



Meeting the information needs of Consumer/Survivors in the Toronto Area

BULLETIN

**"Rivers know this: there is no hurry.
We shall get there some day."**

— A.A. Milne

544 November 16th – 30th, 2015

Consumer/Survivor Information Resource Centre of Toronto, 1001 Queen St. West, Toronto M6J 1H4
Phone Hours: M-F from 9-5 / Drop-in Hours: M-F from 9-4
Tel: 416-595-2882 csinfo@camh.ca <http://www.csinfo.ca/>

Community Announcements

Reva Gerstein Legacy Fund

The Reva Gerstein Legacy Fund has been set up through a generous gift from Reva Gerstein's sons on the occasion of her 90th Birthday. The Fund looks to support projects that are run by and for psychiatric survivors that reflect Reva Gerstein's interest in education, research and other projects that celebrate the independent spirit of the survivor community. Successful submissions include a variety of initiatives including tuition, art and film, educational and small business support.

Proposals should have a budget of no more than \$4000. Applications should include contact information, a description of the initiative and a budget. For more information or to access a proposal outline, please visit Gerstein Crisis Centre website at www.gersteincentre.org

All proposals should be sent to Gerstein Crisis Centre, 100 Charles St. E, Toronto, Ontario M4Y 1V3 or e-mailed to susandavis@gersteincentre.org.

Submission deadline December 15, 2015



**The Toronto Central LHIN CSI Network
Has postponed this event until the
New Year.**

WELL ENOUGH TO MOVE ON?.... BUT HOW?
Was to be: NOVEMBER 18th, 2015.
New date to be determined.

Supported by:



Toronto Central Local Health
Integration Network



If you pay your own Hydro bill, this could be important to you:

THE ONTARIO ELECTRICITY SUPPORT PROGRAM (OESP)*

What is the Ontario Electricity Support Program?

The OESP is an Ontario Energy Board (OEB) program that lowers electricity bills for low-income households. The OESP will provide a monthly credit to eligible customers based on household income and household size. The OESP credits will be applied directly to eligible customers' bills.

The program begins January 1, 2016. Applications will be accepted this fall.

When will the program be available?

If you need assistance before the OESP begins, please contact your electricity utility or visit the OEB website for more information about other low-income programs that may be available to you.

Credits will be applied to bills for electricity used January 1, 2016 and after.

When will the credits begin?

Applications will take 6-8 weeks to process. Credits will not take effect until you submit all required information and your application is processed. The credit will be applied to your utility bill as soon as possible after your application has been approved. Credits will not be applied retroactively to January 1, 2016. See "How do I Apply?" on the following website:

<https://ontarioelectricitysupport.ca/FAQ>

Or if you do not have access to a computer please call the Ontario Electricity Support Program (OESP) at 1-855-831-8151 (8:00 am – 9:00 pm, Monday – Friday) and they will mail you an application.

*The above info was taken directly from the OESP's website as listed above.

The Psychiatric Disabilities against Violence Coalition presents:

REPORT LAUNCH

Please join us for the launch of:

CLEARING A PATH: A PSYCHIATRIC SURVIVOR ANTI-VIOLENCE FRAMEWORK

At the heart of this report is a framework to respond to the ongoing violence against people with psychiatric disabilities

Thursday, December 10, 2015

3:00 pm - 5:00 pm

250 Dunn Ave.

Bonar-Parkdale Presbyterian Church

For more information please contact: 416 535-8501 Ext. 33013.

WorkAbility:

The Inclusive Employment Strategy Summit

Friday, November 27th, 2015

College St. United Church– 454 College St. (@ Bathurst)

9:00am– 4:00pm

Join us if you are interested in learning about **best practices** for employing and supporting individuals with **mental health issues in the workplace**. No specific background is required to attend this free, interactive conference.

