

Mood Disorders Ottawa (MDO)

Volunteer Handbook

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Note: This document was produced by the MDO Board of Directors - August 2023.



WELCOME

MDO welcomes you as a peer-volunteer member and hopes your association with us will be a rewarding experience. Before becoming volunteers, many of us have received support from MDO to receive support, feel connected, heard and accepted. Becoming a peer-volunteer may support our need for reciprocity and to help us move forward in the next stage of our recovery process. Giving back to the community that accompanied us when we were vulnerable, can be very fulfilling and personally enriching. Beyond meeting our personal needs, as peer-volunteers continuously support one another, we are also building and fostering the kind of community that is vital to each other's wellbeing.

Since its inception, MDO has operated solely through volunteer efforts. As a matter of fact, peer-volunteers are what make MDO special and unique. In all aspects of MDO's operations, peer-volunteers play a key role. MDO's success can be attributed solely to the countless volunteer hours, passion, and dedication of its peer-volunteers.

Peer-volunteers are encouraged to use this handbook to promote a safe environment consistent with MDO's mission, vision, and key recovery values. Our individual and collective growth is dependent on the support we provide each other and the community we build together.

Our Organization

Seeking an alternative to the structured institutional approach, MDO began in 1986 with four individuals with similar experiences with mental health seeking a way to share and offer support to each other. Since then, MDO has become an organization with approximately 300 members, run entirely by peer-volunteers. To this day, MDO continues to create opportunities for people living with mood disorders to meet and support each other's recovery journeys.

MDO recognizes the importance of peer support as an important part of recovery. Peers encourage each other and provide a sense of belonging, supportive relationships, valued roles, mentoring and community. We benefit from learning and sharing recovery-oriented practices, including relapse prevention, self-help, lifestyle habits, experiential knowledge and skills, social learning and mutual empowerment.

Like our founding members, we continue to value peer support as an integral part of recovery. A group of like-minded individuals who truly understand what each other is going through can make a huge difference in each other's lives. Mutual respect, understanding, and acceptance are the keys to achieving this. Having the awareness that we are not alone in our struggles can significantly enhance our wellness journey.

When someone really hears you without passing judgment on you, without taking responsibility for you, without trying to mold you, it feels damn good ...

~~ Anonymous

MDO provides the hopeful and motivating message of a better future – that people can and do live well with mental health challenges.

What are Mood Disorders?

Moods are our emotions. They affect us everyday. Sometimes we are sad; other times, we are happy. We might even be sad and happy on the same day. But sometimes, people's moods can get "stuck" on certain emotions. When this happens, it affects our lives, and it might be caused by a group of mental illnesses called mood disorders such as depression, anxiety, and bipolar disorders.

Mood disorders are medical conditions often treated successfully with medication, psychotherapy, peer support, and alternative therapies.

What is Peer Support?

Peers are people with similar lived experiences.

Peer-support on the other hand is a much more complex term. It can be a noun and a verb at the same time.

As a noun, peer-support refers to people who share experiences. Despite the fact that no two people can share exactly the same experiences, peers often relate to one another's experiences by identifying the common elements that unite them. Rather than one person having to 'help' another, peer support relationships are seen as partnerships that enable us all to grow and learn.

As well as being a noun, peer-support can also be used as a verb to describe the unique interaction process that promotes recovery. Through our actions, peer-supporters have a fundamental responsibility to foster a safe environment where we feel free to express ourselves.

To navigate our recovery process, many of us will need a variety of sources of support. Peer-support provides hope that recovery is possible.

A. Our Mission

Mood Disorders Ottawa Mutual Support Group (MDO) is a charitable peer-run volunteer organization. We, the members of MDO and individuals living with a mood disorder, our families, and friends, engage in mutual support to improve the quality of our lives and to create opportunities to reconnect with ourselves and others through a variety of recovery programs, support groups, educational opportunities, as well as social and recreational activities. Together, we aim to offer hope that people living with mental health challenges can, and do, live well.

B. Our Vision

MDO envisions a world where peer support is recognized as an essential part of recovery.

MDO envisions a world in which people with mental health issues are valued and accepted as equal members of society, empowered to have control over their lives, and given opportunities to realize their full potential.

C. Our Recovery Values

MDO adheres to the recovery values stated by the Mental Health Commission of Canada (2013).

