

# NEWSLETTER

July 2020

**WE'RE  
BACK!**

We are now open for  
DROP-IN support during  
our regular office hours.

*See page 2 for the full update.*

**OFFICE HOURS:**

Monday-Friday  
9am-4:30pm



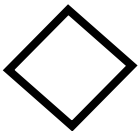
**150 KING ST. 4<sup>TH</sup> FLOOR**

***TO SUBSCRIBE TO OUR MONTHLY NEWSLETTER:***

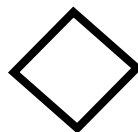


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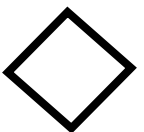
**Updates**



**Court Support now  
available in Lindsay**



**Online AGM Invitation**



ph: 705.749.6809  
TF: 800.820.7384

email: [info@efryptbo.org](mailto:info@efryptbo.org)  
fax: 705.749.6819

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## Updates

### COVID-19 Pandemic: We are now OPEN for drop-in

Our office is now OPEN for drop-in during regular office hours. Please note that all other appointments and counselling services are being offered by phone remotely. In order to ensure physical distancing, masks will be worn by staff. Clients who chose to drop in will be required to sanitize their hands. We have hand sanitizers and masks available for clients!

Clients are welcome to access programming and counseling 1:1 over the phone. We can be reached remotely at the following numbers:

*Please note that the SUAP Program number has changed. Please update any contacts accordingly.*

E Fry office: **705-749-6809** Toll Free: **800-820-7384** Text: **705-559-0763** SUAP Program: **705-768-0792**

**Bail Verification and Supervision Program:** Peterborough: **705-808-5680** Lindsay: **705-559-1225**

### CSO hours: Options available

Although we are unable to accept baked goods at this time for CSO hours, we are offering other options. Please contact Annessa at [annessa@efryptbo.org](mailto:annessa@efryptbo.org) or call the office for more information.

Some examples include:

-Completing one of our programs on your own (Anger Solutions, Healthy Relationships, Wellness and Self Esteem, or our financial literacy program. Each program is worth 8 hours. You can complete the handouts and submit them at the office.



-You can purchase a small wooden bird house to paint and decorate it to give it to a member of the community. Each birdhouse would be worth 2 hours.



-Offer to do yard work for a neighbour or someone you know. The hours would vary depending on the size of the yard/amount of work

### Court Support during COVID-19

Despite the court closure due to COVID-19, our Court Program continues to provide support to women who have charges before the courts. We continue to accept referrals from court personnel (i.e., Duty Counsel, Crown, etc) as well as social service providers.

During COVID-19, we have supported clients by providing up to date information regarding their court dates, advocated for lesser sentences, completed programming over the phone, supported clients in resolving their matter, as well as providing information on how to obtain their disclosure.

Clients are welcome to call and discuss how we can support them through their court matter. The Court Case Manager/Court Support Worker can be reached at [705-559-0763](tel:705-559-0763) (call or text).



### Court Support now available in Lindsay!



#### Ontario Court of Justice

The Elizabeth Fry Society of Peterborough is proud to announce that it will now be offering Court Case Management services to the Lindsay area. This would include advocacy and support for women involved in the criminal justice system. Services available to clients are: advocacy, counselling, programming, information regarding court process and much more.

For referrals or if you need more information you can contact Bakhtawar Riaz, Court Case Manager at [705-559-0763](tel:705-559-0763).



*“The purpose of life is not to be happy. It is to be useful, to be honorable, to be compassionate, to have it make some difference that you have lived and lived well.”*

-RALPH WALDO EMERSON-

**PROFILE: Samantha Clement, SUAP Peer Support Supervisor/Training Coordinator**



My name is Samantha Clement. In a world where the great majority of work is done for personal interest, it is challenging to engage in meaningful work that

fulfills my passion for serving others. As a mental health advocate, I have dedicated my professional career to alleviate the distress experienced by individuals trying to navigate a dysfunctional system. Involving people with lived experience in the planning, delivery, and evaluation of mental health services is crucial to creating more responsive and empowering service experiences. I have chosen to dedicate my career to initiatives that support integration of peer support workers into our system.

As a person with lived experience, I understand how difficult it can be trying to navigate the healthcare system when we are unwell - At the best of times, it can be overwhelming, at the worst of times it can feel utterly impossible. Our system is failing and the consequences are fatal. Thankfully perceptions and treatment options for mental health and addiction are changing - community based programs are finally getting the attention and funding they need. Many of these programs involve people with lived experience and as a result effective programs are becoming available and supporting the shifts required to address

systemic barriers in health care, criminal justice and social service industries. My inspiration to be involved in this program stems from my experience as a survivor of mental illness, domestic abuse and lived experience supporting victims of opioid poisoning and addiction. I experienced overwhelming despair and frustration as a result of attempting to access appropriate care for myself and others.

I have created a solid foundation for a career in Addiction and Mental Health through academic training, professional development and personal experience. My undergraduate degree in International Development Studies emphasized the importance of employing anti-oppressive, culturally sensitive approach when working with individuals from diverse socio-economic and cultural demographics. I currently hold the following certifications from accredited organizations: WRAP, ASIST, safeTALK, Mental Health First Aid, Emergency/Standard First Aid, CPR-C, AED training, Non-violent Crisis Intervention, and Peer Support Worker Certification.

