



Welcome to CMHA Ottawa



At CMHA Ottawa we offer community services for people living with mental illness.

We are committed to providing you with the highest quality services and support.

We are committed to providing an atmosphere of safety for clients and employees.

At CMHA Ottawa, client care is our top priority. We are committed to providing you with the highest quality services and supports so that you can:

- Live in the community, in clean, safe, affordable accommodation
- Work in the community, in paid employment or volunteer activities
- Belong in the community, as engaged, valued and contributing members.

Here are a few things you need to know:

- We aim for a relationship of mutual respect. Please discuss service concerns with your service provider or their supervisor.
- We are not permitted to continue to provide service when an individual makes threats of violence or acts in a violent manner.
- If you want to contact your service provider, please call the phone number provided on your intake letter. Your service provider may be working in the community and unable to answer your call, so please leave a message and they will return your call as quickly as possible.
- For your protection all CMHA staff are issued ID cards. To verify the identity of your service provider you can ask them to show their CMHA ID card.



- It is your right to know how we collect, use, share, and protect your personal health information.
- For more information about your privacy, please see pamphlet given to you when you came into service outlining how CMHA collects and protects your personal health information. If you require a copy of the pamphlet please contact your service provider or the office.

As a service user, you have the right to:

- Be treated with respect
- Be free from discrimination
- Individuality and freedom of choice in the services you receive
- Privacy and confidentiality
- Speak and be heard
- Be free from violence
- Be treated fairly and equitably
- Be included and participate in the CMHA Ottawa Community
- Be informed
- Receive quality services.

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Your satisfaction is important to us:

- We are committed to providing quality services to all our clients. Your satisfaction is important to us.
- If you are not satisfied with the services you are receiving, you have the right to make a complaint. Clients have the right to speak and to be heard; your opinions are valued. In that regard, the Branch espouses a culture of no blame, no shame when it comes to addressing client feedback. At no time should a client be concerned about retribution should they bring forward a complaint. At all times, the Branch's priority is for the safety and well being of clients and employees.
- We are committed to responding to and resolving client complaints in a timely and constructive manner, in a way that benefits our clients and helps us improve the quality of our services.
- If you have a complaint, you can discuss it with the person involved, their manager and if a privacy concern the CMHA Ottawa Privacy Officer.
- We also have a Peer Team that can support you in making your complaint.
- Be assured that making a complaint will not have any negative effect on the services you receive from CMHA Ottawa.
- Our staff are also glad to know when their services have been of benefit to you – to express your appreciation for your service provider, you may direct a verbal or written compliment to their manager or supervisor.

Did You Know:

CMHA Ottawa believes that recovery from mental illness is possible. Recovery is a process that is unique for each person, and it involves developing new meaning and purpose for one's life. It is a way of living a satisfying, hopeful and contributing life, despite the limitations caused by the illness.

CMHA Ottawa is strongly committed to diversity and to ensuring that we provide excellent services to our diverse community regardless of race, religion, disability, gender identity, or age.

CMHA Ottawa is also committed to engaging our clients and consumers in all we do. Areas you could be involved in include employee selection, peer support activities, program planning and evaluation, and advocacy initiatives. If you would like to be involved in any of these areas, please let your service provider know.

About CMHA:

CMHA is a nation-wide organization that promotes the mental health of all and supports the resilience and recovery of people experiencing mental illness. Our vision is: **“We envision a community which values everyone’s human dignity, mental health and well-being.”** CMHA Ottawa Branch, which was established in 1953, provides:

- Community services to people who are living with mental illness or mental health problems
- Education and mental health promotion services for all members of the community
- Advocacy for a better mental health system.

CMHA Ottawa Branch

1355 Bank Street
Suite 301
Ottawa, ON K1H 8K7
(613) 737-7791

