



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

BULLETIN

*And now we welcome the new year.
Full of things that have never been.*

~ Rainer Maria Rilke

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/>

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Community Announcements

Consumer/Survivor Info Session Emergency Preparedness

On January 21, 2016, from 2:00 pm – 3:00 pm

The Consumer/Survivor Information Resource Centre and The Canadian Red Cross bring you a workshop on how to get ready for an emergency. 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.

Held at: CAMH, 1001 Queen Street West, Training Room A
Please call: 416-595-2882 or email csinfo@camh.ca to
RSVP before noon on January 19, 2016

Parkdale Walking Group

The group meets every Tuesday at 10:45 am and leaves at 11:00 am.

(After the holidays, the group will resume on January 12, 2016 – the group will not walk on Dec. 29 and Jan. 5)

Pick up point: In Front of Parkdale Library (1303 Queen St. West, at Cowan Avenue)

We will meet to stretch then depart for a 30 to 60 minute wellness walk.

Bring a water bottle or hot drink to keep hydrated. Rain or Shine.

Don't forget to wear comfortable and weather appropriate clothing and supportive shoes/boots.

All fitness levels are welcome.

For more information, please email: parkdalewalkinggroup@gmail.com

If you would like to check out Parkdale Walking Group's blog, you can do so here:

<http://parkdalewalkinggroup.blogspot.ca/> "connecting our community in wellness & experiences one step at a time."

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CSinfo Centre is on Facebook. Search: [CSinfo Centre](#) to check us out.

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Christmas – One last Hurrah!

For those of you that have been wanting to know.... What are the answers to the Christmas Game that C/S Info printed in the last edition?!? C/S Info printed a game on the bottom of page 12 of the last Bulletin and here are the answers that we forgot to include – sorry!:

Answers to Christmas Mind Exercises:

1. White Christmas
2. All I Want For Christmas Is My Two Front Teeth
3. Deck The Halls
4. Little Drummer Boy
5. Hark The Herald Angels Sing
6. Santa Claus Is Coming To Town
7. Let It Snow
8. Rudolph The Red-Nosed Reindeer
9. Joy To The World
10. We Three Kings

Call for Board Members

Canadian Association Of Mad People (CAMP)

The purpose of the organisation is to help Mad People to thrive in all areas of life, in particular, the academic, cultural, political, and economic fields. The organisation will accomplish these goals, by hosting and or supporting academic conferences or assisting with scholarships, hosting or supporting cultural events and festivals in the city that promote Mad culture, advocating for change within systems that oppress or marginalise Mad people, and support initiatives that foster productivity and economic involvement for Mad people. If you would like to become a volunteer Board Member please email Kevin at: khareguy@live.ca

Repair Café is back in 2016

The Repair Café is excited to be at STEAM Labs for their first café in the new year! At this monthly gathering, they will have volunteer fixers available for computers, electronics, small appliances, clothes, jewellery, book and paper repairs, toys and other things. For whatever you need fixing, bring it on! You can learn how to fix it while enjoying a cup of coffee or tea. Depending on the visitor turnout, Registration may close at around 3:00 to 3:30 pm. It would be best to arrive early and not later than 3:00 pm. so that there is enough time for the fixer to examine your item. For more info about visiting the Repair Café, please visit this page:

<http://repaircafetoronto.ca/visit/>

When: Saturday, January 23, 12:00 Noon – 4:00 pm

Where: STEAM Labs, 192 Spadina Ave (just north of Queen St. West)

Cost: Free (Donations are welcome!)

[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 things. To avoid line-ups please arrive early. The Repair Café hopes to see you there or at a future Café.]

The Toronto Mental Health and Addictions Access Point

Dear fellow consumers/service users,

We are writing you today to share information and update you on the work of the Consumer Reference Group (CRG) of The Toronto Mental Health and Addictions Access Point. The CRG provides input and advice to The Access Point from the perspective of people with lived experience of mental health and addiction issues with the system.

You may or may not know, that The Access Point is the centralized access, one-application process, for housing and individual support services (e.g., case management or assertive community treatment) for service users. If you are looking for housing or mental health or addiction supports, this is the place you would contact. It was set up in July 2014 through an integration of Access 1 (individual support services) and CASH (supportive housing) to become The Access Point. Today, The Access Point screens and assesses applications for eligibility determination. There is some peer support and limited access to short-term services as well.

