

PG #	English	Translation _ Traditional Chinese																																				
1	<p><b>Resources and Facilities</b> Information and resources about mental health recovery related topics</p> <p>Computer/internet access</p> <p>Phone/fax/photocopier for consumer/survivors and self-help initiatives</p> <p>Krasman Centre Monthly Bulletin</p> <p>Basic needs for people experiencing homelessness: kitchen, shower laundry etc.</p> <p>Volunteer positions available</p> <p><b>Warm Line &amp; Peer Crisis Support Services</b> <b>1-888-777-0979</b></p> <p><b>Hours of Operation</b> <b>Richmond Hill</b></p> <table border="0"> <tr><td>Mon</td><td>10:30am - 5pm</td></tr> <tr><td>Tue, Fri</td><td>10:30am -5pm</td></tr> <tr><td>Wed</td><td>12pm - 5pm</td></tr> <tr><td>Thu</td><td>2pm - 9pm</td></tr> <tr><td>Sat &amp; Holidays</td><td>11am - 4pm</td></tr> </table> <p><b>Alliston</b></p> <table border="0"> <tr><td>Mon, Tue, Thu, Fri</td><td>11am - 4pm</td></tr> <tr><td>Wed</td><td>1pm - 4pm</td></tr> <tr><td>Holidays</td><td>12pm - 4pm</td></tr> </table> <p><b>Newmarket</b></p> <table border="0"> <tr><td>Tue and Fri</td><td>11am - 5pm</td></tr> </table> <p>This pamphlet is printed on 100%</p> <p><b>Where are we located?</b> <b>Richmond Hill</b> 10121 Yonge Street (1 block north of Major Mackenzie)</p> <p><b>Alliston</b> 17 Paris Street (705) 435 0054</p> <p><b>Newmarket</b> 102 Main St. S. Unit 2</p> <p><b>Main Office</b> Phone: (905) 780-0491 Toll Free: 1-888-780-0724 Fax: (905) 780-1960 <a href="http://www.krasmancentre.com">www.krasmancentre.com</a> <a href="mailto:postmaster@krasmancentre.com">postmaster@krasmancentre.com</a></p>	Mon	10:30am - 5pm	Tue, Fri	10:30am -5pm	Wed	12pm - 5pm	Thu	2pm - 9pm	Sat & Holidays	11am - 4pm	Mon, Tue, Thu, Fri	11am - 4pm	Wed	1pm - 4pm	Holidays	12pm - 4pm	Tue and Fri	11am - 5pm	<p><b>資源及設施</b> 與心理健康康復主題有關的資訊及資源</p> <p>電腦/互聯網接入</p> <p>為精神病患者/倖存者及自助行動提供電話/傳真/影印機</p> <p>克拉斯曼中心 (Krasman Centre) 月刊</p> <p>提供無家可歸人士的基本需要：廚房、淋浴、洗衣等。</p> <p>現有義工職位</p> <p><b>熱線及朋輩危機援助服務</b> <b>1-888-777-0979</b></p> <p><b>營業時間</b> <b>烈治文山 (Richmond Hill)</b></p> <table border="0"> <tr><td>週一</td><td>上午 10:30 - 晚上 5 時</td></tr> <tr><td>週二、週五</td><td>上午 10:30 - 晚上 5 時</td></tr> <tr><td>週三</td><td>中午 12 時 - 下午 5 時</td></tr> <tr><td>週四</td><td>下午 2 時 - 晚上 9 時</td></tr> <tr><td>週六及假日</td><td>上午 11 時 - 下午 4 時</td></tr> </table> <p><b>阿利斯頓 (Alliston)</b></p> <table border="0"> <tr><td>週一、週二、週四、週五</td><td>上午 11 時 - 下午 4 時</td></tr> <tr><td>週三</td><td>下午 1 時 - 下午 4 時</td></tr> <tr><td>假日</td><td>中午 12 時 - 下午 4 時</td></tr> </table> <p><b>新市 (Newmarket)</b></p> <table border="0"> <tr><td>週二及週五</td><td>上午 11 時 - 下午 5 時</td></tr> </table> <p>這本小冊子印刷於 100%的再生環保紙</p> <p><b>我們的地點在哪裡?