

Mental Health and Pinewood Centre of Lakeridge Health

Community Treatment
Services

Client Handbook



**Lakeridge
Health**

www.lakeridgehealth.on.ca

Welcome

At Pinewood Centre, staff recognize the strength and courage it takes for individuals to reach out for support.

Pinewood Centre is committed to ensuring that all services are provided in a manner that is welcoming; client and family centered; and is fully responsive to the needs of individuals with substance use, mental health and/or gambling concerns. Our approach is based on recovery-oriented values that respond to each person's readiness to change, current circumstances and personal goals.

Confidentiality

Your involvement and the information you share is confidential within the Mental Health and Pinewood Centre Program, meaning that staff will protect your personal information in keeping with the Personal Health Information Protection Act (PHIPA).

Information will be shared with staff within the Mental Health and Pinewood Centre Program, when they are directly involved with your care; provide progress reports; treatment planning; and when seeking consultations or for supervision.

Details of Lakeridge Health's privacy policy are described in our Privacy Brochure available at each location or online at www.lakeridgehealth.on.ca. Pinewood Centre does not disclose information to family and personal supports about your involvement without your written consent, if you are 12 years of age or older.

Should you require a family member or outside agency to have access to your information, Pinewood Centre requires your written consent. With written consent, you have the opportunity to limit the information shared. You will have the opportunity to discuss the limits of confidentiality in more detail at your assessment appointment; however a few examples of the limits to confidentiality are listed below.

Some limits to confidentiality, in which there may be a duty to report the information, include:

- If you are suspected of being at risk of hurting yourself or someone else.
- Any situations of suspected child physical and/or sexual abuse or exploitation, neglect, or domestic violence become known, or there is a potential risk of harm to a child under the age of 16.

Please note that the same commitment for the privacy and confidentiality of other clients is expected from you. It is very important to keep the names of other clients you come in contact with or the information discussed in group settings confidential.

Harm Reduction

- Pinewood Centre promotes the philosophy of Harm Reduction.
- Harm reduction aims to reduce the negative impact of substance use and/or gambling on individuals and on society as a whole. This philosophy supports personal goals which include safer use, reduction and/or abstinence.
- Pinewood Centre offers safer injection and inhalation kits to adults 18 years of age and older and these supplies are available at all of our sites. If you would like more information, please speak to one of our staff. Exceptions to provide safer use kits to those under 18 years of age, may be made on a case-by-case basis.
- Pinewood Centre provides education/information regarding safer practices and general community services and resources available, including addiction and mental health services.

Benefits and Risks of Treatment

There are both risks and benefits to attending any form of therapy. Some benefits may include the opportunity to share private concerns with an objective, non-judgmental listener in a safe place; to develop healthier ways to cope with difficult situations, relationships and feelings; to build on your strengths and the experience of others to explore personal values and to achieve your goals; to gain knowledge and information to make informed choices; and to build a team of supports both personally and professionally to work together towards your goals.

Some risks may include not achieving anticipated outcomes, experiencing set-backs or the process taking longer than expected; the changes you make may affect other individuals in your family and may result in additional stress; your own motivation to change your substance use may affect mental health symptoms; or therapy may be more emotionally challenging, and sometimes painful than expected.

Community Treatment - Range of Services

Community Treatment Services offer a range of out-patient, evidence-based substance use, concurrent disorders, and gambling treatment options for youth, adults and family members. Through the assessment process, an individualized treatment plan is developed to support your needs and your choices.

Our Community Treatment Services include:

- Intake, Assessment, Referral and Treatment Planning
- Adult Services
- Youth Services
- Parents and Family Member Services
- Specialized Services - Durham Drug Treatment and Mental Health Court, The Concurrent Disorders Court Diversion Program, Addictions Supportive Housing Program, Hospital to Home Program, the Umbrellas Program, the Youth Diversion Program, the Opiate Case Management Program, Problem Gambling Program, and the Back on Track Program.

Intake, Assessment, Referral and Treatment Planning

Service for both Youth and Adult clients begins with an intake which can be conducted over the phone or in person at all Community Treatment locations. During the intake, an assessment appointment will be provided.

A comprehensive assessment consists of 3 components:

- 1) an explanation of our services and completion of questionnaires and forms;
- 2) completion of the standardized assessment tool; and
- 3) an interview to explore the effects of substance use and gambling on all areas of the client's life, highlighting client strengths and goals, as well as developing a collaborative treatment plan.

The treatment plan may include short-term individual psychotherapy, group services, and/or referrals to other treatment agencies (e.g. residential treatment, and other community services).

