free legal representation of patients at review panels under the Mental Health Act and Review Boards under the Criminal Code. (604) 685-3425

Law Students Legal Advice Program

UBC student-operated program supervised by lawyers, giving free legal advice to low-income people. (604) 822-5791

Dial-a-Law

Library of pre-recorded messages prepared by lawyers to provide practical information on aspects of law. (604) 687-4680 or www.dialalaw.org

Legal Aid

The Legal Services Society (LSS) will pay for a lawyer to represent you in court, if you have a legal problem covered by their legal aid guidelines; your income and the value of your property is below a certain limit; you have no other way of getting legal help; and you can pay a contribution to the Legal Services Society. (604) 408-2172 or www.lss.bc.ca

Legal Services Society’s Law Line

Provides general legal information, education, and referral services (Note: not specific to mental health law issues; line is staffed by librarians, not lawyers). (604) 408-2172 or www.lss.bc.ca

Lawyer Referral Service

If referred through this service, you only have to pay \$10 for the first half-hour of consultation, with regular rates thereafter. (604) 687-3221



Advocacy Within the Mental Health System

Advocacy is a way of raising concerns you have, changing the status quo, and standing up for what you believe in. The mental health system is a complex one, and at some point you may want to advocate for yourself, or on behalf of a family member or friend, to raise concerns, to ask for a policy change, to request new or enhanced services, or to help dispel stigma and prejudice.

10 Rules of Advocacy "Etiquette"

- Start by assuming the best of others
- Plan for small wins
- Do your homework and document your findings
- Take the high ground
- Be passionate and persistent
- Be willing to compromise
- Be opportunistic and creative
- Don't be intimidated
- Keep a focus on the issues
- Make it local and keep it relevant

Published by The World Health Organization

Useful Advocacy Contacts

Vancouver Coastal Health Authority

- North Shore (604) 988-3131
- Vancouver (604) 736-2033

BC Minister of Health - George Abbott (250) 953-3547

Enquiry BC

(to contact your MLA)
(604) 660-2421
www.legis.gov.bc.ca/mla/3-1-1.htm

BC Pharmacare Program (604) 682-6849

F.O.R.C.E. Society

Advocacy and referral for parents of children with mental illness
(604) 878-3400

BC Coalition of People with Disabilities (604) 872-1278

BC Review Board

Safeguards the rights and freedoms of mentally disordered persons who are alleged to have committed an offence
(604) 660-8789

ARA Mental Health Action Research and Advocacy Association (604) 689-7938

Vancouver Local

Kettle Friendship Society

Advocacy Services
(604) 253-0669

Motivation, Power, and Achievement Society (MPA)

- **Mental Health Empowerment Advocates Program**
(604) 738-5770
- **MPA Court Services**
(604) 688-3417 or (604) 660-4292

What Can I Do?

There are four major steps to effective self-advocacy:

- Be organized
- Develop a plan of action
- Take action
- Don't be afraid to ask for help

There are a number of simple and quick ways you can get your concern heard by people in decision-making positions, including:

- Writing a letter
- Making a phone call
- Visiting your elected representative

Where Do I Go?

- If you have a concern about a specific service you are receiving, ask for a copy of the organization's complaint procedure and/or statement of service user's rights. Find out how their complaints process works and whom you can speak to if your initial concern is not resolved to your satisfaction.
- If you are part of a support group or other association, ask others if they have had similar experiences and what they did. If you need support, consider getting in touch with advocacy or campaigning groups who might share your concerns.
- If you have questions or concerns about government or private insurance coverage, talk to your doctor or healthcare provider so that together you can give all the reasons why the service, treatment or therapy is necessary, and ask for reasons if coverage is denied, and if necessary, how to appeal their decision. If the insurance plan is through your workplace, you can also speak to the Human Resources department to find out more details of what is covered and why.
- Consider getting in touch with your local political representative (MLA). Their role is to represent you and they have regular times when you can meet with them in their constituency offices.

Stigma & Discrimination Around Mental Illness

Stigma, or shame, can take many forms and is often experienced as verbal or emotional abuse, discrimination, isolation from family and friends, and even physical violence. Stigma affects people's self-esteem. They can feel lonely and ashamed of themselves and their illness. People are most seriously impacted by stigma in their social and family relationships, employment, and housing opportunities. There are many myths that contribute to the level of stigma in society, such as considering people with mental illness as dangerous or violent, lacking intelligence, unable to recover, unable to have an occupation, not having willpower, or being unpredictable, among others.

Stigma is fueled by myths and misconceptions, which you can help reduce by educating others. If you have a mental illness, tell the people you care about. If you don't but you know someone who has, remember to treat that person with the same respect you would offer any friend. Research has shown that personal contact is the #1 way to dramatically decrease negative attitudes. For other ways such as media monitoring, speaking in public or volunteering, contact your local CMHA.

Facts about Mental Illness and Violence:

FACT: The strongest predictor of violence and criminality is past history of violence and criminality, whether mental illness is present or not.



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, it only helps to control it.

The following information is a guide and does not cover the wide variety of medications available.