- i. Hope and recovery
- ii. Self-determination
- iii. Empathetic and equal relationships
- iv. Dignity, respect, and social inclusion
- v. Integrity, authenticity, and trust
- vi. Health and wellness.¹

D. We Believe

Following are the beliefs that guide the actions and decisions of MDO volunteers:

- a. There is more to us than just our mental illness.
- b. Mental illness is not a choice, but recovery is.
- c. Every individual deserves high regard, without exception.
- d. Peers share a hope for recovery.
- e. Everyone has the right to choose their own path to recovery.
- f. Each of us brings something valuable to our communities.

E. Annual Memberships Fees

The membership fees go directly to finance MDO's programs, events, peer support groups, and activities.

It is a low-cost annual membership. The membership fees are 100% redirected to **benefit you and your peers**.

¹ Sunderland, Kim, Mishkin, Wendy, Peer Leadership Group, Mental Health Commission of Canada. (2013). Guidelines for the Practice and Training of Peer Support. Calgary, AB: Mental Health Commission of Canada, p. 18.
Retrieved from: <http://www.mentalhealthcommission.ca>



As a member, you will have **free access** to certain events, such as the Holiday dinner, the movie draw, and the Summer picnic.

The membership fees you pay support MDO's programs, events, peer support groups, and other activities.

It is a low-cost annual membership. The membership fee is 100% directed to **benefit you and your peers**.

Individuals and families may choose memberships based on their self-identified income levels.

Please consult the MDO website for the specific costs of memberships, as they can vary from year to year. At the time that this handbook was published, the costs ranged from 5 to 25 dollars.

As a member, you will have **free access** to certain events only available to MDO members, such as the Holiday dinners, monthly movie draw, Summer picnic and other special events.

MDO Programming, Activities and Events

MDO provides an environment for individuals to share experiences, challenges, opportunities, and information through peer support groups, programs, and social activities.

Our programs include Peer-support groups, Pathways to Recovery, WRAP®, art-based, writing-based, physical movement programs, and much more...

Register for free on our website to attend.

<https://www.moordisordersottawa.ca/>

Peer-run events are available for FREE to MDO Members.

These events include Summer Picnics, Fall and Spring celebrations, Holiday dinners, and monthly Cineplex ticket draws.

A. Peer Support Groups

These groups are facilitated by trained peer facilitators who create a friendly, confidential, and safe environment where people can discuss mood disorder-related topics and personal issues.

B. Discovery 2000 - Subsidized Recreation Program

This year-round program provides a variety of very low-cost recreational events which include movies, museums, restaurants, sporting events, etc.

All are welcome to participate, however, only members of MDO are subsidized.

C. WRAP®

Led by trained facilitators, based on the WRAP Workbook®, this 10-week program is intended to help you identify and learn to apply your wellness tools in order to manage your mental health.

D. Pathways to Recovery©

Lead by trained facilitators and based on the Pathways to Recovery Workbook©, this 12-week program focuses on how you can use your strengths to set goals and to create a plan to achieve them.

E. Speaker Nights

Held once per month. Includes a speaker and a Q&A session on various educational and informative topics.

F. Special Events

Multiple events are held throughout the year ranging from summer BBQ, Christmas, Holiday parties, various workshops, etc.

G. Newsletter

Our newsletter "Mood for Thought" will keep you informed on everything you need to know about MDO.

Announces upcoming activities, special events, future workshops, speaker night topics, and written material by members.

H. Fundraising Events

MDO is a volunteer-run organization that relies entirely on grants and donations to run its programs, activities, and events. Volunteers are needed to assist MDO in organizing and executing various fundraising events throughout the year.

For more information, please consult MDO's website: <https://mooddisordersottawa.ca/>

Peer-Volunteer Program

A. Becoming a Volunteer

Volunteers are people with lived experiences who provide their time freely to benefit MDO and its peers. As volunteers, we play an invaluable role in the recovery of our peers and their loved ones. Peers and volunteers alike encourage each other and provide a sense of belonging, supportive relationships, shared values, and community.

We all benefit from learning and sharing recovery-oriented practices, through experiential knowledge and empowerment. As peers and as volunteers, it is crucial that we know we are not alone and that others understand what we are going through in order to accept our situation and build hope for a better tomorrow. Although mental health challenges may present challenges, people do live well despite them. In fact, by volunteering with MDO, you can demonstrate to yourself and to your peers that mental illness is not a barrier to success.

It is possible for every peer to volunteer with MDO.