Adult Services

Individual Counselling and Case Management

After the initial Assessment, clients are connected with their individual counsellor. The counsellor is responsible for providing ongoing assessment, counselling, support, advocacy, linkage to community supports, and referral.

Your counsellor will return your phone call within the next business day. Please note there may be times when waiting is unavoidable and phone messages may not be returned within that time frame (e.g. office closures, staff illness, holidays). Should you require immediate support, you may contact Pinewood Centre Addiction Support Services (PASS) at 905-723-8195 or 1-888-881-8878.

Adult Group Services

A range of educational, skills-based and therapeutic group options are provided which are based on your needs, your readiness for change and availability. In addition, there are other groups and services offered off-site in partnership with other community agencies.

Auricular Acupuncture is offered at all Community Treatment locations. Auricular Acupuncture is a non-verbal therapy that occurs in a group format and involves the insertion of five very fine sterile needles into specific points in each ear. It is considered a complementary treatment and is most effective when used in combination with other therapies. Research findings suggest that Auricular Acupuncture has been very effective in providing physical and emotional relief due to unpleasant withdrawal symptoms, anxiety, and urges/cravings to use substances. It has also been known to be effective in reducing symptoms of depression, anxiety, sleep disturbances, body aches, headaches, nausea, sweating and muscle cramps. Acupuncture's effects are cumulative, building with each treatment.

Mindfulness Meditation is the practice of paying attention, in a nonjudgmental way, to the present moment. The Mindfulness Meditation Group provides the opportunity to practice the skill of mindfulness and to discuss how mindfulness can be utilized to improve the quality of day to day living.

Youth Services

Pinewood Centre's Youth Services are designed to support youth ages 12 to 18 who question or identify concerns related to substance use, concurrent mental health concerns and/or gambling or who are impacted by a caregiver's substance use. Through group and individual support, youth are invited to reflect upon their present situation. This may include examining their own substance use, the risks, patterns of use, consequences and concerns of use, and mental health symptoms (e.g. depression and anxiety) as well as exploring the possibility of making changes.

All youth clients are connected with an individual therapist. The therapist is responsible for providing ongoing assessment, counseling, support, advocacy, linkage to community supports and referral. Individual therapy is available for youth who are impacted by their caregiver's use.

Youth Group Services

The DAWN Program is a 4-session, 6-hour early-intervention educational and motivational program for youth who are using substances and who are either uncertain about or do not intend to alter their pattern of use. Information, discussion, and exercises are provided, in a non-threatening manner, for clients to consider.

Clients are encouraged to reflect upon their present situation through exploring the impact of their substance use on various areas of their lives. Discussion regarding pharmacology and risks related to substance use are designed to assist clients to make a more informed decision regarding their substance use.

The Young Adults Program is a group for individuals between the ages of 18 to 24 who are interested in exploring the effects of their substance use, developing coping skills to manage substance use and mental health concerns as well as participate in activities such as mindfulness meditation.

The Youth Diversion Program is a partnership with the Durham Region Police Service, John Howard Society, Eastview Boys and Girls Club, and Pinewood Centre.

The objective is to divert youth from the justice system by referring the youth to the appropriate community based services to address underlying issues which place youth at risk of legal involvement. If the youth opts to attend services, they sign a treatment contract with the police and upon completion of the contract, no charges are laid. Pinewood Centre provides an assessment, individual therapy and/or the Dawn program as the substance use treatment component of the contract. Upon completion of the program, the police are notified and the contract is fulfilled. Youth may opt to conclude or continue with treatment services at that time.

Other groups are provided based on client need and availability. These may include a therapy group; a Dialectical Behaviour Therapy group; and a youth skills group. Services for youth are also offered off-site in partnership with other community services and schools.

Parents and Family Members Services

Pinewood Centre's Community Treatment Services provide individual support and group therapy to parents of substance using youth and adult family members whose partner or adult son or daughter use substances.

Service begins with an intake which can be conducted over the phone or in person at any one of the different community treatment offices.

During the intake, family members are encouraged to attend the Family Member Orientation Group for information about Pinewood Centre's services; substance use and co-occurring mental health symptoms and to complete the assessment for ongoing services. From assessment, family members will be referred to brief individual therapy and/or group support.

Parent and Family Member Group Services Continued

The Adult Family Members Group is an 8-session program for partners and adult family members concerned about another's substance use. Areas of focus include substance use education; the effects of substance use upon relationships; healthy personal boundaries; and personal coping strategies.

The Parents Group is an 8-session program, for parents of substance using youth, which includes education and information as well as peer support and guidance. Topics include education regarding substance use and symptoms of mental health concerns; the process of dependence; adolescent development and the ways in which substance use interferes with development; natural and logical consequences; additional parenting techniques; and family dynamics.