Poison Control Centre
24 hour Emergency Line
(604) 682-5050

Nurseline
To connect with a pharmacist after hours
(604) 682-5050

	Antidepressants	Antipsychotics	Mood Stabilizers	Anxiolytics
What Is It?	Used to treat and control depression.	Also known as neuroleptics, major tranquilizers. Used to treat psychotic illness (schizophrenia and mania). These medications are also used in resistant depression and in children with behavioural outbursts.	Used to treat people in a state of great excitement, emotional stress, and/or depression.	Also known as tranquilizers, sedatives. Used to relieve the distress of anxiety.
Some Examples (generic name followed by trade name in brackets)	<p>MAOI Phenelzine (Nardil) Tranlycypromine (Parnate)</p> <p>RIMA Moclobemide (Manerix)</p> <p>Tricyclics Amitriptyline (Elavil) Clomipramine (Anafranil) Desipramine (Norpramin) Imipramine (Janimine) Nortriptyline (Aventyl)</p> <p>SSRI Citalopram (Celexa) Fluoxetine (Prozac) Fluvoxamine (Luvox) Paroxetine (Paxil) Sertraline (Zoloft)</p> <p>SNRI Venlafaxine (Effexor)</p> <p>Various Buprion (Wellbutrin) Mirtazapine (Remeron) Trazodone (Desyrel)</p>	<p>Typicals Chlorpromazine (Thorazine) Fluphenazine (Moditen, Modecate) Flupenthixol (Fluanxol) Fluspirilene (Imap) Haloperidol (Haldol) Loxapine (Loxpac) Mesoridazine (Serentil) Methotrimeprazine (Nozinan) Perphenazine (Etrafon) Pimozide (Orap) Pipotiazine (Piportil) Sulpiride Thiothixene (Navane) Zuclopenthixol (Clopixol)</p> <p>Atypicals Risperidone (Risperdal) Long-Acting Risperidone (Risperdal Consta) Olanzapine (Zyperxa) Clozapine (Clozaril) Quetiapine (Seroquel)</p>	<p>Carbamazepine (Tegretol) Divalproex (Depakote) Lithium Carbonate (Carbolith) Valproic Acid (Depakene)</p>	<p>Alprazolam (Xanax) Bromazepam (Lectopam) Buspirone (Buspar) Clonazepam (Klonopin) Chloradiazepoxide Diazepam (Valium) Flurazepam (Dalmane) Lorazepam (Ativan) Midazolam (Versed) Nitrazepam (Mogadon) Oxazepam (Serax) Temazepam (Restoril) Triazolam (Halcion) Zopiclone (Imovane)</p>
Common Side Effects	Headache and stomach upset at onset of the medication Less Common: Dry mouth, blurred vision, difficulty urinating, constipation, sedation, dizziness.	Drowsiness, dizziness, dry mouth, movement problems, stiff muscles, weight gain.	Lethargy, trembling, nausea, diarrhea, frequent urination, mental functioning problems.	Sedation, lethargy, depression, difficulty concentrating, memory problems.
Comments	<ul style="list-style-type: none"> - Medication takes several weeks to reach full effect. - Caution is needed by elderly people when taking antidepressants. - Not addictive but should never be stopped abruptly - There are worse side effects if these medications are stopped without a tapering schedule. 	<ul style="list-style-type: none"> - There is the need for medical follow-up to check blood sugar levels and lipid levels. - Tardive Dyskinesia (TD) or involuntary movements may occur when used for longer periods of time. - Managing side effects may be achieved by changing dosage, or adding medication (benztropine, procyclidine and trihephenidyl) for movement side effects. 	<ul style="list-style-type: none"> - Medication takes several weeks to take effect. - Regular blood tests are required for measuring medication levels. 	<ul style="list-style-type: none"> - Dependency can occur with these medications at any time.
Herbal Remedies	<p>If you are considering taking an herbal remedy, tell your doctor and pharmacist about your interest and what specific remedy you are considering. They can provide additional information, advice on suitability, and precautions on interference with other medication that you may be using. If you are having problems with a remedy, they may also provide alternatives or find solutions for the problem. Herbal remedies can have side effects and should be taken with caution when used with other medication. Some examples of herbal remedies are: St. John's Wort, Sam-E, and Ginkgo Biloba.</p>			

Recently there has been a lot of media coverage about the possible risk of suicidal ideation (thoughts about suicide) in children who are prescribed antidepressants. If you are worried about this issue, speak to your GP or psychiatrist.

No-charge Medications (Plan G)

This no-charge psychiatric medication program assists people for whom the cost of psychiatric medication is a serious barrier but who, without medication, would suffer very serious consequences, such as hospitalization.

The program provides psychiatric and side effect medication approved by Pharmacare (except sleeping pills) at no cost to the individual.

To qualify, consider these questions:

1. Am I financially eligible? You are, if your net adjusted income is less than \$24,000 a year plus \$3,000 for each dependent; AND

2. If a physician says you meet clinical criteria

To apply, bring in a doctor's form and your prescription to your local mental health centre (see list on page 5).

If your medical and financial situation qualifies you, and the centre director approves the application, you can go to any pharmacy and receive your medication at no cost.

Applications must be signed and delivered or faxed to the local mental health centre (see p. 5) for approval. The forms are available at the mental health centres or online at www.healthservices.gov.bc.ca/exforms



Housing

Most people who are hospitalized yearn for the comforts of home, which are often considered the best medicine for recovering from a major illness. But for a person with mental illness, being released from the hospital can be frightening and can mean losing access to appropriate medications, nutritious food and even a warm or safe place to sleep. In surveys, housing is the single highest priority need for people with a serious mental illness.