The goal of creating this single contact is to improve people's experience of accessing services. But, yes, wait lists are very long and wait times vary depending on the type of housing applied for (boarding homes, shared living environments, self-contained units), and the level of support required (24 hour support, daily support, weekly support etc.). High support housing and self-contained units are the longest wait, with up to 10 years and a shared room in a boarding home is the shortest and could be 2-3 months.

The application is lengthy and applying online can be a discouraging process. So there are discussions happening on continuing to improve the service and the processes. The Toronto Central and Central LHINs (funders of mental health and addiction services) will be consulting with the community in the New Year.

The CRG tries to bring the experience and voice of service users to The Access Point. We began a process of communication this past summer 2015 with a small presentation and feedback session with consumer and peer leads from member agencies that get referrals from The Access Point. We want to continue communicating. **What we also need is feedback from consumer/survivor advocates to let us know what more can be done towards inclusion of the voices of service users in the process of system change.**

Remember, the system needs to be designed by the people who use it the most!

Feel free to email us any questions or your comments.

Rana

Project Admin and Outreach Manager
Consumer Reference Group Service User Education Project
Email: crg@theaccesspoint.ca

Phone: Lucy Costa at 416-535-8501 Ext. 33013

Mental health, carding records no longer disclosed in police record checks

Mental health records and records from police street checks -- known as carding -- can no longer be disclosed in police record checks in Ontario.

The Police Record Checks Reform Act, passed unanimously December 1, 2015 by the legislature, brings in standards for what information can be released and bans police from disclosing non-conviction records except in a narrow set of circumstances.

"The law was not clear as to what could be disclosed and what could not be disclosed, so as a result in many instances police were disclosing everything they had within their records," said Community Safety Minister Yasir Naqvi.

"Now there is absolute clarity as to what the law is and that non-conviction information cannot be disclosed."

Non-conviction records -- such as withdrawn or dismissed charges, acquittals and findings of not criminally responsible by reason of mental disorder -- can only be disclosed through some vulnerable sector checks for people working or volunteering with children or seniors.

Camille Quenneville, the CEO of the Ontario division of the Canadian Mental Health Association, said her organization supports the law.

"The disclosure of mental health police records has long been discriminatory and has increased the stigma associated with mental health issues," she said in a statement.

"We are pleased that all parties recognize that this unlawful and discriminatory practice must come to an end."

Read more: Mental health, carding records no longer disclosed in police record checks:

http://www.ctvnews.ca/canada/mental-health-carding-records-no-longer-disclosed-in-police-record-checks-1.2681703?utm_source=hootsuite

WRAP THROUGH FITNESS

The Gerstein Crisis Centre and the Central YMCA are pleased to announce our next WRAP Through Fitness! WRAP stands for Wellness Recovery Action Plan. This group helps you create your own action plan for feeling better and staying well. Skills are developed over 8 weeks, providing you with the tools to see your plan through. Fitness and nutrition are explored as wellness tools, with a workout in the morning and WRAP planning in the afternoon. All levels welcome.



Information Session:

Friday, January 15th, 2016

12:00 pm to 2:00 pm

Central YMCA at 20 Grosvenor Street

Sign up at <http://gersteincentre.org/wrap/>

WRAP Through Fitness is every Friday from 10:00 am to 3:00 pm starting January 22 and ending March 11.

For more information, call or email Laura at gersteinwrap@gmail.com or 416-929-0149 ext. 259. Registration required.

Michael Landsberg: Sick, Not Weak

Source: Mental Health News <http://www.mentalhealthnews.ca/education-and-advocacy/michael-landsberg-sick-not-weak>

EDUCATION AND ADVOCACY Michael Landsberg, host of TSN's *Off The Record*, talks about how to stay strong when dealing with a mental illness.



Mediaplanet What is your advice to people who may not be diagnosed with a mental illness, but feel there may be something wrong?

Michael Landsberg First off, from my experience people who think they "may" have a problem, often do have a problem. For me- it often comes down to answering one question: when you wake up in the morning - do you know with absolute certainty that you won't experience joy that day? To me - the inability to experience joy is a classic symptom of depression.