**PEER SUPPORT PROGRAM**

Accessing care in our current system can be as frustrating and painful as symptoms themselves. Our system is failing and the consequences are fatal. Thankfully perceptions and treatment options for mental health and addiction are changing - community based programs are finally getting the attention and funding they need. Many of these programs involve people with lived experience and as a result effective programs are becoming available and supporting the shifts required to address systemic barriers in health care, criminal justice and social service industries.

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 ◆◆◆◆◆◆◆◆◆◆

A peer program, also known as consumer-survivor initiatives, first started gaining traction in the 1930's with the start of Alcoholics Anonymous. In recent years, they have been a central theme in response to civil rights and social justice issues.

Peer support programs work by offering people support, encouragement, and hope. They consider the wellness of the whole person and focuses on health and recovery rather than illness and disability, in order to assist people in finding their own path to recovery. Peer support is intended to complement traditional clinical care and vice versa.

Respect, dignity, empathy, compassion, accountability, transparency, equity and engagement - are the core values of Peer support as outlined by Mental Health Commission of Canada (MHCC). The central pillars of empowerment and personal resourcefulness, not improve the people lives of participants but also saves money by reducing the use of more formal mental health, medical, and social services. Research consistently demonstrates that people who participate in Consumer/Survivor Initiatives experience significant reductions in their use of hospital services. Preliminary results from a community-based emergency diversion program at a North York hospital found a 50% reduction in repeat visits to the emergency room within six months of program participation. Programs that have been successful in impacting frequency of admission have used peers and have focused on supporting effective transitions from the hospital by ensuring that the necessary plans and services are in place to best support the patient's ongoing wellness in the community.

The main goal of the Peer Support training program is to increase the number of peer support workers available in Peterborough, make affordable and ongoing care more accessible through crisis intervention and drop in services, improve quality of life for participants, reduce employment barriers and promote meaningful engagement of people with lived experience of substance use.

Meaningful engagement in policy development, program planning and implementation has been identified as an essential component to supporting improvements in health care service and delivery models. At a systemic level the overarching goal of this project is to support ongoing transition from treatment-centered approach to patient-based care

practices and create meaningful opportunities for PWLE to inspire hope, provide immediate support and to gain experience.

Unique aspects of this program;  
 Every person on the leadership team is a PWLE specifically with substance-use and health care system navigation

To date, all industry leaders, program managers and peers that have informed the development of our overall framework and knowledge products identify as PWLE  
 Focus on Harm Reduction, Cultural Sensitivity and Trauma-informed care

The program was developed to align with the priorities outlined by Federal and provincial bodies and was informed by a number of documents, reports and programs including;

- CHANGING DIRECTIONS CHANGING LIVES - The Mental Health Strategy for Canada 0 Mental Health Commission of Canada
- Recommendations Canadian Mental Health Association - Addressing Emergency Department Wait Times and Enhancing Access to Community Mental Health and Addictions Services and Supports
- The Centre for Excellence in Peer Support - CMHA
- Peer Support Canada
- OPDI - Ontario Peer Development Initiative
- Center for Innovation in Peer Support - Peer Support Integrity, Quality and Impact Survey
- BCCDC - Peer Engagement and Principals Best Practice Guidelines informed by the Peer Engagement and Evaluation Project (PEEP) & Community Inclusion and Engagement Project



## You're invited!

Our **ANNUAL GENERAL MEETING** will take place on Wednesday July 22, 2020 at 5 pm online via ZOOM.

To register, please send an email to: [info@efryptbo.org](mailto:info@efryptbo.org) or try clicking [here](#).

A link will be sent out prior to the meeting.

All are welcome! We hope to see you there!

WE INVITE YOU TO OUR  
**A N N U A L  
G E N E R A L  
M E E T I N G**

WEDNESDAY JULY  
22 AT 5PM

Please note that this AGM will be recorded. The agenda, Zoom link, and additional information will be provided upon registration.

To register, please email [info@efryptbo.org](mailto:info@efryptbo.org) by July 20th. All are welcome!



## Thank You

Volunteers are a driving force of our agency, we are so appreciative of everything our volunteers do for us at E Fry and we are always looking for more volunteers to assist with Bingo. We also want to thank Delta Bingo for their continued support of local charities and our ongoing partnership. If you're interested in getting involved, please contact the office at 705-749-6809 or email us at: [info@efryptbo.org](mailto:info@efryptbo.org).



Donations to the Elizabeth Fry Society are so important and they help our team to continue doing the work we do.

There are several ways to donate. You can donate using the [Canada Helps link](#), complete the Form below and send us an e-transfer, or you can go old school and send us a cheque. All donations are greatly appreciated! E-Transfer details are: [info@efryptbo.org](mailto:info@efryptbo.org). Please set the password to **efry150**.

Donor Name

Phone

Address

City

Postal Code

E-mail address

Please make cheques payable to Elizabeth Fry Society  
150 King St. 4th Floor K9J 2R9 Peterborough, ON

Charity Number: 129863379 RR0001

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