



Canadian Mental  
Health Association  
Toronto

# CMHA Toronto

## Programs and Services

Providing recovery-focused, community-based services for people living with mental health challenges to live, work and belong in the community.

# Vision, Mission, Core Values

## Our Vision

Mentally healthy people in a healthy society.

## Our Mission

- **To develop and provide community-based support services** that help people who are living with mental illness or mental health problems improve the quality of their lives in accordance with their defined needs.
- **To provide information and education** to increase knowledge and understanding of mental health and mental illness and services that promote mental health.
- **To advocate for public policies that lead to improved quality of life** for people living with mental illness or mental health problems, their families and our community.

## Our Core Values

- **Integrity** – We value honesty and ethical behaviour.
- **Diversity & Equity** – We respect all individuals and value their differences.
- **Recovery & Well-being** – We value hope, social inclusion, self-determination and well-being.
- **Partnership** – We value partnership and teamwork with the people who use our services, their families, significant others, service providers and communities.
- **Safety & Privacy** – We value people's privacy and work to create safe environments that promote recovery and well-being.
- **Accessibility** – We value equitable access to integrated services and social determinants of health - housing, income and employment.
- **Quality** – We value providing effective, evidence-based services and supports.

# Who We Are What We Do

## Who We Are and What We Do

The Canadian Mental Health Association (CMHA), founded in 1918, is a nationwide, charitable organization that promotes mental health for all. Over the past century, CMHA has grown to provide mental health services and supports across Canada in over 330 communities, with our local branch, CMHA Toronto, established in 1953. Since then, our branch has grown to operate through 13 sites across the city; employing 365 full time staff, and serving over 10,400 individuals each year.

As one of the largest community-based mental health agencies in Canada, CMHA Toronto is committed to providing services and supports for individuals in the city of Toronto who are experiencing mental health challenges. CMHA Toronto supports individuals' mental health recovery through a broad range of services in the community as well as a variety of social, educational, specialized and internal programs. We serve all members of our diverse community, including those of different race, culture, religion, gender identity, sexual orientation, ability and age.

Our goal is to support the resilience and recovery of individuals experiencing mental health challenges by helping them to live in the community in clean, safe, affordable accommodation; work in the community in paid employment or volunteer activities; and belong in the community as engaged, valued and contributing members. We know that a place to live, meaningful work and a caring community are integral to recovery.

## How to Access Our Programs and Services

For more information about our programs and services, including eligibility criteria and the referral process, visit [www.toronto.cmha.ca](http://www.toronto.cmha.ca), or contact 416-789-7957 or [info@cmhato.org](mailto:info@cmhato.org).

# Community Services

## Community Services

CMHA Toronto provides community-based programs and services for individuals living with mental health challenges to receive access to care in their home and community.

**Information and Decision Support** assists individuals seeking information about CMHA Toronto programs and services. This includes service users, family members and friends of people living with mental health challenges, physicians, health care workers and social service workers.

We do this by:

- Responding to telephone, email and in-person inquiries about mental health services in Toronto
- Assessing whether someone might be eligible for CMHA Toronto services
- Making referrals to appropriate CMHA Toronto programs and/or providing information about other agencies

### **Assertive Community Treatment (ACT) Teams**

provide treatment, rehabilitation and support services to individuals diagnosed with a serious mental illness who have had multiple hospitalizations. The teams are multidisciplinary, with each having a social worker, nurses, a vocational/employment specialist, an occupational therapist, a psychiatrist, a peer support worker and an addictions specialist. ACT Teams support individuals in their recovery process, meeting with them in their homes or in the community as frequently as the individual requires.

CMHA Toronto has three ACT Teams:

- West Metro ACT Team
- New Dimensions ACT Team
- East Metro ACT Team

# Community Services

**Case Management Services** work with individuals with serious mental health conditions who require support to live and work in the community. These services assist individuals in meeting their basic needs (e.g., food, shelter, finances) and encourage the development of skills needed to live independently and improve quality of life. We coordinate with other community services that can assist individuals in achieving their goals. Case management offers services in Somali, Tamil, Dari and Pashto in Scarborough, and offers services in French and Italian west of Yonge Street.