"When we share, we should share loud and clear and without shame."

MP How can the people who are not suffering assist those who are?

ML Non sufferers have to understand their limitations. Try not to make suggestions that you think will help, because they likely won't. If you haven't felt depression- you can't understand it.

Also, try to lessen the person who's struggling's guilt. Let them know that you don't expect them to act the way they did before they got sick. This is so important because the cycle is "I'm depressed, I'm ruining everyone else's life, and now I'm more depressed."

MP What is the goal behind your "sick, not weak" initiative?

ML The goal is so simple. Have every person I can reach understand that a person with a mental illness is "sick not weak." The perception has been and still is that somehow we bring on our own mental illness through weakness of character. "I am sick not weak." If we believe that - the stigma will fade.

MP What are the signs that someone you care about may be suffering from a mental illness?

ML First off, the most profound sign is when they respond "no" to your question "are you okay?" Dialogue is so crucial. The subject is so foreign to most people and carries such an awful stigma that we need to find a way to attack it - and the only way is with talk. But if there is denial - look at the things the person previously enjoyed and judge whether they are still enjoying them.

MP On twitter you mention a depression scale. When you're having those bad days, how do you get up, get through them, and make the impact that you do?

ML I survive because I have to survive. That's a fact of life for anyone who has a chronic illness. When I fall below a 5 on the 'sicker' scale life becomes a struggle. It's as if someone just doubled the weight I was trying to lift. I try to use those days to share with others what the pain really feels like, because on good days - the torture of the bad is tough to remember.

MP What do you think is the biggest problem about the way we currently talk about mental illness?

ML First off the name "mental illness". What does it mean? Why do we use it? Is this not a physical illness of the brain? Why do we distinguish? The word mental suggests that it's somehow different than all the other illnesses. Secondly - we need to stop whispering. When we share, we should share loud and clear and without shame. If you tell people you're struggling and say it weakly- people will perceive you as weak. What we want to convey should sound something like this: "I'm sick. I need help. This is serious. Don't for a second think that I have brought this on myself. I didn't ask for it and I can't will it away. And if you make me feel like it's my fault- I will be really, really upset and angry."

2016 Ontario Holiday List

Ontario Holidays, 2016

New Year's Day [January 1] Friday, January 1, 2016

Family Day [Third Monday in February] Monday, February 15, 2016

Good Friday [Friday before Easter Sunday] Friday, March 25, 2016

Easter Monday* [*Government employees only] Monday, March 28, 2016

Victoria Day [Monday before May 25] Monday, May 23, 2016

Canada Day [July 1] Friday, July 1, 2016

Civic Holiday* [First Monday in August – * not an official stat holiday.]
Monday, August 1, 2016

Labour Day [First Monday in September] Monday, September 5, 2016

Thanksgiving Day [Second Monday in October] Monday, October 10, 2016

Christmas Day [December 25] Sunday, December 25, 2016

Boxing Day [December 26] Monday, December 26, 2016

Source: <http://www.statutoryholidays.com/ontario.php>



416.781.0479 | WWW.NYWC.ORG

Overview of NYWC Programs

North York Women's Centre (NYWC) is a community of diverse women providing programs, services and supports that assist women to effect positive change. NYWC has moved to 116 Industry Street. Through their partnership with the Learning Enrichment Foundation, they are sharing space in the Weston Mt. Dennis neighbourhood with North York Harvest Food Bank, Weston King Neighbourhood Centre and others. This move has resulted in renewed energy and momentum for NYWC and brings with it new opportunities.

REGISTRATION IS NOW OPEN FOR THE WINTER 2016 AT NYWC

Women Empowerment Series is a set of three skill-building programs. Weekly workshops are held in a supportive environment, with group discussions and interactive activities. Participants will gain skills and knowledge to move forward in their lives, while making connections with other women.

Discovering Our Power is the first program of the three-part **Women's Empowerment Series**. This 9-week support group is for women who want to move forward in life and are lacking self-confidence. By understanding difficult emotions and the affect they have on mental and physical well-being you will identify personal strengths; learn coping strategies for stressful situations. The group gives women a safe and supportive environment to learn about healthy relationships, as well as making connections with other women in a supportive environment through group work, role play activities.