BC Housing

(604) 433-1711 or www.bchousing.org

Cooperative Housing Federation of BC

(604) 879-5111

CMHA Richmond Branch

Provides supported housing services
(604) 276-8834

BC Non-Profit Housing Association

(604) 291-2600 or www.bcnpha.bc.ca

Tenants Rights Action Coalition

(604) 255-3099 or www.tenants.bc.ca

To obtain residential services in each city, a good place to start is by receiving a referral from:

**North & West Vancouver
Community Psychiatric Services**
(604) 983-6020

**Richmond
Mental Health Housing Service**
(604) 273-9121

**Vancouver
Mental Health Residential Services**
(604) 734-5265

Types of Housing for People with Mental Illness

Supported Housing:

- **group homes** provide subsidized rent; tenants share a home and the services of a community living support worker
- **supported apartment buildings** are built especially for people with mental illness; subsidized rent and daytime support are provided
- **satellite apartments** are leased in private market buildings; tenants with mental illness have access to subsidized rent and outreach services
- **supportive hotels** are single rooms which are leased and managed by non-profit societies; on-site staff support provides services to adults

Supervised Residential:

- **licensed community residences** provide 24 hour supervision with professional staffing on a daily basis; staff supervise use of medications unless resident applies for permission to take his/her own medications
- **supported living homes** offer support staff during daytime hours; residents take their own medications
- **family care homes** are privately owned and provide care and supervision to 1 or 2 individuals who wish to live in a family setting

Market Housing:

- co-operatives
- non-profits
- condos
- home ownership/rental

Emergency Accommodation:

- emergency facilities offer short-term accommodation for people with no other immediate housing options available to them
- length of stay is usually under 90 days

Emergency Shelters

If you have an immediate housing crisis call an emergency shelter in your city, such as:

**North & West Vancouver
North Shore Shelter**
(604) 982-9126

**Vancouver
Yukon Shelter**
(604) 264-1680

**Richmond
Richmond House**
(604) 276-2490

**Lookout
Downtown Shelter**
(604) 681-9126

Income Support

Disability Assistance

Income support is available to eligible individuals designated under the Employment Assistance for Persons with Disabilities Act (PWD Act).

The Act defines a person with disabilities as a person:

- who is 18 years of age or older
- has a severe physical or mental impairment that is expected to continue for at least two years
- is significantly restricted in her/his ability to perform daily living activities
- requires assistance with daily living activities from another person or an assistive device

The criteria specifically includes:

- individuals with mental disorders, i.e. mental health problems
- individuals with episodic illnesses by acknowledging that restrictions to daily living activities can be continuous or periodic for extended periods

For more information contact your local Employment and Assistance Centre, listed below:

**North & West Vancouver
North Shore Employment
& Assistance Centre**
(604) 981-0125

**Richmond
Richmond Employment
& Assistance Centre**
(604) 660-9284

**Vancouver
Enquiry BC**
To find out which of the 20 Vancouver offices you should contact (determined by postal code)
(604) 660-2421 or www.eia.gov.bc.ca

PovNet Advocates Database

Database of income advocates around the province.
www.povnet.org

Canadian Pension Plan (Disability Benefits)

For more information about federal government benefits for those with disabilities.
HRDC: 1-800-277-9914
www.sdc.gc.ca/en/isp/contact/contact_us.shtml

A person with the PWD designation may be eligible for:

- a monthly support and shelter allowance
- medical coverage, including MSP and Pharmacare, and limited dental and optical
- \$500 earnings exemption per family unit per month
- low cost annual bus pass
- reduced basic car insurance
- vehicle fuel tax rebate

Employment

Rehabilitation Services

Rehabilitation services provide a wide range of individual and group services enabling adults and seniors with serious and persistent mental illness, and youth with severe behavioural/emotional problems, to participate as fully as possible in their communities. Services are provided in the areas of personal life, leisure, education and work.

Rehabilitation services involve each person (and where appropriate significant others) in one or more of the following processes: screening, individualized assessment, goal setting, basic support (access to activities), rehabilitation readiness (exploration and options), rehabilitation process (assistance with goal achievement), and ongoing support.

Ask your mental health worker, doctor, or counsellor about the various rehabilitation services available.

Vocational/Educational Rehabilitation Services

If you have a mental illness and you are looking for assistance with vocational or educational goals—from getting a volunteer or paid job, to going back to school or getting training, or even starting your own business—there are several services in the community you can access.

The choices and options can be confusing. Here are some hints and the details of several agencies:

- If you are receiving disability benefits (PWD or PPMB), ask your Employment Assistance Worker (EAW) for information about different services.
- Or: If you attend a Community Mental Health Team, or a hospital, ask the Occupational Therapist for information.
- Or: Call up any of the services listed below, and ask about their programs.

If you still have difficulties, try calling your local CMHA branch (see list on page 2).

Online Employment Services Directory for BC

www.cmha.bc.ca/services/employment

This online database provides mental health consumers with information necessary to the pursuit of vocational outcomes of any kind: educational, voluntary, or employment-related. Consumers have a lot to contribute to society, but are often anxious about expanding their boundaries after illness. The intention behind this site was to provide consumers with ideas, and an increased sense of their own potential.