Register today for this FREE conference:

- Panel discussions with experts on inclusive employment
- Inspiring Key Note address
- Share your questions, learn strategies and brainstorm about inclusive employment with experts and attendees from the private sector, social enterprises, disability groups, employment and government agencies, and more!
- Consumer/survivors are encouraged to attend

Contact Lydia for more information and to register:

Organized by: **Funded by:**



METCALF FOUNDATION

416-516-1422 ex. 251

lydiabe@houselink.on.ca

Lunch and refreshments will be served



Houselink and the C/S Info Centre are pleased to present our next 2 PeerZone Workshops:



Leading Our Recovery

We ask ourselves what recovery means in this workshop and explore our own and each other's experiences of recovery. We discuss definitions of recovery, and then watch a video on overcoming addiction and mental distress. A short discussion on why recovery started is followed by a discussion on the differences between personal and clinical recovery. We draw or write what recovery means to us in an exercise that continues until the pen stops and the artwork is displayed for the rest of the session. Participants are shown a brief summary of what the research says about experience of recovery and work in pairs to explore their own experiences in relation to the research. In a second short video by Pat Deegan she talks about recovery and purpose, leading into a general discussion on what gives our lives purpose. Finally we explore an activity 'Working with Recovery Capital' which takes us into our lifebook activity.

Friday, December 4, from
1:00 pm - 4:00 pm

at Houselink,
805 Bloor St. West

Registration Required.
Please see below*

Coping With Stress

This workshop discusses the different types of stress people can experience. We brainstorm what 'bad' stress is and discuss the different types of threats that can create stress in our lives. This leads us to an explanation of thinking patterns that worsen stress, distress, or addiction and we discuss an example of how we can break the circuit of negative thinking. We then explore what kinds of thoughts cause us distress and share strategies each have used to counter them. We each fill out a thought record that can be added to at later dates. Participants are then introduced to mindfulness, its origins and the evidence that it reduces stress. This is followed by a short breathing meditation. The workshop finishes with a brainstorm that captures other ways we can reduce stress. Participants then list their own ideas on changing their responses to stressors in their lives.

The 2 above workshops are free. Anyone who self-identifies as having experience of mental distress or drug and alcohol issues can participate in PeerZone workshops.



***To Register** or for more information, please contact Carmen at 416-539-0690 x 256 or carmenca@houselink.on.ca or the C/S Info Centre at 416-595-2882 or csinfo@camh.ca

Save The date: Consumer/Survivor Info Session

On January 21, 2016, from 2:00 pm – 3:00 pm the Consumer/Survivor Information Resource Centre will host the Canadian Red Cross who will deliver an informative session on Emergency Preparedness. The session will cover being ready for all types of emergencies that might occur in Toronto including power outages, natural disasters, floods, storms and fires. The session will take place in Training Room A at CAMH, Queen Street Site at 1001 Queen Street West. Our funder, the Toronto Central LHIN, got all of its agencies working on Emergency Plans and held this training session as a webinar for us. We felt it was excellent and so necessary that we wanted to share the knowledge with you. We'll post this again in the January 1st Bulletin and take registrations then.

Helen, Cassandra & the Board of C/S Info.

The Repair Café

The Repair Café is held one Saturday each month at different locations in Toronto. At this café, there are volunteers (free of charge) available for fixing and showing you how to fix, computers, electronic devices, small appliances, lamps, small furniture, clothes, jewelry and book binding.

To avoid line-ups please arrive early. They will be able to serve visitors who arrive before 1 PM.

Visit www.repaircafetoronto.ca for more details.

WHEN: Saturday, November 21 from 10:00 am - 2:00 pm

WHERE: Skills for Change, 791 St. Clair Avenue West

COST: **FREE!!** Donations always welcome.

DIRECTIONS: Take the St. Clair streetcar westbound from the St. Clair West station. Get off at Arlington Avenue. Hope to see you there or at a future Repair Cafe!



NYWC is now an access point for women who need legal advice on immigration matters. Summary advice is provided by Unison Health & Community Services Legal Clinic staff. A monthly clinic will provide a one-time, individual appointment that provides information on immigration law, options to consider, procedures, documentation, and steps to resolving a legal immigration issue. The specific areas of immigration law covered are detailed below.