</b> <b>烈治文山 (Richmond Hill)</b> 10121 Yonge Street (Major Mackenzie以北一個街口)</p> <p><b>阿利斯頓 (Alliston)</b> 17 Paris Street 電話：(705) 435 0054</p> <p><b>新市 (Newmarket)</b> 102 Main St. S. Unit 2</p> <p><b>總部</b> 電話: (905) 780-0491 免費電話: 1-888-780-0724 傳真: (905) 780-1960 網站: <a href="http://www.krasmancentre.com">www.krasmancentre.com</a> 電子郵件: <a href="mailto:postmaster@krasmancentre.com">postmaster@krasmancentre.com</a></p>	週一	上午 10:30 - 晚上 5 時	週二、週五	上午 10:30 - 晚上 5 時	週三	中午 12 時 - 下午 5 時	週四	下午 2 時 - 晚上 9 時	週六及假日	上午 11 時 - 下午 4 時	週一、週二、週四、週五	上午 11 時 - 下午 4 時	週三	下午 1 時 - 下午 4 時	假日	中午 12 時 - 下午 4 時	週二及週五	上午 11 時 - 下午 5 時
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	<p><b>Funding for our program is provided by</b></p> <p><b>Krasman Centre</b> is a registered charity and will gladly accept charitable donations.</p> <p><b>Charitable Reg. number is:</b> <b>86775 6686 RR0001</b></p> <p><b>Krasman centre</b></p> <p><b>A place to be label free</b></p> <p><b>Drop-in centre for psychiatric consumer/survivors, their friends and family members</b></p>	<p>我們的計劃由以下機構資助：</p> <p>克拉斯曼中心（Krasman Centre）是一個註冊的慈善機構，並歡迎慈善捐贈。</p> <p>註冊慈善機構號碼：<b>86775 6686 RR0001</b></p> <p>克拉斯曼中心（Krasman Centre）</p> <p>一個不給任何人貼標籤的地方</p> <p>精神病患者/倖存者，及其朋友和家庭成員的活動中心</p>
2	<p><b>Mission Statement</b></p> <p><b>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.</b></p> <p><b>Values</b></p> <p><b>We believe that people know best what they need to support their own recovery</b></p> <p><b>We believe that people can achieve their goals if given access to the necessary power and resources in our communities</b></p> <p><b>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.</b></p> <p><b>Programs and Services Offered</b></p> <p><b>Drop-In</b> <b>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</b></p>	<p><b>使命</b></p> <p>我們和精神病患者/倖存者及其家人一起，通過資訊、網路、自助、互相支持及夥伴關係，改善他們的生活品質。所有計劃和服務，包括義工實施的計劃，都是被認定為有心理健康以及/或無家可歸親身經歷的人士和/或被認定為精神病患者/倖存者的人提供的，這是我們朋輩互助哲學理念的一部分。</p> <p><b>價值觀</b></p> <p>我們相信人們最清楚他們需要什麼來支援他們自己的康復。</p> <p>我們相信在我們的社區中，如果人們能夠獲得必要的動力和資源，他們是能實現其目標的。</p> <p>我們相信人們有權利和能力判定、定義和自主決定他們的康復，並作出適合於他們的正確選擇。在所有決定中，首先尊重當事人的選擇。</p> <p><b>提供的專案及服務</b></p> <p>活動中心 這個活動中心是一個安全和能得到幫助的地方，強調協助每個人感受獨立自主。這是一個沒有壓力、沒有病態化的地方，是一個能使人放鬆、享受和體驗必要的朋輩互助康復運動的地方。</p>

<p><b>Peer Support</b> The Krasman Centre strives to promote mutually supportive relationships in ways that empower recovery, personal growth, and social action.</p> <p><b>Peer Support Outreach Program</b> 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.</p> <p><b>The Family Program</b> Family support, recovery education and information are offered for those supporting someone through their journey of mental health recovery</p> <p><b>WRAP (Wellness Recovery Action Plan)</b> 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.</p> <p><b>Application Support Worker</b> 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.