The features of the online directory include:

- free access and use of information
- 5400 services listed, additions and updates made frequently
- 530 agencies indexed
- 90 types of service
- search by community, health region, service type, or client focus

	Agency	Employment Services
North Shore	CMHA North & West Vancouver Branch (604) 987-6959 www.cmhanwv.com	ACHIEVE Planning and Employment Service assists and supports adults with mental illness to access the labour market in a volunteer, part-time or full-time capacity
	Triumph Vocational Service (604) 990-0399 www.triumphvocational.com	Planning and employment service to assist with exploring abilities, skills and goals and matching these with employment opportunities
	Orion Health Services (604) 515-0252 www.orionhealth.ca	Designed for individuals with disabilities to assist them in taking the first steps towards independence and employment
	IAM Cares Society (604) 903-3355 www.iamcares.com	Provides case management services designed to assist persons with a disability to prepare for, obtain and keep employment or to become self employed
	North Shore Community Resources Volunteer Access Program * by referral (604) 985-7138 www.nscr.bc.ca	This program gives adults with mental illness an opportunity to contribute to their community by volunteering their services
Richmond	Pathways Clubhouse (604) 276-8834 www.cmha-rmd.com	Offers employment, vocational, supported education and volunteer placement services
	THEO BC (604) 247-0770 www.theobc.org	AIM provides one-on-one employment counselling and job placement services for persons with disabilities and/or multiple barriers
	Triumph Vocational Service (604) 273-7600 www.triumphvocational.com	Offers pre-employment services, planning and employment programs for people with disabilities. Also suitable for people with no/limited work experience or career changers
	Rmd. Mental Health Consumer & Friends Society (604) 214-9709 www.vch.ca/rcfc	Offers volunteer placement services
Vancouver	BC Centre for Ability (604) 451-5511 www.centreforability.bc.ca	Provides a variety of job placement and other employment programs to adults with disabilities, including federal and provincial government funded services
	CMHA Vancouver/Burnaby Branch (604) 872-4902 www.cmhavb.bc.ca	Assistance with finding volunteer and paid employment, starting your own business, or being part of a group community enterprise
	Coast Foundation (604) 872-3502 www.coastfoundation.com	Assistance with finding paid employment through a job search agency, clubhouse membership, and co-op and Coast-owned businesses
	Gastown Vocational Services (604) 683-6047 www.vch.ca/community/mental_health_rehab.htm	Programs for youth and adults include: psychological/vocational assessments, work readiness skill training, work/volunteer placements, career exploration, supportive education and employment services
	Kettle Friendship Society (604) 251-4778 www.thekettle.ca	The Kettle's SEED (Skills, Esteem & Employment Development) program provides assistance to find volunteer, casual, or part-time work
	THEO BC (604) 872-0770 www.theobc.org	Provides a variety of employment-related programs, courses, and supported education services
Triumph Vocational Services (604) 689-1896 www.triumphvocational.com	Pre-Employment services including disability management, life skills and employment readiness skills. Access to vocational rehabilitation services including planning, training and employment services.	



Education

People disabled by mental illness are members of Canadian society, with the same dreams and goals as all Canadians. The opportunity to attend college or university: to learn, to gain new experiences and friendships, and to provide a better future for oneself, are aspirations for many, including those with labels of mental illness. In our knowledge based economy, where many new jobs require a degree, access to college and university has become a necessity as much as a dream.

Examples of Accommodation

- Academic and emotional support from counsellors, faculty, support groups or "buddies"
- Ease of accessibility to information about campus services and special topic courses (budgeting, disability rights, career exploration)
- Assistance with registration, admission, financial aid and course scheduling
- Extensions for exams and assignments
- Availability of note takers, readers, tape recorders, textbooks and course material in alternative formats

National Educational Association for Disabled Students (NEADS)
(604) 526-8008 or www.neads.ca

Canadian Association of Disability Service Providers in Post-Secondary Education
www.cacuss.ca

Assistive Technology BC
(604) 264-8295

CMHA Resource Centres

In CMHA's guiding Framework for Support, the person who is experiencing mental illness is placed at the centre of decision-making. For the choices that an individual will make to be informed choices it is important that the individual be given the necessary tools and resources.

Our resource centres provide books, videos, and articles on many facets of mental illness and wellness. Each provides an area to read or watch videos. Contact us for more details:

- **North & West Vancouver**
212-145 East 15th Street
Mon-Fri 9:00 am - 4:30 pm
(604) 987-6959
- **Richmond**
7351 Elmbridge Way
Mon-Fri 8:30 am - 4:00 pm
(604) 276-8834
- **Vancouver/Burnaby**
2nd Floor, 175 W. Broadway
Mon-Fri 9:00 am - 5:00 pm
(604) 872-4902 ext. 236
- **Detwiller Pavillion (UBC)**
2255 Westbrook Mall
Opening spring 2006
(604) 872-4902 ext. 236

You can also contact us to find out about other resources in your community.

Depression Anxiety Screening and Education Day in BC

Since 1994, CMHA has been promoting and helping to organize the Depression Anxiety Screening and Education Day activities in various communities across BC with 60 to 70 sites every year. The purpose of this October event is to inform the public about the types and symptoms of depression; its consequences on families, workplaces, and communities; and successes with recovery. Screenings are free, anonymous and confidential. There are also screening tools on the web. Go to www.heretohelp.bc.ca/events for an example.

Bursaries

Lorne Fraser Educational Fund
The fund's purpose is to enable people with a mental illness to pursue post-secondary education. To apply or for more information contact CMHA BC Division at (604) 688-3234. Online applications available at www.cmha.bc.ca.