Tuesdays February 9th – April 5th, 2016

Morning Sessions from 10:30 am – 1:00 pm at 116 Industry Street *or*

Afternoon Sessions from 2:30 pm – 5:00 pm at 116 Industry Street *or*

Evening Sessions from 6:00 pm – 8:30 pm at 116 Industry Street

Register by February 4th, 2016 to be guaranteed **an intake appointment**.

Intake appointments run until February 4th

Reclaiming Yourself after Abuse is a 10-week group program for women who have experienced past relationship violence. The group provides a supportive environment where women will explore the impacts and effects of abuse, examine their personal responses, strengthen individual coping skills and develop strategies for moving forward.

Wednesdays February 10th – April 13th, 2016

Morning Sessions from 11:30 am – 2:00 pm at 116 Industry Street *or*

Evening Sessions from 6:00 pm – 8:30 pm at 116 Industry Street

Register by February 4th, 2016 to be guaranteed **an intake appointment**.

Intake appointments run until February 4th

CALL NORTH YORK WOMEN'S CENTRE AT: 416-781-0479 TO SCHEDULE AN INTAKE APPOINTMENT.

Computer Column

And even more on Windows 10...

If you accepted one of those in-your-face offers to update to Windows 10, and you've got problems, you're not alone. Even with the first major update to Win10, which I had hoped would fix all the glitches, a lot of people still have headaches with it. Here are the ones I hear about the most, and I'm sure there are lots more.

1. Your printer was working perfectly well before you updated, now it doesn't. The easiest way to fix this is to uninstall the printer and then reinstall it. Hopefully you still have the CD with drivers on it, if not you can do a Google search for '(make and model of printer) Drivers'. You can also do this..

Start>Control Panel> Devices and Printers, right click on your printer and choose to remove it. Then install the driver, either from the CD or the website. Don't worry if you can't find Windows10 drivers yet, 7 or 8.1 version will work.

This is the first major, totally unnecessary, pain in the butt. And then...

2. You can't play your DVD's anymore. No error message, no clue as to why, they just don't play. This is because Microsoft chose to release Windows 10 without a media player!?!? So you have to download one. You can download and install Windows Media Player from here:

<http://windows.microsoft.com/en-us/windows/download-windows-media-player>

There are lots of alternate media players, I've been using VLC for many years and have never been disappointed with it. VLC has good support, too, if you run into problems: <https://www.videolan.org/vlc/>

3. All your Favourites have disappeared. If you normally use Internet Explorer, with a long list of Favourites, the shiny new browser, Microsoft Edge, won't have them. Luckily, you can get them back, click on those three little lines at the upper right hand side of Edge, and choose 'Import Favourites'. Click on Internet Explorer and import. You might want to think about an alternate browser though, try Firefox or Chrome.

4. Increasingly slow start-up and shut-down. Windows 10 was probably quite quick when you first started using it, but a few weeks or months later, things are slowing down. This is because Win10 has a huge number of applications that are, by default, set to start every time you start up your computer. 99% of them don't need to start just because the computer is turned on. You can disable this feature...

Go to your Task Manager (Ctrl Alt Del) and choose 'more details'. Click on 'start-up' then click on the status column. Look at each app, and decide if you need it to start automatically. If you're not sure what the app is, Google it.

5. Windows 10 forces you to update automatically. You can't get out of it...as far as I know and I'm still looking. Make sure you have System Restore set up so you can roll back to a time before the latest update if it turns out to be a piece of crap. It happens, believe me!

6. Your programs run more slowly, and you have trouble running more than one at the same time. If you like to watch videos while several other programs are open, you might see a difference. This is because by default, Windows 10 doesn't give you enough virtual memory. Virtual memory is a bit of the hard drive set aside to act as RAM. If you don't have a truckload of RAM, maybe 1 or 1.5 GB, this can be a problem. You can reset virtual memory, luckily!

ControlPanel>Performance>Adjust the appearance and performance of Windows>Advanced. Click the Advanced tab and hit 'Change' under the Virtual memory section.