In fact, in order for MDO to run smoothly, it requires the assistance of many people. Due to its volunteer nature, everyone can participate in running the organization. It is this uniqueness that sets MDO apart from other organizations in the region. As peers, we can have a direct influence in defining how MDO operates and how services are provided to meet our specific and unique needs.

To become a volunteer, one first has to send an email to MDO.

The Volunteer and Program Coordinator will be in touch with you to identify your interests and unique talents.

Based on your interests, the Volunteer and Program Coordinator will explain the qualifications and requirements specific to each volunteer position.

Peer facilitators, for instance, need experience and training. However, there is no need to worry. In the event that you need training to become a peer facilitator, the Volunteer and Program Coordinators will arrange it for you.

In order to become a member of the Board of Directors, a person must be voted on by the general membership at the Annual General Meeting or by the acting Board members. Thereafter, a police check is required.

B. General Roles and Responsibilities

- Peer-volunteers at MDO are individuals affected by mood disorders either directly or indirectly and who are interested in sharing their skills and in providing their time freely to support their peers and to contribute to the operations of our organization.
- As peer-volunteers, we provide support based on our shared mental health challenges. We are not a therapist, and the people we support will not want us to be. We are not here to solve a peer's problems. Listening with empathy and compassion is what we do. Through our listening, we create an atmosphere of safety and unconditional high regard, so that peers can speak freely, work out problems, and find their own solutions.
- One of the main types of volunteer activities is group facilitation focused on shared experience, emotional reciprocity, trust, and building resiliency.
- Other types of volunteer activities are program planning and development, fundraising, volunteer coordinating, program development and community outreach.

C. Benefits of Volunteering at MDO

In addition to providing support to our peers and the organization, volunteering can help us improve our own mental health and sense of wellbeing. In fact, studies have proven that people who volunteer report having better mental health than people who do not ².

Volunteering can improve your mental health in the following ways:

- **Reduce Stress:** Volunteering allows a person to develop new coping skills to manage stress, gain a sense of altruism by contributing to a cause that matters to them, and experience a sense of accomplishment and gratitude.
- **Develop Self-Esteem and Self-Confidence:** Getting involved in your community and supporting your peers gives volunteers a sense of pride, accomplishment, and self-confidence, which can benefit their self-esteem.
- **Find New Purpose:** It is possible to find new meaning in life when we volunteer, especially for a cause that is important to us. Our sense of purpose can be damaged by mental illness. Those who struggle with mental health issues often feel lost and incompetent.

² Casiday, R., Kinsman, E., Fisher, C., Bamba, C., 2008. Volunteering and Health: What Impact Does It Really Have? Volunteering England, London, pp. 1–13.

Volunteers can contribute to every aspect of MDO's operations.

*Together, we can build an organization that reflects our values and needs, where we feel safe and respected, where we are treated equally, and **where our voices are heard.***

D. Peer-Volunteer Standards

- It's the peer-volunteers' energy, passion and ideas that make MDO successful.
- Our most rewarding reward comes from knowing that we are making a positive impact on other people's lives.
- Having pride in our organization and our performance helps us provide better support.
- Volunteers at MDO work closely together. Supporting our peers is never an isolated endeavor. It is the combination of collaboration, communication, passion, and mission focus that makes MDO so successful.

E. Voluntary Resignation

If a volunteer chooses to resign from their functions, they are requested to advise in writing the chair, and co-chair as soon as possible. An exit interview will be conducted following your resignation.

F. Exit Interview

An exit interview will be conducted when a volunteer resigns. Included in the interview will be questions about reasons for leaving, suggestions for improving MDO, and possibilities for future involvement.

MDO Functioning, Policies, and Procedures

This section of the handbook provides an overview of some of MDO's policies and procedures. By doing so, peer-volunteers will be able to fulfill their responsibilities while still respecting MDO's mission, vision and recovery values.

The MDO website is also a good source of information regarding MDO's functioning. Please send an email to info@mooddisordersottawa.com if you have any questions.

Those who serve as volunteers on the Board of Directors need to also know the Constitution of MDO's Board. Further, Board members should be familiar with the Ontario Not-for-Profit Corporations Act ("ONCA") and Robert's Rules, which also assist the Board in its operations.