THEO BC Bursary Fund
Students in Vancouver who have a vocational goal and would like to pursue post-secondary education as a means of attaining that goal. For details call (604) 872-0770.

Moving Lives Forward Scholarships
For post-secondary studies. Must be diagnosed with severe and persistent bipolar disorder or schizophrenia or schizoaffective disorder. For more information contact MDA at (604) 873-0103.

Consumer Initiative Fund
Contact (604) 708-5252 ext. 2 for more information.

Watson/Colley Bursary
Two awards in the areas of writing and community work. Contact the BC Coalition of People with Disabilities at (604) 875-0188.

BC Housing Bursaries
Financial assistance is available for adults and youths living in housing supported by BC Housing who would like to further their education. There are 46 bursaries available. Each year, BC Housing also awards one Margaret Mitchell Outstanding Achievement Award to a graduating grade 12 student recognizing excellence in academics, sports, the arts or community involvement. For more information call (604) 439-4139.

Supported Education

Supported Education was originally designed as a route to developing employment skills, but it has since evolved into a strategy to achieve higher educational goals for their own sake.

Learning institutions are also evolving and many now offer disability services on campus and provide reasonable accommodations on an individual basis for students. An accommodation is an alteration to academic requirements to ensure that disabled students aren't faced with discrimination. These can include mentoring programs, note-takers, or simply allowing extended deadlines to complete assignments.

Pathways Clubhouse Supported Education Program
(604) 276-8834

THEO BC Supported Education Program
(604) 872-0770

Capilano College Disability Services
(604) 983-7526

Kwantlen College Disability Services
(604) 599-2003

Langara College Disability Services
(604) 323-5635

UBC Disability Resource Centre
(604) 822-8950

SFU Centre for Students with Disabilities
(604) 291-3112

Vancouver Community College Disability Services
(604) 443-8448

Recreation & Drop-in Services

If you have a mental illness and you have difficulty participating in leisure activities, these services might be able to help you. Recreation and leisure pastimes are important for everybody (whether or not you have a disability). They help us cope with stress, keep us physically healthy, and increase our circle of friends and supports.

Centres that act as drop-ins can provide a range of services such as recreational events, food, or advocacy.

Here are some services that provide a range of activities and services:

North & West Vancouver Leisure Access Program

By referral from Community Psychiatric Services.

(604) 983-6020

For both services below there is financial assistance for program registration available to low-income residents of North and West Vancouver.

- **North Vancouver Recreation Commission**
(604) 987-7529
- **West Vancouver Community Centre**
(604) 925-7270

Richmond

Richmond Pathways Clubhouse
(604) 276-8834

Richmond Mental Health Consumer & Friends Society (RCFC)
(604) 214-9709

City of Richmond - Diversity Services
(604) 276-4390

Vancouver CMHA

- **Vancouver** (604) 872-3148
- **Burnaby** (604) 526-9606

Coast Foundation Clubhouse
(604) 675-2357

Coast Mental Health Drop-in
(604) 683-3787

Kettle Friendship Society
(604) 251-2801

Living Room Activity/Drop-in Centre
(604) 255-7026

Motivation, Power & Achievement Society (MPA)
Drop-in
(604) 738-1422

Vancouver Parks & Recreation Adapted Programs
(604) 257-8500



Families and Friends

Mental health care professionals are recognizing that support from family and friends is one of the best ways to help someone who is ill. Families (e.g. an extended network of parents, children, siblings, relatives and friends) can be members of the treatment team.

Since early intervention is the best treatment, family members can help by being aware of early warning signs of mental illness which can include changes in eating and sleeping, increased hostility or suspicion, apathy, withdrawal from others, major personality changes, nervousness and drug/alcohol use.

Family members should seek the help of a professional if a relative shows any of these symptoms. But after taking this step, friends and relatives should focus on treating the family member with love, respect and compassion.

Family support groups can provide respite from caregiving and help family members, especially children, deal with their own feelings about the illness which may include grief, anxiety, guilt, resentment, shame, feelings of hopelessness and a desire to escape. They can normalize the experience for family members by explaining that seeking treatment for mental illness is no different than getting help for a physical ailment. In addition, support groups can help inspire and maintain hope by reminding family members that recovery is possible with the right kind of treatment and support.

What Families Can Do to Help

- Encourage the person to get some help early from a doctor or trained professional
- If hospitalization is required, try to get your relative to go voluntarily
- Try to be supportive, understanding and patient
- Express your love with affectionate words and hugs (unless the person does not want to be touched)
- Consider joining a parent/spouse or family support group to work through your own emotions and get help from others
- Avoid blaming the person for her or his illness

Caregivers Association of BC
(604) 734-4812

BC Council for Families
(604) 660-0675 or www.bccf.bc.ca

BC Children's Hospital Mental Health Program
(604) 875-2010

Riverview Family Resource Centre
(604) 524-7651

Family Respite Services
Serves the Lower Mainland
(604) 608-0477

Vancouver Mental Health Services - Family Support & Involvement
(604) 708-5289

Strengthening Families Together Program

The BC Schizophrenia Society conducts a 12-session course for families that covers major mental illness diagnoses. It allows families to learn from those who have been there before and also emphasizes self-care, recovery, and countering stigma. To find out more about the program call:

- **North Shore** (604) 926-0856
- **Richmond** (604) 247-1884
- **Vancouver** (604) 247-1884

Also, contact your local mental health team about family education and support groups.