**Dialectical Behavioural Therapy (DBT)** is a program that serves individuals with difficulty regulating emotions and/or borderline personality disorder (BPD), which can lead to impulsive behaviours such as substance use, self-harm, problematic relationships, social isolation, low self-efficacy and generalized emotional vulnerability. DBT is a comprehensive one-year program consisting of individual psychotherapy, group skills training, phone coaching and team consultation. DBT teaches effective problem-solving skills that help reduce impulsive behaviours and meet long-term goals.

**Early Psychosis Intervention Program (MOD)** provides services to youth aged 16 - 35 who are experiencing what may be the early signs and symptoms of psychosis. The goal of this program is to promote early identification and treatment of psychosis, which decreases the rates of relapse and hospitalization, and results in better outcomes. MOD is a clinical program that is based in the community which includes the provision and coordination of treatment, support, education, case management and referrals. The team also works closely with individuals' families.

# Community Services

**Employment Services** assist individuals experiencing mental health challenges to obtain and maintain competitive community-based employment. We provide participants with individualized return-to-work action plans, job placement supports and ongoing job maintenance. We have programs that can support individuals with their short-term educational goals as well as services specifically designed to connect youth to the labour market.

**Family Outreach & Response Program (FOR)** offers recovery-oriented support services to family and friends who have a loved one that is 16 or over struggling or experiencing a mental health concern. FOR recognizes that families and friends require support, information and skills to help create an atmosphere of hope in which change and recovery are possible for their loved one. Education and individual, family and group supports are available.

**Safe Bed Program** offers short-term housing for individuals with a mental health condition who are in crisis and who have come into contact with the law, providing an alternative to custody or hospital admission. The goal is to support individuals through the immediate crisis and link them to community services for ongoing support.

**Housing First Intensive Case Management (HFICM)** provides client-centred services to individuals with complex health care needs who are experiencing chronic homelessness and may be living with mental health and addiction challenges. It is based on the principle that housing is not contingent upon “readiness” or on “compliance,” but that all people deserve housing and that adequate housing is a precondition for recovery. We are a multidisciplinary team that uses a strengths-based and trauma-informed care approach to assist service users in locating housing, and providing them with the support they need to maintain their housing and achieve their goals.

# Community Services

**Housing Services** ensure access to safe and affordable residential options for individuals living with mental health conditions throughout Toronto. Support to these individuals is provided by housing outreach workers, case managers and a wide variety of community support services. Housing outreach workers act as a liaison between the landlords and our service users by providing information on their respective rights and responsibilities. We also offer a limited number of short-term residential beds for individuals who are transitioning to permanent housing.

**Mental Health Court Support and Diversion Program** supports individuals diagnosed with a serious mental illness who have charges pending at the Scarborough and Etobicoke courts, diverting these individuals from the court system into mental health and community support services. The program also provides consultation for court service users who do not qualify for diversion, linking them to services to facilitate bail or to assist with sentencing. In addition, the program offers information and support to families of those who are in conflict with the law as the result of their mental health conditions.

**Mental Health and Justice Crisis Prevention** provides support for individuals in Scarborough who have a mental health condition and who are at significant risk of incurring criminal charges, are before the criminal courts on charges, or have recently had charges before the criminal courts. The program assists individuals who are at significant risk of incurring criminal charges by assisting them to access and use mental health and other services and supports. Consultation by phone is also available for police and probation officers as well as other criminal justice personnel.

# Community Services

**Post Incarceration Housing Program**, in partnership with the City of Toronto Streets to Homes Program, supports individuals with mental health and/or addictions who have recent or current involvement in the criminal justice system. The goal is to prevent the cycle of homelessness and incarceration by assisting individuals to find and maintain housing, and connecting them with the services and supports they need in their community.