Specialized Services

Several of Pinewood Centre's Community Treatment Programs are specialized to service certain populations. Some of these programs are offered in collaboration with community partners.

Problem Gambling Services

Counselling services are available for both adults and youth as well as concerned significant others. Clients can attend individual or couple counselling as well as choose from several group services. The different types of group services include a therapy group; mindfulness meditation; relapse prevention and check-in support, and the Connections Program. The Connections Program is for individuals experiencing gambling concerns and for significant others. It consists of four distinct modules which gradually bring participants from an exploration of general concepts and issues related to gambling and problem gambling, to a more personal consideration of their involvement.

Opiate Case Management Services

The Opiate Case Management Program provides support and psychotherapy to people who are dependent on opioids (pain killers such as codeine, Percocet, oxycodone, hydromorphone, and fentanyl). This program is suitable for anyone new to treatment or for people who are already enrolled in opioid replacement treatment, such as Methadone and Suboxone. Working with a case manager, the client develops a personalized treatment plan. The plan may include individual and group-based counselling services to help clients work towards a specific treatment goal, for example, towards reduction or abstinence from their opiate use.

Durham Drug Treatment and Mental Health Court

Durham Drug Treatment and Mental Health Court is our court diversion program. Adult clients facing extensive non-violent criminal charges, related to their substance use and mental health issues, are offered therapy as an alternative to custody. The program, which takes an average of 9 to 18 months to complete, is provided in collaboration with the Durham Regional Police, Department of Justice, legal counsel for the defence and prosecution, as well as other community partners.

The Concurrent Disorders Court Diversion Program

The Concurrent Disorders Court Diversion Program responds to individuals with both mental health and substance use concerns, who are in conflict with the criminal justice system. The Durham Mental Health Court Support Program identifies those with, or suspected of having both mental illness and substance use concerns, to the court for consideration of admission into the Program. The average length of involvement is six months.

Addiction Supportive Housing Program

The Addiction Supportive Housing program offers stable housing as a component of a holistic treatment plan that addresses an individual's unique needs. The Addiction Supportive Housing program offers intensive substance use and co-occurring mental health treatment; recreational therapy; and intensive case management. Intensive case management services may assist individuals in acquiring/strengthening daily living skills; developing coping strategies; and including recreation and leisure activities into their everyday lives. Referrals to the Supportive Housing program may be made through the client's Pinewood Centre case manager, following the completion of an assessment.

Durham Hospital to Home Program

The Hospital to Home Program is a partnership between Lakeridge Health's Emergency Department, Mental Health and Pinewood Centre Program, the Canadian Mental Health Association - Durham (CMHA), and Durham Mental Health Services (DMHS). The Hospital to Home Program reduces revisits to the Emergency Department by connecting individuals, who present at the hospital with mental health and/or substance use concerns, to appropriate community supports and services.

Umbrellas Program

The Early Years Program, known as "Umbrellas", offers immediate services to women who are pregnant and/or parenting children under 3 years of age, and who have questions/concerns regarding their use of drugs/alcohol. Community outreach, early identification, heightened case management support and fast-tracking into Pinewood Centre services are key components of this program. Financial assistance is available to reduce transportation and child-care barriers, and to access prenatal and addiction services. For more information, contact any community treatment office.

Back on Track Impaired Driving Program

Back on Track is Ontario's Remedial Measures Program for Impaired Drivers - people who have been convicted of or have received a suspension at roadside (Warn Range - WR) because of an impaired driving offence. Pinewood Centre is Durham Region's designated provider.

For convicted drivers, the program has three components (Assessment, Treatment Workshop, and Follow-up Interview) that must be completed. The process may take more than 10 months to complete so it is suggested that people register as soon as possible after conviction.

Warn Range drivers have to complete an Education or Treatment workshop depending on the number of WR suspensions they have received. WR drivers may have to wait up to 3 months for a workshop to be available.

Promoting Safety and Wellness

All clients and visitors are asked to be partners in promoting safety within Pinewood Centre's Community Treatment Services. There are many ways you can be part of safety while you or your family member is visiting Pinewood Centre.

- Wash Your Hands regularly: especially when entering the office or group rooms and at regular intervals, including after washroom use. Hand sanitizer is available throughout all offices.
- All Pinewood Centre locations are Scent-Free: Please avoid the use of perfumes, colognes and scented spray when accessing services at all Pinewood Centre locations.
- Personal Hygiene: This is another way to assist in fighting infection and helping to enhance physical health; and reduce the scent of marijuana and tobacco, which may be triggering to other clients. We suggest that if you use tobacco or marijuana, you wear clean clothing to individual and group services.