WOMEN'S IMMIGRATION SUMMARY ADVICE LEGAL CLINIC

Types of legal assistance we are able to provide:

- ❖ Obtaining legal status
- ❖ Options for women who have overstayed their visa
- ❖ Applying for sponsorship of spouse or dependent children
- ❖ What to do if sponsorship is breaking down
- ❖ Clarifying the merits of an H & C claim or refugee claim
- ❖ Initial information on refugee detention and removal
- ❖ What to do if a refugee claim is refused
- ❖ Review of permanent resident or citizenship procedure & forms

Upcoming Legal Clinic Appointments at:
116 Industry Street on the following dates:
❖ November 17 from 3:00 pm - 6:00 pm
❖ December 15 from 3:00 pm - 6:00 pm

Call ahead at 416-781-0479
for information or to make an appointment

This program is **Free**. Talk to us about
childminding and other available
accommodations.

PSAT Annual General Meeting

PSAT (Psychiatric Survivor Archives Toronto) needs you at its November 21st Annual General Meeting to witness and possibly solve ongoing problems. The former board and the current acting Board have been dealing with conflicts and extraordinary bullying for over a year. Several high quality, dedicated volunteers, members and board members have felt forced to quit in anger, disappointment, exhaustion and fear. The PSAT acting Board intends to block consumer/ survivors from voting unless they've pre-registered – which goes against PSAT's bylaws and the deepest – held values of the very movement that PSAT preserves!

Come protect the right to vote, demand the acting Board follows bylaws, ensures people act humanely towards one another and elects an incoming board that is aware of their need for accountability and to right wrongs, both past and current. Come to PSAT's AGM on November 21st from 1:00 pm – 4:00 pm at Ryerson University, Room Number SHE 554 (Sally Horsefall Eaton Building, 99 Gerard Street East, Toronto)

For more information, contact Robert MacKay by email at: psatFidelityToValues@gmail.com and/ or view PSAT's website at: www.PsychiatricSurvivorArchives.com

Computer Column

Windows 10 revisited. Or...

Don't install Windows 10 for another year, unless you really want to be a Microsoft Guinea Pig!

The transition from Windows 7 to Windows 10 has not been as smooth and seamless as I thought it would be. There are several things that have come to my attention, and that means there are hundreds of glitches, large and small, that I haven't even heard of.

Microsoft has had a long history of releasing its new operating systems too soon, before the developers have worked out all the bugs. Then we the users are expected to report a problem when we run into it, so it can be remedied and the fix will appear in the next Windows Update. I suppose it's not illegal, certainly not in the software world, but it's not ethical. We shouldn't be used as guinea pigs.

I remember when Windows 98 was released. Unfortunately it had a bad habit of refusing to start up, and crashing when a scanner or printer was plugged into it. It must have been particularly embarrassing for Microsoft when 98 bombed while being presented on CNN! https://www.youtube.com/watch?v=eKy9fV_zX_o

By the time Windows XP was released in 2001, Windows 98 (now renamed 'Special Edition') was a nice stable system that everybody liked. But Microsoft had something bigger and better, and encouraged us to upgrade to XP. And true to type, Windows XP had a lot of issues when it came out. So many issues that the updates came in 'Service Packs'. There were three such service packs, the last one, SP3, included SP1 and SP2 just in case you'd missed a fix. By the time XP was ready to be retired, it was a lovely dependable system. It is still the most-used Microsoft OS in the world, and I call it the MS Workhorse.

Vista came in 2007, and wasn't well received. It had very high system requirements, meaning it took a whole lot of power to do very little. We the 'folks on the ground' were starting to use processes like streaming videos and downloading movies, and Vista just couldn't handle it.

Windows 7 came out in 2009. It was a bit of a leap from XP, with a lot of bells and whistles to get used to. By the time the boondoggle Windows 8 was released, Win7 was pretty much perfected. Windows 8 was a disastrous move by Microsoft, sort of like the 'New Coke'. (If you're going to fix something that's working well, do it slowly and with limited impact!) It got so much negative press that Microsoft wanted to distance itself from it as much as possible. That's why there isn't even a Windows 9! It's like they're saying 'We're way, way different from Windows 8. Trust us!'

And Windows 10 is being offered free of cost from the Microsoft website. That should have been a clue, I suppose. Microsoft giving us something free??

The interface, what we see when we first boot up a Windows 10 machine, and the way we tell the computer what to do and how to do it, is different but not drastically so. For most of us, that is. Some people have reported missing icons, and having to do a Google search to replace them. Most frustrating are the small but critical changes to device names. If your printer has been renamed, your computer won't know how to communicate with it.