Uncheck the 'Automatically manage paging file size for all drives' box, select the drive containing Windows 10 (probably C:), and select Custom Size. You can Google the recommended setting, usually 1.5 times your RAM. This is a useful video...<https://www.youtube.com/watch?v=NkHjRKFUnNc>

Set and OK the settings and reboot your computer. BTW rebooting your machine gives it a chance to make changes and reconfigure the operating system to compensate for them.

7. Superannoying popup ads (or notifications) for Office products. Especially if you like MSOffice just the way it is and have no intentions of changing it. You'll still get these ads.

Open the Start menu's All Apps list, right-click on the Get Office app, and select *Uninstall*. You'll be asked to confirm the deletion; do so. Reboot the computer just to make sure Windows 10 gets the message.

Anything I haven't covered? Please email me. I don't use Windows 10, I decided to give Microsoft a chance to fix all the glitches before I installed it. But I'll try to help.

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.

Things To Do in our beautiful city...

Free and Low-Cost Events for January 1 - 15, 2016



For TTC info. call 416-393-4636 (INFO) or visit the TTC website www.ttc.ca.

As changes to events happen from time to time, please inquire ahead to confirm the time, place and date of the event you wish to attend. Thank you!

Arts

Wednesday, January 2 to Thursday, January 31, with the opening reception on Sunday, January 10 from 1:00 pm – 5:00 pm. **Judith Snow Lasting Images.** The Colours of Judith Snow were vibrant, flagrant, unabashedly in the forefront of the forefront: a social inventor; a trailblazer; a relentless advocate for Inclusion. She championed communities that welcome diversity, including all persons with disabilities, especially people who do not speak in voice, as full contributing citizens. She was an unstoppable dreamer, and courageous instigator, motivator, and challenger. She was a prophet, a muse, an author, a speaker, an actor, an artist. As an author, trainer and educator for over 40 years, she travelled widely: the US, UK, Europe, the Caribbean and Canada. Judith's impact remains worldwide. In 2003, Judith developed Laser Eagles Art Guild and discovered that she was a visual artist herself. Her entire life was dedicated to the vision: 'There really is no disability': "People are always contributing something. The work is to see the value and potential in what they are contributing and build that through relationships into community and economic opportunities." Montgomery's Inn, 4709 Dundas Street W. **Free Admission**

Book Club

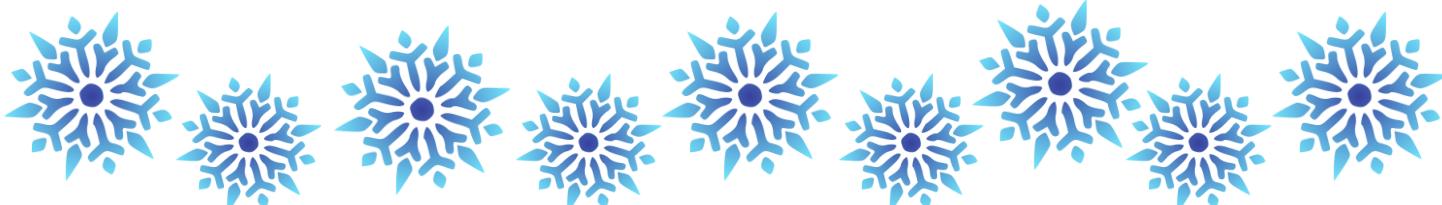
Thursday, January 7 from 2:00 pm - 3:00 pm or 7:00 pm – 8:00 pm. **Adult Book Clubs.** Join for a discussion of the novel, "The Time in Between" by Maria Duenas. vvstaff@torontopubliclibrary.ca or 416-395-5951. Victoria Village Library, 184 Sloane Ave Adults. **Free**

Entrepreneurs

Thursday, January 7 from 6:00 pm - 8:00 pm, this event repeats once a month. **Pop-Up Business Incubator.** Calling all (current and future) entrepreneurs! You're invited to visit the Pop-Up Business Incubator, organized by HumberLaunch (www.humber.ca/humberlaunch/) and Richview Library. Participants will have an opportunity to attend monthly workshops on a variety of business subjects (business models, marketing, social media presence, pitching), consult with and receive advice from Humber College students and industry professionals and discover related small business and startup resources available from Toronto Public Library and HumberLaunch. 416-394-5120 or <http://www.humber.ca/humberlaunch/RichviewPopUp>. For a list of all sessions: <http://www.torontopubliclibrary.ca/detail.jsp?Entt=RDMEVT15142&R=EVT15142>. Richview Library, 2nd Floor, 1806 Islington Ave. Adults. No registration required. **Free**