A. Code of Conduct

MDO's Code of Conduct

- 1. Foul language, verbal or physical abuse will not be tolerated.**
- 2. We are a mutual self-help group and shall be respectful and supportive towards each other at all times.**
- 3. Confidential information shared between members is to be kept private and should not be spoken of with others.**
- 4. Persons behaving in an offensive or disruptive manner at any MDO event, program or group will be asked to leave.**
- 5. No person or group is to be put down on the basis of gender, sexual orientation, language, race or religion.**
- 6. If someone breaches the code of conduct, any member can:- Approach the disruptive person privately**
 - Consult the activity/ group leader(s) - Discreetly inform an executive board member who will decide whether the matter should be brought before the MDO executive board.**
- 7. Any member of the executive may, at this point, call a special meeting of the executive, and a majority vote shall decide which of the following consequence shall be enacted:- A written warning will be issued- The member may be suspended- The member shall be required to submit an apology in writing to the president and to appear before the executive board to appeal for reinstatement; copies of the member's appeal shall be circulated to all board members prior to the decisive meeting.**

B. Confidentiality

The information pertaining to peers, volunteers, and board meetings is strictly confidential. Names, email addresses, phone numbers, and personal information, including struggles and interests, are examples of confidential data.

Keeping a safe peer environment and adhering to ethical behavior requires that information never be transmitted verbally or electronically to third parties unless they have given consent. In addition, we ask that attendees refrain from disclosing what was shared in their current group to anyone who wasn't there.

Attending a virtual group also requires consideration of privacy and confidentiality. In spite of the fact that confidentiality cannot always be guaranteed, particularly in a virtual setting, participants should gather in a quiet and private place to avoid others overhearing or interfering with the discussion.

This confidentiality rule applies to all members of the Board of Directors, volunteers, and peers.

Any person who breaches confidentiality will be subject to disciplinary action.

C. Illicit Drug and Alcohol Use

Providing peer support while under the influence of illicit drugs and/or alcohol is prohibited. If a peer-volunteer's cognitive capacity is impaired, everyone's safety is at risk. In the event that volunteers are under the influence of drugs or alcohol while performing their volunteer duties, they will be subject to disciplinary action.

D. Background Checks

It may be necessary for some volunteers to undergo a police background check. It is necessary to pass this check before a volunteer is able to work with at-risk peers or deal with sensitive information. In the event that this is a prerequisite for a volunteer's role, they will be informed by a Board member.

E. Conflict Of Interest

In order to achieve the best results for MDO and its peers, volunteers must put aside their own personal interests. Any volunteer who gains a real, apparent, or potential reward from their volunteer work compromises our fiduciary duty. In other words, we all have a fiduciary duty to act in the best interests of the organization and those it benefits, even at our own expense.

F. Organizational Representation

Board approval is required for all actions or statements that reflect on, cause obligation to, or affect MDO. These can include lobbying government or other organizations, making statements to the press, signing contracts, or taking on financial obligations.

G. Violence, Abuse, and Harassment

MDO maintains an environment free of discrimination, harassment, intimidation, bullying, and coercion. It is not acceptable to engage in these types of behavior.

For more information and to place a complaint with MDO, please refer to the Policy and Procedure on the MDO Website.

Any person who commits a violent or threatening act and demonstrates unsafe behavior can have their volunteer agreement terminated without prior warning.

H. Unconditional High Regard

We recognize that volunteers and peers come from various backgrounds with diverse beliefs and experiences.

Founded on our shared mental health experience, MDO is a nonpartisan organization committed to equality and diversity.

MDO believes that every person has value and contributes positively to the community.

MDO asks that volunteers respect and accept each other unconditionally and are reminded that biased and discriminatory behaviors are not tolerated.

I. Copyright Compliance

MDO respects intellectual property rights and is committed to meeting its moral and legal obligations regarding its use of copyright-protected works.

In newsletters, websites, and program documentation, it may appear tempting to use photographs, graphics, quotes, or other content found in books or online.

In most cases, these materials belong to a third party and are protected by copyright. Therefore, they cannot be used without the permission of the copyright owner and author.

There are occasionally materials that are deemed "public domain" and can be reproduced freely. Government websites and Public domain websites such as Project Gutenberg and the Internet Archive offer e-books and other media which can be freely used and reproduced.

Free copyright for images and videos -

<https://www.pexels.com/>

<https://pixabay.com/>

Free copyright design -

[Freepik | Graphic Resources for everyone](#)

For free copyright Icon -

[Free Vector Icons and Stickers - Thousands of resources to download](#)

Please contact the Chair or Co-Chair if you have any questions regarding the copyright compliance of any work you would like to use.

