

Resources and Facilities

- ◆ Information and resources about mental health recovery related topics
- ◆ Computer/internet access
- ◆ Phone/fax/photocopier for consumer/survivors and self-help initiatives
- ◆ Krasman Centre Monthly Bulletin
- ◆ Basic needs for people experiencing homelessness: kitchen, shower laundry etc.
- ◆ Volunteer positions available

Warm Line & Peer Crisis Support Services

1-888-777-0979

Hours of Operation

Richmond Hill

Mon	10:30am - 9pm
Tue, Fri	10:30am - 9pm
Wed	12pm - 5pm
Thu	2pm - 9pm
Sat & Holidays	11am - 4pm

Alliston

Mon, Tue, Thu, Fri	11am - 4pm
Wed	1pm - 4pm

Newmarket

Tue and Fri	11am - 5pm
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This pamphlet is printed on 100%
Post Consumer Recycled Paper

Where are we located?

Richmond Hill

10121 Yonge Street
(1 block north of Major Mackenzie)

Alliston

17 Paris Street
(705) 435 0054

Newmarket

102 Main St. S. Unit 2

Main Office

Phone: (905) 780-0491
Toll Free: 1-888-780-0724
Fax: (905) 780-1960

www.krasmancentre.com
postmaster@krasmancentre.com



Funding for our program
is provided by



Krasman Centre is a registered charity
and will gladly accept charitable donations.

Charitable Reg. number is:
86775 6686 RR0001

Krasmancentre

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**Drop-in centre for psychiatric
consumer/survivors, their
friends and family members**

Mission Statement

We work collaboratively with consumer/survivors and families to improve lives through information, networking, self-help, mutual support, and partnership. All programs and services, including volunteer-delivered programs, are delivered by people who identify as having direct personal experience of mental health extremes and/or homelessness and/or people who identify as psychiatric consumer/survivors as part of our peer support philosophy.

Values

We believe that people know best what they need to support their own recovery

We believe that people can achieve their goals if given access to the necessary power and resources in our communities

We believe that people have the right and ability to determine, define and own their recovery and to make choices that are right for them. To have choices respected first and foremost in all decisions.

Programs and Services Offered

Drop-In

The drop-in is a safe and supportive place that emphasizes helping individuals feel autonomous. It is a place where there are no demands and no pathologizing, where one can just relax, enjoy and experience what the peer recovery movement has to offer

Peer Support

The Krasman Centre strives to promote mutually supportive relationships in ways that empower recovery, personal growth, and social action.

Peer Support Outreach Program

The peer support outreach program has a mobile peer supporter meeting individuals in the community at their point of need, where they are. Mobility allows for overcoming barriers that would limit access. It is about bringing support closer to those whose life experience and circumstances make it difficult to access services.

The Family Program

Family support, recovery education and information are offered for those supporting someone through their journey of mental health recovery

WRAP (Wellness Recovery Action Plan)

Krasman Centre delivers a number of WRAP groups across the Central LHIN (South Simcoe, York Region, and areas of North Toronto) each year. Call us to register.

Application Support Worker

Funded by Regional Municipality of York, the Application Support Worker provides individuals referred to the program, with non-clinical case management support to complete the ODSP application process.

Housing to Health

A collaborative between Blue Door Shelters, LOFT-Crosslinks, and Krasman Centre, funded by United Way Toronto and York Region. H2H is a Housing First Program that supports people that have experienced chronic or episodic homelessness into housing while providing continued support & capacity building for them to maintain their housing.

Central LHIN C/S Network

Advocates for the needs and voice of individuals and communities served by the Central LHIN with regard to mental health and addictions, facilitates communication and reports to its membership how the LHIN addresses and/or acts upon members concerns and suggestions. Regular meetings are held.

Peer Navigator Program

Peer Navigators work to enhance recovery and improve the quality of the experience for individuals presenting to the emergency departments at North York General and Southlake Hospitals, both in the E.D.'s, and with system navigation after the visit.

Warm Line & Peer Crisis Support Services (Available 24/7) 1-888-777-0979

A non-crisis and crisis telephone support from a recovery and peer informed perspective in the York Region, South Simcoe and North York areas (the Central LHIN). The support line is answered by individuals with lived experience with mental health concerns, addiction, and/or trauma.

Your Rights

You have the right to

- To be treated with dignity, respect and consideration at all times
- To be informed about the services you are receiving
- To ask about reasonable alternatives to supports/services at Krasman Centre and other agencies
- To make your own decisions regarding your health and wellness
- To accessible information regarding the scope and availability of services
- To file a complaint regarding Krasman Centre, using the Krasman Centre's Complaints Process
- To ask questions and discuss concerns with the person(s) offering Peer Support
- To accept or refuse service
- To refuse to respond to a particular line of questioning
- To end participation in services at any time

You have a Right to Confidentiality

Your Responsibilities

- To understand and follow the Centre's Comfort Agreement and Code of Conduct for Person's Accessing Programs and Services at Krasman Centre
- To treat all staff, volunteers and person's accessing services at Krasman Centre with dignity and respect at all times
- To ask questions about the scope of support and services available to you should you choose to access them

Reference Policy # (Confidentiality Policy)

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Comfort Agreement

RESPECT ONE ANOTHER

- Treat people the way you want to be treated
- We must recognize everyone may be at a different place in their recovery journey
- Please be mindful of others' physical space and personal boundaries
- Sharing and/or viewing materials that may be offensive due to sexual, violent, and/or discriminatory content is not permitted
- Swearing & language and/or comments that are offensive, discriminatory, violent, or derogatory in nature are not permitted
- Please avoid gossip or talking about people that are not here

SAFETY & SECURITY

- Please use the front door to enter and exit the centre
- When cooking or using the toaster, please keep an eye on your food
- Please ensure that your personal property is secure
- Lockers are available for visitor use. - Items must be removed before closing
- Please label your personal food items

PLEASE BE MINDFUL OF...

- The noise level - loud noises may be disruptive to others
- Excessive use of computers
- Crowding in the kitchen and computer areas
- Cleaning up after yourself
- Conversations that glamourize substance and alcohol use - many of our visitors are at various stages of recovery

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