Thank you to Win 10 user Tracey T, who alerted me to some really important issues. Her printer was listed as 'Offline', even after she got it working again. She accessed it by way of 'Print to .PDF', and neither of us was able to rename it. It seemed that my old go-to tool, the right click dropdown menu, doesn't work the way it does with Windows 7. Options like 'delete' and 'rename' just aren't there. I'm sure there's a way around it, but if all you want to do is print out your homework, it's massively frustrating.

More critical are the changes made to Tracey's voice recognition program, the old but wonderful 'Dragon Naturally Speaking'. Not only did she have to reconfigure all the commands, there were some that Dragon just wouldn't respond to. Imagine if you're someone with a severe disability and you've configured a computer program to open the front door, answer the phone, or activate a piece of equipment? Probably not something Microsoft thought of when it released Windows 10 long before it was ready.

There have been, in the past, Microsoft Windows updates that interfered with internet settings. If you're an ordinary user and all of a sudden you try to connect to the internet and get the message 'DNS Server Not Responding', chances are you won't know what the heck is going on. Windows 10 seems to knock out the adapter settings that go back and forth (toggle) from a wired connection to WiFi. All by itself, without asking you first.

IMHO you shouldn't have to be a computer technician just to figure out how to use your system after an operating system upgrade!



Computer...Help!

Martha Gandier offers fellow consumer/survivors free over-the-phone or remote online computer advice and support with repairs, upgrades, installations, networking, virus and spy ware scans and clean-ups, coaching in MS Office, Photoshop, etc. She can be reached at: gandier47@hotmail.com or if your computer is in really bad shape, and you can't even email, call C/S Info at: 416-595-2882 and we'll email Martha for you and then she'll call you.

**On behalf of the C/S Info Centre and
all of The Bulletin's subscribers, we
would like to wish Martha a very
HAPPY BIRTHDAY MARTHA!!!!!!
May your day be filled with joy and happiness!!!!**



**Have you used Gerstein Crisis Centre's services?
We want to hear from you.**

Please help us to develop our **Strategic Plan** – a 'roadmap' to guide our services over the next 3 years.

**What do we do well?
What can we improve on?
What else could we be doing?**

Join a small group discussion to share your views.

Refreshments and TTC will be provided.

Interested?

Please sign up by calling Vicki at: 416-929-0149 or email her at: vthompson@gersteincentre.org

Cold & Flu Remedy Workshop

The flu is not a season!

Learn how to make your own safe and natural cold and flu remedies. Tuesday, November 17 at 10:00 am at The Stop Community Centre, 1884 Davenport Road. To register, email: karlenesbeautykitchen@gmail.com **Free**

NATIONAL HOUSING DAY

The People's Assembly on the Right to Housing

“While some people make theatre, we are all theatre.” – Augusto Boal

**FRIDAY
NOVEMBER
20th**

MARCH

11:00am

Meet outside the Superior Court of Justice, 361 University Ave.

PEOPLE'S ASSEMBLY

12:30pm – 3:30pm

Church of the Holy Trinity, 10 Trinity Square, behind Eaton Centre

Light hot lunch served at 12:00 pm



For more information and to register:

www.acto.ca



EMPLOYMENT & TRAINING OPPORTUNITIES

Using Social Media for a Job Search

Tuesday, November 17, from 6:30 pm – 8:00 pm. **Using Social Media for a Job Search.** Marta from the Learning Enrichment Foundation will be at the library to assist customers register for a Linked In account. Learn to connect and impress future employers and broaden your job search network. Email address is required. To sign up, call 416-394-1000. Maria A. Shchuka Library, 1745 Eglinton Avenue West. Adults. **Free.**

Rise is thrilled to be offering our first ever **RISE GENERATOR WORKSHOP** for **TEENS** who have been impacted by mental health, learning disorders or addiction challenges.