Support for Children and Families

Despite the number of children with depression, eating disorders and other mental illnesses, many of these illnesses are left untreated. One reason for the lack of diagnosis and treatment is that people do not expect mental illness to affect children and youth. Another is that identifying mental illness in children can be challenging, partly because young people change so much as they mature.

A parent may have difficulty distinguishing between normal phases in development and an underlying mental illness. For example, frequent outbursts of anger or tears may result from hormonal changes in puberty or they may be symptoms of depression, a drug and/or alcohol addiction or an eating disorder.

Proper diagnosis and treatment are critical to recovery since the symptoms of mental illness can worsen over time. Without help, mental illness can slow a child's mental and emotional development and lead to problems in school, in the family and in society. Children and youth mental health services attempts to take a prevention and early intervention approach with an emphasis on building capacity in both the family and community systems.

What Parents Can Do to Help

- Encourage your child to discuss his or her concerns, but avoid a confrontational approach
- Check with your family doctor to determine whether there is a physical cause for your child's feelings of fatigue and low moods
- Ask school teachers if they have noticed changes in the child's behaviour
- Ask if your school board has staff counsellors who can refer your child for counselling to help her/him to cope with stress
- Based on referrals from your family doctor or school counsellor, see a children's mental health clinic, psychiatrist or psychologist
- Consider family counselling or support groups to ease conflicts and learn support skills.

Ministry of Children and Family Development

Governs mental health care for children and adolescents to age 18, after which they move under the care of the Ministry of Health [1-800-663-7867](tel:1-800-663-7867) or www.mcf.gov.bc.ca

- **North Shore** (604) 904-4300
- **Richmond** (604) 660-1044
- **Vancouver** (604) 660-9376

Families Organized for Recognition & Care Equality

Consists of advocates as well as a referral source for children and their parents concerning mental illness [\(604\) 878-3400](tel:604-878-3400) or www.bckidsmentalhealth.org

Parent Support Services Society of BC

[\(604\) 669-1616](tel:604-669-1616)

Office for Children and Youth

[\(250\) 356-0831](tel:250-356-0831) or [1-800-476-3933](tel:1-800-476-3933)

Mental Health Services for Children

North & West Vancouver North Shore Child and Youth Mental Health and Addiction Network

Referral point for:

- Child and Adolescent Program
 - MCFD Child and Youth Mental Health Program
 - Child and Youth Concurrent Disorders Program
 - Child and Youth Addictions Day Treatment Program
- [\(604\) 984-3770](tel:604-984-3770)

Richmond Child and Adolescent Program (CAP)

[\(604\) 207-2511](tel:604-207-2511)

Richmond School Program

[\(604\) 718-4056](tel:604-718-4056)

Alan Cashmore Centre

Services for early childhood
[\(604\) 454-1676](tel:604-454-1676)

Vancouver Alan Cashmore Centre

Services for early childhood
[\(604\) 454-1676](tel:604-454-1676)

Youth Services

[\(604\) 660-3175](tel:604-660-3175)

Youth Forensic Psychiatric Services

[\(604\) 660-5219](tel:604-660-5219)

Child and Adolescent Response Team (CART)

For urgent response
[\(604\) 874-2300](tel:604-874-2300)

Early Psychosis Intervention Program (EPI)

[\(604\) 215-3587](tel:604-215-3587)

Child & Youth Mental Health

[\(604\) 709-4111](tel:604-709-4111)



See page 3 for a list of support organizations that include programs and resources for families.

Facts about Mental Illness and Violence:

FACT: People with severe mental illness (like schizophrenia, bipolar disorder, and psychosis) have more reason to fear violence from others, since they report being victims of violent crime at a rate more than 11 times higher than the general population.



Seniors and Mental Health

In general, Canada’s seniors are healthier, more independent and less likely to live in poverty than ever before, but that does not mean Canadians over the age of 65 are immune to mental illness. Though seniors have developed positive coping skills and emotional maturity, life experience is no defense against illnesses such as Alzheimer’s disease, anxiety disorders and depression. Deteriorating physical health and shrinking social support networks can quickly change a happy retirement into a period of confusion, fear and chronic pain. These changes have a dramatic effect on seniors’ mental and emotional well-being.

Communities can help foster seniors’ well-being by providing them with information on how to interact with the medical system, how to describe what they are experiencing, and what questions to ask their physicians. It is also important for seniors to have access to social and economic resources such as transportation and social activities.

Services for Seniors

BC Seniors’ Line

Weekdays 8:30 am to 4:30 pm
1-800-465-4911

BC Bus Pass Program

(604) 682-0391

BC Coalition to Eliminate Abuse of Seniors

(604) 437-1940

Canadian Association for the Fifty-Plus

www.50plus.com

Lower Mainland Seniors Housing Information Program

(604) 520-6621

Seniors’ Supplement

(604) 682-0391

Shelter Aid for Elderly Renters (SAFER)

(604) 433-2218

411 Seniors Centre Society

Free and low-cost social, educational, recreational and drop-in programs. At 411 Dunsmuir St., Vancouver.