</p> <p><b>Housing to Health</b> 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 &amp; capacity building for them to maintain their housing.</p> <p><b>Central LHIN C/S Network</b> 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.</p>	<p><b>朋輩支援</b> Krasman Centre 努力以多種方式積極建立能促進康復、個人成長和社會行動的互相支持關係。</p> <p><b>朋輩支援外展計劃</b> 朋輩支援外展計劃安排一位流動的朋輩支援者，在人們需要幫助的時候，前往受助人所在地見面。這種流動性可以克服無障礙的限制。這個計劃為那些由於其生活經歷和環境而難以獲取這些服務的人提供了便利。</p> <p><b>家庭計劃</b> 為那些支持心理健康康復旅程的人們提供家人支援、康復教育及資訊</p> <p><b>身心健康康復行動計劃 (WRAP)</b> Krasman Centre 每年在中部地區醫療整合網路 [Central LHIN, 包括 Simcoe 以南、約克地區以及多倫多北部] 服務地區派出一些康復行動計劃 (WRAP) 小組。可致電我們進行註冊。</p> <p><b>申請協助工作者 (Application Support Worker)</b> 在約克區的資助下，申請協助工作者為安省殘障資助計劃 (ODSP) 申請人提供非臨床個案管理援助，以協助申請人完成 ODSP 的整個申請過程。</p> <p><b>健康住宅計劃 (Housing to Health)</b> 由多倫多 United Way 及約克區資助、Blue Door Shelters、LOFT-Crosslinks 及 Krasman Centre 三方的合作項目。這是一個首先解決居住的計劃，幫助有長期或者偶爾無家可歸經歷的人解決居住問題，同時提供持續的援助和居住場所，以便能維持他們的居住條件。</p> <p><b>中部地區病患者/倖存者醫療整合網路 (Central LHIN C/S Network)</b> 傾聽和滿足由中部地區醫療整合網路提供服務的個人及社區有關精神健康及癮癮方面的呼聲和需要；促進溝通並向其成員報告 LHIN 是如何對成員提出的擔憂和建議而解決問題並採取行動的。定期舉行會議。</p>
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	<p><b>Peer Navigator Program</b>  <b>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.</b></p> <p><b>Warm Line &amp; Peer Crisis Support Services (Available 24/7)</b>  <b>1-888-777-0979</b>  <b>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.</b></p>	<p><b>朋輩導航員計劃 (Peer Navigator Program)</b>          朋輩導航員的工作是促進康復，並提高向北約克總醫院 (North York General) 和南湖地區醫療中心 (Southlake Hospitals) 病患者在急診部門以及在訪後提供個人 system navigation (系統導航-尋找所需社會服務) 幫助</p> <p><b>熱線及朋輩危機援助服務 (每週 7 天每天 24 小時)</b>          電話：1-888-777-0979          這是一個北約克、南 Simcoe 及北約克地區 (Central LHIN) 的非危機和危機情況電話援助服務。援助熱線由曾經有過精神健康問題、癮癖及/或心理創傷親身體驗的人士接聽電話。</p>
3	<p><b>Your Rights</b></p> <p><u>You have the right to</u></p> <p>To be treated with dignity, respect and consideration at all times</p> <p>To be informed about the services you are receiving</p> <p>To ask about reasonable alternatives to supports/services at Krasman Centre and other agencies</p> <p>To make your own decisions regarding your health and wellness</p> <p>To accessible information regarding the scope and availability of services</p> <p>To file a complaint regarding Krasman Centre, using the Krasman Centre's Complaints Process</p> <p>To ask questions and discuss concerns with the person(s) offering Peer Support</p> <p>To accept or refuse service</p> <p>To refuse to respond to a particular line of questioning</p> <p>To end participation in services at any time</p> <p><u>You have a Right to Confidentiality</u></p> <p><b>Your Responsibilities</b></p> <p>To understand and follow the Centre's Comfort Agreement and Code of Conduct for Person's Accessing Programs and Services at Krasman Centre</p>	<p><b>您的權利</b></p> <p><u>您有權利</u></p> <p>隨時獲得有尊嚴的對待、受到尊敬和關愛</p> <p>瞭解您所獲得的服務</p> <p>詢問在 Krasman Centre 和其它機構有關合理的援助/服務替代形式的資訊</p> <p>對您的身心健康自主做決定</p> <p>獲取有關可提供服務及服務範圍的資訊</p> <p>使用 Krasman Centre 投訴程式，對中心提出投訴</p> <p>提出問題並與提供朋輩援助的人討論擔心的問題</p> <p>接受或拒絕服務</p> <p>拒絕對某個特定的提問做出回應</p> <p>隨時中止所參與的服務</p> <p><u>您有要求保密的權力</u></p> <p><b>您的責任</b></p> <p>瞭解並遵守 Krasman Centre 舒適協議 (Comfort Agreement) 和獲取個人計劃及服務的行為準則。</p>