**Transitional Youth Program (TYP)** provides services to youth aged 16 - 24 who have been diagnosed with schizophrenia or a mood disorder. The goal of this program is to assist youth to regain/maintain age-appropriate activities such as school, work and socializing with peers, and to minimize the impact of mental health challenges on their lives. Case management services are offered in the community, and regular peer support and social opportunities are provided. We coordinate with other services in the community that can assist the youth in achieving their goals and we also provide education to families to assist them in understanding and coping with their loved ones' mental health challenges.

# Social Support Programs

## Social Support Programs

CMHA Toronto provides social support programs for individuals who self-identify as having personal experiences with their mental health and would like to connect with a community of peers.

### **Multicultural Women's Wellness Groups**

promote the mental health of individuals who face social isolation and who experience cultural and linguistic barriers. These groups encourage and empower those who, because of difficult life circumstances, are facing mental health and coping challenges. Some groups are exclusively for women and some are language specific and designed for newcomers, whose mental health is often at risk because of the stress of migration.

**Pathways** is a program in Scarborough that facilitates the recovery of individuals living with mental health challenges by providing opportunities for peer support, skills development and leadership. Pathways offers an inclusive and supportive environment, allowing individuals to build new relationships and share their experiences. Through workshops, cultural and recreational activities, individuals learn new skills to live healthier lifestyles.

**Routes** is a community space in North York offering recovery-focused programming and drop-in hours for individuals recovering from mental health challenges. It is a place where members can connect with others and socialize in a safe and inclusive space. Routes promotes recovery and well-being in a supportive environment by offering a wide variety of recovery-focused programs and social activities including one-to-one peer supports, Wellness Recovery Action Plan (WRAP), mindfulness, yoga and healthy cooking classes.

# Educational Services

## Educational Services

CMHA Toronto provides educational workshops for individuals and organizations to increase their knowledge and understanding of mental health and mental health challenges in the community.

**Mental Health Promotion and Media** provides education and training on mental health, mental health disorders, suicide prevention and mental health in the workplace. These workshops are delivered on-site and in the community for organizations and businesses. We also offer an education and support program for family and friends of those living with mental health challenges.

**The Opening Doors Project (TODP)** aims to strengthen and foster healthier Ontario communities by providing interactive, peer-led workshops that address mental health, racism and discrimination within newcomer communities. A focused Syrian Youth Mentorship Program reaches out to Syrian youth aged 14 - 25, providing them with a safe place to talk about their challenges and receive support as they navigate the immigration and settlement process. TODP is funded by Immigration, Refugees and Citizenship Canada.

# Specialized Services

## Specialized Services

CMHA Toronto works in partnership with various organizations to provide access to specialized services. Each program requires different eligibility criteria. To learn about the eligibility requirements, please contact our Information and Decision Support team at [info@cmhato.org](mailto:info@cmhato.org) or 416-789-7957.

### **Community Treatment Order (CTO) Program**

provides intensive case management services for individuals with a serious mental health condition. A CTO is for those who have had repeated psychiatric admissions and who do not voluntarily engage in outpatient follow-up. The CTO Program works closely with individuals to meet the obligations of their community treatment plan, support them in meeting basic needs, developing skills, accessing mental and physical health supports, and other community resources.

### **Forensic Supportive Housing Program (FSHP)**

provides supportive housing to individuals who have serious mental health conditions, have been found not criminally responsible (NCR) and are under the jurisdiction of the Ontario Review Board. FSHP also provides intensive case management services with a focus on recovery, independence, skill building and risk management. This is the final stage in the continuum of care within the forensic services offered at CMHA Toronto. The program focus is on full community reintegration.

### **Transitional Case Management (TCM)**

supports individuals who have serious mental health conditions, have been found not criminally responsible (NCR) and are under the jurisdiction of the Ontario Review Board. The team works to facilitate the safe transition from a secure forensic unit in the hospital back into the community.

# Specialized Services

**Mental Health and Justice Case Management Services** provide support for individuals who are involved in the criminal justice system. This program offers service users/tenants a continuum of care by providing a high level of support that is flexible, portable and individualized, helping individuals to stay out of the criminal justice and correctional systems.