WHEN? Saturday NOVEMBER 21st

WHERE? the Rotman School of Business, University of Toronto

HOW to APPLY? Apply online here:

For more info and eligibility check out at **www.RiseGenerator.ca**. This one-day event at the UofT Business School campus is designed to introduce teens to the topic of Business Design and Entrepreneurship in a fun and collaborative format that is accessible to a wide variety of education levels and learning styles. Places are limited, so contact Mary Ross, ASAP to ensure your place: **Mary@RiseAssetDevelopment.ca**

Please share with your network, and help us get the word out about this exciting new program!

Things To Do in our beautiful city...

Free and Low-Cost Events for November 16 - 30, 2015



For TTC information call 416-393-4636 (INFO) or visit the TTC website. As changes to events happen from time to time, please call ahead to confirm the time, place and date of the event you wish to attend. Thanks.

Art

Saturday, November 21 and Sunday, November 22 from Noon - 5:00 pm. **Annual Sumi-e Exhibition of Oriental Brush Paintings.** Official Exhibition Opening Ceremony is Saturday, November 21 at 1:00 pm.

www.sumieartistsofcana.org/ref/invitation2015.pdf. Japanese Canadian Cultural Centre, 6 Garamond Court (close to Don Mills and Eglinton). **Free Admission & Free Parking**

Dance

Tuesday, November 17 from 7:00 pm - 9:30 pm (this event repeats). **Scottish Country Dancing.** Join the Bloorlea Scottish Dance Group for a friendly evening of dance. Newcomers are welcome. Scottish heritage not required. Soft shoes are recommended. amkoteff@yahoo.ca or 416-620-9628. Franklin Horner Community Centre, 432 Horner Ave. Adults. **\$5**

Health & Wellness

Monday, November 16 from 7:00 pm - 8:00 pm. **Stressed Out! Health and Wellbeing: Physical and Mental Stress.** Learn about how stress affects mental and physical health, and how to turn these stressors from negative to positive experiences. You will be taught various tools and techniques to reduce the identified stressors. In partnership with Toronto Public Health. No registration required. 416-394-5170 or salimoglu@torontopubliclibrary.ca. Albion Library, 1515 Albion Rd. Adults. **Free**

Monday, November 23 from 6:30 pm - 8:00 pm. **Library Talk! The Cutting EdgeBrain Networks Underlying Mental Illness - New Frontiers.** Neuroscience is revealing how our everyday lives depend on functioning networks of brain cells. New research shows that the malfunctioning communication in these networks is the common path for many mental illnesses, which argues to rethink the origins and possible treatments for mental illness. With Dr. Thilo Womelsdorf (York University, Biology). Drop-In Program. First come, first seated.

<http://www.torontopubliclibrary.ca/detail.jsp?Entt=RDMEVT199900&R=EVT199900>. Brentwood Library, Brentwood Program Room, 36 Brentwood Road North. **Free**

Wednesday, November 25 from 6:30 pm - 7:30 pm. **Seminar Series: Chronic Pain & Chiropractic Treatment.**

Chiropractic treatments are often only thought of in terms of the back or joints, but they can have a huge effect on the nervous system and as hormonal control throughout the body. Join us for a discussion of the potential home use of this therapy for Chronic Pain. 647-497-9797. Living City Health, 120 Eglinton Avenue East. **Free**

Holiday

Thursday, November 19 from 6:00 pm – 9:00 pm and Sunday, November 22 from 11:00 am – 6:00 pm. **Leslieville Wanderlust.** On Thursday, November 19 there will be a tree lighting ceremony at 6:00 pm in the park at Jones Ave./Queen St. East, live music, and in-store specials. On Sunday, November 22 there will be outdoor markets, gallery crawls and musicians. Leslieville, Queen St. East between Booth and Vancouver. www.Facebook.com/leslievilleBIA. **Free**

Saturday, November 21 and Sunday, November 22, various times. **SWEA Swedish Christmas Festival.** Featuring all things Swedish, our site lights up with a Christmas tree, a celebration of Pippi Longstocking and a traditional Lucia Pageant. Skate along to the ABBA-a-thon on the Natrel Rink or enjoy a warm glass of *glögg* rink-side. Check off your gift list at the winter market with traditional Swedish fare, handmade crafts, unique decor, clogs, textiles and tasty Swedish delicacies. http://www.harbourfrontcentre.com/swedishchristmasfestival/2015/events/index.cfm?festival_id=220 or 416-973-4000. Harbourfront Centre, 235 Queens Quay West. **Free**