Promoting Safety and Wellness Continued

- If Ill, Call and or Cancel: To help limit and contain the spread of infectious diseases and other contagious conditions, if you develop viruses or other potentially contagious conditions, please call and reschedule your appointment or conduct the appointment over the phone at the scheduled time. Some examples of these are cough/cold symptoms and flu-like symptoms. All open sores/wounds should be covered.

- Medications: Please note or bring to your first appointment (in original labeled containers from the pharmacy) all of the medications you are taking and their dosage. If you do not know your current medications, please bring with you a medication printout from your pharmacy or provide the pharmacy phone number to your case manager and the case manager can request a current list of your medications and doses from the pharmacy.

- Under the Influence and Driving: If you arrive at a Pinewood Centre location having driven a motor vehicle and report, or we suspect, you are under the influence of psychoactive substances, and other safe transportation cannot be arranged or agreed upon, staff may need to contact the police.

No Smoking

There is no smoking inside any of the Pinewood Centre sites or externally within 9 meters of any entrance way to an office or client service area. Non-smoking includes the use of e-cigarettes.

Pinewood Centre offers Nicotine Replacement Therapy (NRT) through the CAMH Stop Study. If you are interested in more information, please discuss this further with your case manager.

Client Expectations

In addition to promoting wellness and maintaining safety standards, there are some other considerations that Pinewood Centre asks of clients:

- Attend individual appointments and group sessions on time. If you are unable to attend or are running late, please contact your therapist or the group facilitator to inform them of this.
- Please do not use email to communicate with your therapist. Due to confidentiality concerns, we are not permitted to respond. If you need to contact your case manager or a group facilitator, please call them directly by telephone. Your call will be returned within 24 hours.
- Please abstain from the use of alcohol or substances, excluding prescription medications as prescribed, 24 hours prior to individual or group services, regardless of clients' goals. This is to ensure that each client benefits from individual or group therapy as well as to create an atmosphere of safety for all clients and staff. It can be triggering to other clients if someone attends services impaired or under the influence of a substance. If you use alcohol or substances the day of your appointment or group, please contact your case manager and cancel services for that day. Clients can reschedule the appointment or the group service for another date. If it is difficult for you to abstain for 24 hours, you may want to consider accessing Pinewood Centre's Residential or Community Withdrawal Management Support Services at 905-723-8195 or 1-888-881-8878 or discuss this with your case manager.
- All clothing must be free of drug, alcohol, gambling and sexual references as well as logos that depict violence, racial and other oppressive terminology and symbols.
- Please note that staff members are not permitted to receive personal gifts.

Client Expectations Continued

•Pinewood Centre asks clients to be respectful of other clients' privacy and confidentiality. Showing respect also extends to using appropriate language in our settings as well as maintaining respectful and non-judgmental behaviours. Unwelcome behaviours may result in the need to sign a behavioural contract prior to continued involvement. Such behaviours may include: disrespectful attitude towards staff and clients; intimidating comments and/or gestures; invading of personal space; touching or displays of affection; theft and destruction of property. Continued unwelcomed behaviours may result in a denial of service.

•To ensure a confidential and therapeutic environment, cell phones must be turned off. The use of cameras and recording equipment is not permitted.

Support Systems

Although we encourage the development and maintenance of healthy support systems and are committed to working together with your professional and personal supports, we discourage clients from supporting each other outside of the therapeutic group setting.

In our experience the need for quick resolution can lead to supporting one another financially, emotionally, and/or interpersonally. Although the intent to help others is often for the purpose of providing good will and a community of support, it may be premature to make these kinds of commitments to helping others, particularly if you place the clinical needs of others over your own, during your involvement with Pinewood Centre.

Please do not hesitate to speak with your therapist if you would like to discuss this further.

We invite everyone to share their compliments and complaints. Our goal is to be inclusive and respectful of diversity in all its forms and nature.



Pinewood Centre of Lakeridge Health Services

Pinewood Centre Community Treatment Services

Ajax	905-683-5950
Bowmanville	905-697-2746
Oshawa Centre	905-571-3344
Port Perry	905-985-4721

Pinewood Centre Community and Residential Withdrawal Management Services

Oshawa	905-723-8195 or 1-888-881-8878
Scarborough	416-431-8200

Pinewood Centre Crisis Walk-In Support Services

Oshawa	905-723-8195 or 1-888-881-8878
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Pinewood Centre Women's Day and Residential Treatment Program (WRPT)

Women's Residential Treatment Program
905-668-1858

Umbrellas Program for Pregnant and Parenting Women
905-668-1858