Films

Thursday, January 7 at 7:30 pm (this event repeats). **Cinema Thursday - Gemma Bovery.** Synopsis: Martin, an ex-Parisian well-heeled hipster passionate about Gustave Flaubert who settled into a Norman village as a baker, sees an English couple moving into a small farm nearby. Not only are the names of the new arrivals Gemma and Charles Bovery, but their behavior also seems to be inspired by Flaubert's heroes. Released in September 2014 (99min). Directed by: Anne Fontaine. Stars: Fabrice Luchini, Gemma Arterton. Type: Comedy, Romance, Drama. The movie is screened in French with English subtitles. Presented by Lucie Carette, Cinema & New Media Officer - French Consulate-General in Toronto. Screening in partnership with the French Consulate and the French Embassy, as a part of the series "Retrospective: French actress and director". culturel@alliance-francaise.ca. Alliance Francaise, 24 Spadina Road. Adults. **Free**



Friday, January 8 from 7:00 pm - 9:00 pm. **Movie Night.** Watch, "The Grand Seduction" (Newfoundland movie), with friends or family. Synopsis: the small harbor of Tickle Cove is in dire need of a doctor so that the town can land a contract to secure a factory which will save the town from financial ruin. Village resident Murray French (Gleeson) leads the search, and when he finds Dr. Paul Lewis (Kitsch) he employs - along with the whole town - tactics to seduce the doctor to stay permanently – *Synopsis written by JP Smith found on www.IMDB.com.* richviewunited@yahoo.ca or 416-621-5030. Richview United Church, 149 Wellesworth Drive. All Ages. (Refreshments available at minimal cost if desired). **Free**

Games

Friday, January 8 from 10:00 am - 12:00 Noon, this event repeats every Friday. **50+ Board Game Cafe (Drop-in).** Join in for coffee and tea while you chat and play your favourite game. Scrabble, Monopoly, cards, Yahtzee, Dominoes and more. You're welcome to bring your own game or choose from the games that are available. See Central Eglinton Community Centre's 50+ Calendar for changes in schedule. olderadults@centraleglinton.com or 416-392-0511. Central Eglinton Community Centre, 160 Eglinton Ave. East, 2nd Floor, Movie Room.

Adults 50+. **Free**

Health & Wellbeing

Wednesday, January 6 from 1:00 pm - 3:30 pm. **An introduction to Mindfulness Meditation for Persons with Arthritis.** (Space Limited -Registration Required.) By attending this 2 session program you will learn to identify and apply basic principles of mindfulness meditation strategies, to help manage the physical and emotional impacts of Arthritis. Phone: 416-979-7228. The Arthritis Society, 393 University Ave., Suite 1700. All Ages. **Free**

Skating ~ Toronto's Scenic Rink



The Natrel Rink is finally open. Set against the beautiful shoreline of Lake Ontario, the Natrel Rink is one of the city's most scenic skating rinks. From lessons for all ages to Saturday night DJ events, there's tons of cool fun on the way. Did you know the Natrel Rink has been a skating destination in Toronto for 30 years? It has a heated indoor change room with lockers and washrooms. Best of all – skating is Free! Hot food and drinks are available for purchase at the rink-side restaurant. For safety reasons, no assistive devices or service animals are allowed on the ice. Wheelchair accessibility can be accommodated with advance notice and booking by phone at: 416-973-4866 or via e-mail: rinkbookings@harbourfrontcentre.com. A support person will be allowed on the ice as long as they are wearing skates, spikes or traction aids. Skates can be rented for \$8 per pair. Rink Hotline: 416-973-4866. (Skate Rentals available at a cost with Government issued ID and servicing available for a fee too.) 235 Queens Quay West. **Free Rink Admission**

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. Our 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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