**Home for Good Follow-Up Support Program** aims to increase successful housing tenure to individuals with experience of long-term homelessness. We do this by providing community support to individuals transitioning from the shelter system, hospitals and/or criminal justice institutions to permanent housing. This program adopts a housing first intensive case management framework to provide a trauma-informed care approach and moderate to high support to individuals with complex needs. This includes those with acute and chronic comorbid conditions (mental health, physical health and addiction issues), history or risk of criminal justice involvement and poor access to the social determinants of health. This program is in partnership with the City of Toronto.

**Strengthening Communities in Scarborough (SCS)** is an intensive case management program serving individuals with complex mental health and addiction needs who are living within a Scarborough Toronto Community Housing residence. The program provides immediate, short-term and long-term supports based on individual needs. The on-site multidisciplinary team offers case management supports to individuals to improve their mental and physical well-being, and to help maintain their housing. The SCS team also facilitates various psycho-educational groups to all tenants to address an array of community needs.

# Specialized Services

**The Healthy Families Program** is a collaboration between CMHA Toronto and the Children's Aid Society of Toronto (CAST) that works to improve outcomes for families who are currently engaged with CAST and are experiencing mental health difficulties. They also work to strengthen the family by facilitating connections to mental health and addiction services, as well as primary health care services.

**Scarborough Hospital to Home (H2H) Program** is a collaboration between CMHA Toronto, Scarborough Health Network (SHN) and Pinewood Centre of Lakeridge Health. We connect individuals who present with mental health and/or addiction issues at the SHN hospitals (emergency room, crisis unit, urgent care and mental health and medicine inpatient units) to community supports and services. The H2H team supports the transition from inpatient to outpatient by providing individuals with information, education, resources and community care planning, thus decreasing the frequency of hospital visits. We encourage individuals to manage mental health and addiction issues in the community with the appropriate resources.

**Transitional Rehabilitation Housing Programs (TRHP-1 & TRHP-2)** provide supportive housing to individuals who have serious mental health conditions, have been found not criminally responsible (NCR) and are under the jurisdiction of the Ontario Review Board. It also provides intensive case management services with a focus on recovery, skill building and risk management. The program focus is on preparing service users for more independent community living.

# Internal Programs

## Internal Programs

The following internal programs are only made available to individuals who are currently enrolled in a CMHA Toronto program.

**ACT Stepped Care Transition Team** provides treatment and support services to individuals diagnosed with a serious mental illness who no longer require intensive services offered by the ACT program. Individuals are transitioned from ACT into ACT Stepped Care, where treatment is provided by a nurse practitioner and support services by a registered nurse/registered practical nurse. Services are provided in the home, community and office. The ACT Stepped Care Transition Team promotes and supports independence, accountability and responsibility. We assist individuals by connecting them to community supports and services as they advance in their recovery and fully transition into the community.

**Concurrent Disorders** is an addiction program that addresses the need for specialized support for individuals with a concurrent disorder, specifically, individuals who have both a mental health diagnosis and a substance use issue. We offer consultations, screenings, assessments, referrals, counselling, treatment planning and support groups for service users and their families and/or loved ones. Types of groups offered are double recovery, smoke stoppers and a maintenance group for people who are no longer using any substances.

# Internal Programs

**Primary Health Care** is an initiative to enhance primary health care services and chronic disease management for our service users in four strategic areas across the agency: improving access to care, partnership development, education and health promotion, and the coordination of primary health care services. Our aim is to promote our service users' overall health and well-being by improving access to primary health care services in the community. Health promotion and chronic disease management and prevention are emphasized in the various programs we offer: Diabetes and Wellness, ACT NOW, CAN (Community Agency Notification), CBT (Cognitive Behavioural Therapy) and OTN (Ontario Telemedicine Network).



**Canadian Mental  
Health Association**  
**Toronto**

### **Main Sites:**

Lawrence Avenue West Site  
700 Lawrence Avenue West, Suite 480  
Toronto, ON M6A 3B4

Markham Road Site  
1200 Markham Road, Suite 500  
Scarborough, ON M1H 3C3

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