J. Safety

- **Reporting incidences:** Volunteers must immediately report all personal injuries while conducting their functions to the Chair or Co-Chair. Volunteers should go to the emergency room or call their physician for immediate care if they believe they have been harmed or exposed to infection.
- **First Aid:** Volunteers need to know the location of and have access to first aid kits. A prompt first-aid response can keep most injuries and medical situations from growing worse.
- **Fire plan:** Volunteers need to know the location of the nearest exit in case of fire.
- **Maintenance:** Safety in the workplace requires keeping the environment free of hazards that arise from a lack of regular maintenance and servicing. Volunteers should report any conditions that are potential safety hazards to the Chair or Co-Chairs.



K. Emergency Plan

Emergencies don't happen very often but when they do it is important to act calmly, quickly, and properly. To do this, a well-thought-out plan is needed. To get help quickly, dial "911" to speak with the emergency response system. This should be called for any fire, police, or medical emergency.

EMERGENCY
PLAN



L. Hand Sanitisation

This protects the peer and yourself and reduces the possibility of transferring infection from one person to another. It is important to learn to wash hands properly and to know the appropriate times for handwashing.

Hands should be washed and sanitized:

Peer Intervention Tools

In order to support peer-volunteers in fostering a safe recovery environment through their interactions, we provide tools that reflect MDO's values and reflect recovery practices.

Please keep in mind that we are not therapists nor do we provide professional advice. For most peers, sharing their experiences and receiving unconditional acceptance helps them feel better. Only through our shared lived experiences can we provide hope for recovery.

A. Communication

- **Verifying** : Ask others what they think, and what they plan to do. Take the time to understand why they reacted the way they did.
- **Ask the questions, What, Why and How?** These questions help a person become aware of their perceptions and identify strategies to their own difficulties.
- **Encouraging**: Encourage different ways of doing things.
- **Celebrating**: Recognize people's strengths and encourage all steps they have taken towards their wellness.
- **Respect**: Put yourself in the other person's shoes, without any bias or preconceptions. Ask, "What is your understanding of the situation?". Confirm your understanding of what the other person explained: "I would like to make sure that I understand what you think or feel?".

B. Overcoming Barriers to Communication

- **Assuming/ Judging**: Thinking you know what other people think, what they should do, and how they should respond.
- **Rescuing/Suggesting**: Taking on the other person's problem as your own and suggesting how to resolve the problem. Remember that what worked for you, may not work for the other person. Respecting people's right to control their own lives, and to make mistakes is fundamental to peer support and recovery values.
- **Directing**: Giving instructions to make sure it's done your way. This attitude controls others and is contrary to recovery values. Instead, negotiate common goals and expectations. Divide the tasks and then ask if they need your help.
- **Expecting**: Setting high standards and then pointing out the person's failure to reach those standards.
- **Mind Reading**: Expecting other people to read our minds. Communication is essential in peer relationships.

C. Active Listening

- **Want to listen.** Listen to people as you would a friend. There are no uninteresting people...only uninterested listeners.
- **Be a good listener.** Sit or stand up straight; be alert. Face forward with an expression of interest on your face.
- **Listen to understand.** The goal of listening is not simply to hear what your peer is saying; it is to gain an understanding of what they are saying.
- **When you don't understand, or if you need further clarification, ask questions.** Ask for clarification if you don't understand. Asking questions also shows that you are listening and genuinely interested in them.
- **Get rid of distractions.** You should put down your cell phone or any other object that might distract you and prevent you from giving your full attention..



D. Sharing Information

- You can share information with someone if they request it.
- Provide only accurate information. Don't be afraid to admit that you don't know the answer.
- Communication should be simple and common language should be used.
- It is important to speak slowly and clearly.
- Be patient, polite and friendly.. As a rule of thumb, treat others as you would like to be treated.

E. Managing a Crisis

Our volunteer peer-supporters are not trained to respond to crisis situations, and MDO is not a crisis service.

However, like in any other crisis situation we may encounter in our daily life, we can:

- Engage in active listening without judging or offering advice,
- Validate their emotions,
- Encourage them to reach out to their professional resources, to call the mental health crisis line, and/ or to go to their local hospital's emergency room.

F. Peer-Volunteer Self-Care

Supporting others can be physically and mentally draining and it can affect one's own physical and mental well-being. Take time to care for yourself.