Sunday, November 22 starting at 1:00 pm. **Kingston Road Santa Claus Parade.** The Toronto Beaches annual event, Hamper's Santa Claus Parade returns to Kingston Road running from Victoria Avenue to Walter Street. As well as the usual floats, the neighbourhood's 9th annual event offers several family friendly post-parade events including music, tree trimming, face painting, food and photos with Santa and Mrs. Claus. The parade will be hosted by Community Centre 55, a Toronto-based charity for families in need and resource centre for the Beaches neighbourhood.

http://www.centre55.com/events_sc_parade.htm. The route begins at Kingston Road and Victoria Park Avenue and finishes at Kingston Road and Walter Street. **Free**

Saturday, November 28 from 6:00 pm - 10:30 pm with tree lighting at 7:15 pm. **Cavalcade of Lights.** See the lighting of the official Christmas Tree of Toronto. There will also be live musical performances, a fireworks display and a dance party. 416-392-2489. Nathan Phillips Square, City Hall, 100 Queen Street West at Bay Street. **Free**

Movie

Friday, November 20 from 6:00 pm - 8:00 pm, come early space is limited. **Family Movie Night: Inside Out**, Rated G, 94 minutes. 416-393-7610. Northen District Library, Main Floor Programming Room, 40 Orchard View Blvd. **Free**

Music

Tuesday, November 17 from 7:00 pm - 8:00 pm. **New Music 101: What's in a Fable?** Presented by Musica Reflecta, Blythwood Winds and narrator Alex Eddington perform several pieces by local composers. Explore the dramatic and humorous side of timeless fables! Hosted by David Perlman, editor-in-chief of The WholeNote, sessions combine performance, presentation and discussion. Third of four programs. lillianprograms@torontopubliclibrary.ca or 416-393-7746. Lillian H. Smith Library, 239 College Street. Adults. **Free**

Friday, November 20 at 9:00 pm. **Jazz Night.** Hart House Music Committee, UTJO. Big band jazz standards and contemporary works. Gordon Foote, conductor. 416-978-2452. Hart House, Arbor Room, 7 Hart House Circle. **Free**

Wednesday, November 25 at 8:00 pm. **Free Student Recitals at the Royal Conservatory of Music.** Voice Students of the GGS. <http://learning.rcmusic.ca/glenn-gould-school/student-recitals-and-concerts>. Phone: 416-408-2824. Mazzoleni Hall, 273 Bloor Street West. **Free**

Monday, November 30 at 7:30 pm. **Brass Chamber Ensemble.** U of T, Faculty of Music. Info: 416-978-0492. Walter Hall, Edward Johnson Building, University of Toronto, 80 Queen's Park. **Free**

Science

Sunday, November 29 from 2:00 pm - 3:30 pm, doors open 1:15 pm. **Are Fish Populations in Hot Water Because of Climate Change?** Sapna Sharma, PhD, Department of Biology, York University. Around the world, lake surface water temperatures are changing. As the climate changes, limits shift, making Ontario fish particularly vulnerable. Discussion will be on the northward march of the feisty smallmouth bass plus angler-favourites, trout and walleye, at long-term risk in Ontario. Macleod Auditorium, Medical Sciences Building, University of Toronto, 1 King's College Circle (Nearest Subway is Queen's Park Station) Parking on campus, pay/display; limited disabled parking available. <http://rciscience.ca/lectures/fall-2015-lectures/>. **Free**

To subscribe to The Bulletin: call the Consumer/Survivor Information Resource Centre of Toronto at: 416-595-2882 or email us at: csinfo@camh.ca.

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Disclaimer: The views expressed do not necessarily reflect those of the Toronto Central LHIN or the Government of Ontario, C/S Info Staff, Volunteers or Board Members. Mailing Address: C/S Info Centre, c/o CAMH, The Mall, 1001 Queen Street West, Toronto, ON M6J 1H4. www.csinfo.ca

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From the C/S Info Bulletin Team: Helen and Cassandra and our wonderful volunteers Jacqueline and Moira!

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