(604) 684-8171

www.411seniors.bc.ca

Seniors Housing Information Program

For subsidized and assisted housing information

www.seniorshousing.bc.ca

Mental Health Services for Seniors

North & West Vancouver Geriatric Treatment and Assessment Services

(604) 904-6199

Abuse and Neglect Program

(604) 904-6215

Richmond

Richmond Adult/Older Adult Mental Health Team

(604) 273-9121

Vancouver

Geriatric Rehabilitation Program

For clients of mental health teams who are over 65

(604) 875-6193

Geriatric Psychiatry Outreach

(604) 875-4728

Seniors Well Aware Program (SWAP) Society

For seniors experiencing problems due to drug or alcohol abuse

(604) 633-4230

Alzheimer’s and Seniors

Although many seniors experience memory loss, dementia from Alzheimer’s disease is not part of normal aging. It is a progressive neurological disease that affects the brain and many of its functions including language, intellect and spatial orientation.

Some common symptoms of Alzheimer’s disease and related dementia are confusion or difficulty making decisions, forgetting names of people or places, having problems walking, doing or saying things repeatedly, having difficulty completing tasks, acting restless or agitated, sitting and doing nothing, acting stubborn and uncooperative, talking to oneself or talking nonsense.

Alzheimer’s Society of BC

(604) 681-6530

www.alzheimerbc.org

Depression and Seniors

Major illness, the death of a spouse, and a shrinking circle of friends all contribute to increased levels of stress and depression in the elderly. It is sometimes difficult to identify and treat depression in the elderly because it is often confused with aging. And like others, seniors often hold negative attitudes about mental illness which stop them from seeking help.

Suicide and substance use problems are other concerns that often go unnoticed in the elderly.



Facts about Mental Illness and Violence:

FACT: It is unlikely that a member of the public would be at risk of violence from a person with mental illness who does not also have a substance use problem.



Mental Illness Across Cultures

Dealing with a mental illness can be difficult for anyone. But immigrants and refugees face additional challenges including language barriers, immigration requirements and the different cultural taboos of mental illness. Ignoring or denying mental health problems is common in many immigrant families. Some immigrants may conceal their mental health from officials and doctors because they fear deportation, while others may ignore their mental health needs because they are isolated from services which reflect their cultural perspective. Cultural differences (including language) often make it difficult for doctors and patients to communicate with one another.

Affiliation of Multicultural Societies and Service Agencies of BC (AMSSA)

Non-profit coalition of 80 agencies providing multicultural programs and immigrant services throughout BC
(604) 718-2777 or www.amssa.org

BC Settlement and Integration Workers' Association (BCSIWA)

Association of professionals providing settlement, integration, multicultural and support services to immigrants and refugees new to Canada
(604) 689-7222

Citizenship & Immigration Canada

1-888-242-2100

Immigrant Services Society of BC

Provides information, service and skills centre for immigrants, refugees and non-English speaking BC residents
(604) 684-2561

Inland Refugee Society of BC

Assists refugees seeking political asylum in Canada and provides economic, social, and settlement services
(604) 873-6660

Mosaic

Among other employment and settlement services, also offers emergency interpretation service
(604) 254-9626 or (604) 254-0244

Translated Mental Health Materials

CMHA BC Division Pamphlets in various languages. To order call (604) 688-3234

CMHA Vancouver/Burnaby Pamphlets

- Understanding Depression
 - Panic Attacks
 - Stress Management
 - Chinese Canadian Parents and Teenagers: Different Perspectives
 - Anger Management
- To order call (604) 872-4902

Multicultural MH Liaison Workers in Vancouver Pamphlets in various languages. See section to right for contact information.

BCSS Schizophrenia Fact Sheets in Punjabi, Bengali, Hindi, Urdu, Spanish
BCSS Basic Facts Book in Chinese
To order call (604) 270-7841
Available online at www.bcscs.org

BC Partners for Mental Health & Addictions Information Online Fact Sheets in Spanish, Chinese, Punjabi with more languages to come in 2006
www.heretohelp.bc.ca/publications/factsheets

CMHA Edmonton Region Online Fact Sheets in 17 languages
www.cmha-edmonton.ab.ca/translated_topics.htm

Multicultural Mental Health Liaison Workers in Vancouver

This program aims to increase the accessibility and acceptability of community mental health services to the South Asian (Indo-Pakistani), Chinese, Latin American and Aboriginal communities.

For more information, please contact Vancouver Community Mental Health Services (VCMHS) at (604) 874-7626. See page 5 for full listing of mental health centres.

South Asian

South Mental Health Team

ਵੈਨਕੂਵਰ ਵਿਚ ਮਲ'ਟਿਕ'ਲਚਰਲ ਮੈਂਟਲ ਹੈਲਥ ਲਿਏਡਨ ਵਰਕਰਸ

ਇਸ ਪਰੋਗਰਾਮ ਦੋਂ ਅਦੋਂ ਸੱਯੂਥ ਏੀਓਨ ਕਮਿਯੂਨਿਟੀ ਵਿਚ ਕਮਿਯੂਨਿਟੀ ਮੈਂਟਲ ਹੈਲਥ ਸੇਵੱਵ ਵਿਚ ਵਿੱਵੱਸ ਓਤੇ ਅਹੁੱ ਤਕ ਪਹੁੰਚ ਨੂੰ ਵਧੱਅਣੋਂ ਹੈ।

ਸੱਯੂਥ ਮੈਂਟਲ ਹੈਲਥ ਟੀਮ ਵਿਚ ਇਕ ਸੱਯੂਥ ਏੀਓਨ ਲਿਏਡਨ ਵਰਕਰ ਹੈ। ਹੋਰ ਜੱਣਕੱਰੀ ਲਈ ਤੁਸੀਂ ਸੱਯੂਥ ਮੈਂਟਲ ਹੈਲਥ ਟੀਮ ਨੱਲ (604) 266-6124 ਤੇ ਗੱਲਬੱਤ ਕਰ ਸਕਦੇ ਹੋ।

Chinese

Grandview-Woodlands Mental Health Team

溫哥華市多元文化精神健康聯絡員
這個計劃打算增加華人社區對社區精神健康服務的易接近性和可接受性。

在 Grandview-Woodlands 精神健康隊中有華人聯絡員。需要更多資料請聯絡溫哥華社區精神健康服務處
(604) 251-2264。

Latin American

Midtown Mental Health Team

Coordinadores Multiculturales de salud mental en Vancouver
Este programa ayuda a aumentar el acceso y la aceptación de los servicios mentales en la comunidad latinoamericana.