	<p>To treat all staff, volunteers and person's accessing services at Krasman Centre with dignity and respect at all times</p> <p>To ask questions about the scope of support and services available to you should you choose to access them</p> <p><i>Reference Policy # (Confidentiality Policy)</i></p>	<p>在 <b>Krasman Centre</b>，隨時要尊重所有職員、義工和提供服務的人員。</p> <p>如果您選擇某種援助及服務，請詢問有關援助和服務範圍的問題。</p> <p><i>參考政策# (保密性政策)</i></p>
4	<p>Krasman Centre</p> <p><b>A place to be label free</b></p> <p><b>Comfort Agreement</b></p> <p><b>RESPECT ONE ANOTHER</b></p> <p>Treat people the way you want to be treated</p> <p>We must recognize everyone may be at a different place in their recovery journey</p> <p>Please be mindful of others' physical space and personal boundaries</p> <p>Sharing and/or viewing materials that may be offensive due to sexual, violent, and/or discriminatory content is not permitted</p> <p>Swearing &amp; language and/or comments that are offensive, discriminatory, violent, or derogatory in nature are not permitted</p> <p>Please avoid gossip or talking about people that are not here</p> <p><b>SAFETY &amp; SECURITY</b></p> <p>Please use the front door to enter and exit the centre</p> <p>When cooking or using the toaster, please keep an eye on your food</p> <p>Please ensure that your personal property is secure</p> <p>Lockers are available for visitor use. - Items must be removed before closing</p> <p>Please label your personal food items</p> <p><b>PLEASE BE MINDFUL OF...</b></p> <p>The noise level - loud noises may be disruptive to others</p> <p>Excessive use of computers</p> <p>Crowding in the kitchen and computer areas</p> <p>Cleaning up after yourself</p> <p>Conversations that glamorize substance and alcohol use - many of our visitors are at various stages of recovery</p>	<p><b>克拉斯曼中心 (Krasman Centre)</b></p> <p>一個不給任何人貼標籤的地方</p> <p><b>舒適協議 (Comfort Agreement)</b></p> <p><b>互相尊重</b></p> <p>以希望別人對待您的方式對待他人</p> <p>我們必須認識到每個人都處在康復的不同階段</p> <p>請顧及他人的私人空間和個人界限</p> <p>不允許分享及/或觀看由於性、暴力及/或歧視內容而可能冒犯他人的材料</p> <p>不允許使用有冒犯、歧視、侵犯或貶損他人性質的髒話和語言和/或評論</p> <p>請不要在背後閒聊或議論他人</p> <p><b>安全及保安措施</b></p> <p>請使用前門進、出中心</p> <p>在煮食或使用烤麵包機時，請看管好您的食物</p> <p>請確保您的個人物品保存在安全的地方</p> <p>儲物櫃可提供訪客使用- 在中心關閉之前必須取回裡面物品。</p> <p>請標注您的個人食品</p> <p><b>請顧及到下列情況.....</b></p> <p>噪音程度 - 強烈的噪音會干擾他人</p> <p>過分使用電腦</p> <p>擁擠在廚房和電腦區域</p> <p>離開前清理乾淨您用過的地方</p> <p>有關美化吸毒和酗酒的談話 - 我們有許多來訪者都處在不同的康復階段</p>