Hay un coordinador latinoamericano en el equipo de salud mental en Midtown Mental Health. Para más información por favor contacte al Community Mental Health Services al teléfono (604) 872-8441.

Aboriginal

Strathcona Mental Health Team

(604) 253-4401

Multicultural Services

Vancouver General Hospital Cross Cultural Psychiatry Program
(604) 875-4115
www.vch.ca/psychiatry/ccp.htm

CMHA Vancouver/Burnaby Branch Chinese Health Promotion Program
Provides information, library, workshops and other activities in Cantonese and Mandarin (604) 872-4902

The Chinese Mental Wellness Association of Canada (in Richmond)
Mental health services for consumers and families in Cantonese and Mandarin. Provides counselling and runs the Chinese Mental Health Peer Support Group.
(604) 273-1791

SUCCESS Chinese Help Lines
Mandarin (604) 270-8222
Cantonese (604) 270-8233

Mandarin Emotional Health Support Group
CMHA Vancouver/Burnaby and Mood Disorders Association of BC co-sponsor a free support group for those living with depression (604) 872-4902

SUCCESS/Richmond Addiction Services
Problem Gambling Program
(604) 279-7187



Practice Mind + Body Fitness

Are you currently practicing mind + body fitness? Do you understand the connection between being physically fit and mentally fit, and why it is important to your overall well-being?

Self-Assessment

Take a few minutes to ask yourself the following questions. Your answers will reveal how aware you are of the connection between mental and physical health.

- 1 Do you know what it means to be mentally healthy?
- 2 Could your lifestyle choices be harmful to your mental health?
- 3 If a challenging situation arises, are you mentally fit enough to deal with it?
- 4 Do you think your mental health can be improved?
- 5 Are you actively trying to find balance in your day-to-day life?
- 6 Do you see a connection between your physical and mental health?
- 7 Are you aware of the benefits of being both physically and mentally fit?
- 8 Do you participate in any physical activity that also improves your mental health?
- 9 Do you often try to learn something new or do something in a different way?
- 10 Do you find yourself frequently ignoring or dwelling on negative thoughts?
- 11 Are you comfortable with how you respond emotionally to day-to-day situations?
- 12 Do you think practicing mind + body fitness can help you deal with everyday stress?

For more practical advice, see the Problem-Solving and Healthy Thinking wellness modules at www.heretohelp.bc.ca, brought to you by the BC Partners for Mental Health and Addictions Information, of which CMHA is a member.

Mental Fitness Tips

People with positive mental health are:

- **authentic:** live in the here and now, respond to people and events in a genuine way
- **realistic:** know the difference between what they can and cannot change
- **in the driver's seat:** take steps to control what they can change and take responsibility for their actions and feelings
- **open to experience:** willing to experience both their internal and external realities accurately and fully even if it means dealing with grief, anger or frustration
- **capable of intimacy:** are able to give and receive love and share their feelings with others
- **accepting of others:** gauge people by their individual merits and not according to race, sex, age or economic background
- **balanced in their reactions:** able to lead as well as follow, judge as well as empathize
- **able to enjoy life:** take pleasure in family, community, work and leisure without expecting perfection
- **self-accepting:** feel good in their own skin, like themselves and have a sense of being worthwhile

Source: Dr. Ian Pike

Need more information?

Websites can be a good source of information. The fact sheet series at www.heretohelp.bc.ca covers many areas of mental health and mental illness, from diagnoses, harm reduction, to what friends and families can do.

As well, the entire CMHA National Office's pamphlet series is available online at www.cmha.ca or call your local CMHA Branch for details. See page 2 for CMHA locations.

Mind Matters E-newsletter

Monthly issues arrive by email and provide information on the mental health community. Programs, services, events, conferences etc. are covered.

- For the province-wide edition go to www.cmha.bc.ca or email mindmatters@cmha.bc.ca to subscribe.
- For the Vancouver edition go to www.cmhavb.bc.ca/mindmattersvan or call (604) 872-4902 ext. 236 to subscribe.

Would you like to help?

If you are interested in volunteering or making a contribution to CMHA, please contact your local branch listed on page 2.



CANADIAN MENTAL
HEALTH ASSOCIATION
ASSOCIATION CANADIENNE
POUR LA SANTÉ MENTALE

Disclaimer: CMHA has taken care to make sure all the information in this guide is as accurate as possible. However, services do change rapidly and some omissions are inevitable. The guide is an information tool only and details about services or programs (other than those provided by us) do not constitute endorsement or recommendation by CMHA. Before using or referring someone else to any service or treatment, please ensure you check its value and appropriateness with a qualified professional.