Self-care refers to taking the time and energy to care for yourself. It can help us re energize and give us strength to cope more efficiently with difficult situations. As volunteers, we should put just as much effort into taking care of our own needs as we do into supporting others.

Remember:

- Respect your limits: Be mindful of your expectations, personal needs, and limitations before starting a project.
- You are not in this alone: Communicate your needs to your peers. In the event of a problem, notify the Chair or Co-Chair immediately.
- Develop your skills: Attend training sessions and volunteer meetings whenever possible.

Volunteer Pledge

As a peer-volunteer at MDO, I agree to the following:

- Remain engaged and maintain my skills by attending training sessions and volunteer meetings whenever possible,
- Respect the confidentiality of all people encountered, including other volunteers and attendees,
- Keep a team spirit and always be considerate of others,
- Seek assistance and guidance from Board members and experienced volunteers when I have questions or concerns,
- Decline assignments I am not trained for or comfortable doing,
- Inform the Board of Directors of any potential conflict of interest,
- Be open-minded regarding other people's culture, beliefs and values,
- In the event that I am unable to work on the scheduled date and time, I must notify my team and/or the Program Coordinator as soon as possible.
- Accept no payment or gifts from participants,
- Comply with MDO's Code of Conduct and Policies and Procedures,
- Keep track of and report my volunteer time in a timely manner.

By my signature, I acknowledge that I have read, and understood the principles and standards defined in the MDO peer-volunteer Handbook and that I hereby pledge to abide by them.

Name of volunteer

Name of witness

Signature

Signature

Date

Date

Crisis Lines and Community Resources

Child, Youth and Family Crisis Line of Eastern Ontario

Provides professional help in English and French for children, youth, and families in crisis.

Available 24/7.

(613) 260-2360

www.icrs.ca/en

Community and Social Service Referrals

Provides information and referrals in English and French to individuals and families living in Eastern Ontario.

2-1-1

www.211ontario.ca

Drugs and Alcohol Helpline

Provides information about drug and alcohol addiction services in English, French, and over 170 other languages.

Available 24/7.

1-800-565-8603

www.drugandalcoholhelpline.ca

Femaide

A provincial telephone helpline for Francophone women who are dealing with violence and/or who have been sexually assaulted.

Available 24/7.

1-877-336-2433

<http://www.femaide.ca>

Kids Help Phone

Provides support in English and French for youth under the age of 20.

Available 24/7.

1-800-668-6668

www.kidshelpphone.ca

Mental Health Crisis Line

An all-encompassing crisis service offered in English and French.

Available 24/7.

(613) 722-6914 (Ottawa)

1-866-996-0991 (Prescott-Russell)

www.crisisline.ca

Ottawa Distress Center

An all-encompassing crisis service in English. Available 24/7.

(613) 238-3311

www.dcottawa.on.ca

Ottawa Rape Crisis Centre

Provides English service to survivors of sexual violence, supporters, and family and friends of survivors. The crisis line volunteer counselors provide crisis intervention on issues such as childhood sexual abuse, recent sexual assault, flashbacks, and suicide intervention.

Crisis line is available 24/7.

(613) 562-2333

www.orcc.net

Pembroke Regional Hospital Mobile Crisis Team

Provides a crisis intervention service to the clients of Renfrew County through the phone line and an on-call back-up in the county for more serious calls. The local mobile team is available for response to Renfrew County.

Available 24/7.

1-866-996-0991

www.mentalhealthhelpline.ca/Directory/Program/3876

Tele-Aide Outaouais

A crisis line for French-speaking individuals.

Available 24/7.

(613) 741-6433

1-800-567-9699

www.telaideoutaouais.ca

Telehealth Ontario

A free, confidential service that provides health advice or information from a registered nurse.

Available 24/7.

1-866-797-0000

www.ontario.ca/page/get-medical-advice-telehealth-ontario

Trans Life Line

A non-profit dedicated to the well-being of trans people. The hotline is staffed by trans people, for trans people.

1-877-330-6366

www.translifeline.org

Valoris

A multiservice agency for children, teenagers, adults, and their families living throughout the United Counties of Prescott-Russell.

Available 24/7.

(613) 673-5148

1-800-675-6168

www.valorispr.ca/en/

Youthline

Provides service for youth, by youth that affirms the experiences of lesbian, gay, bisexual, transsexual, transgender, 2-spirited, queer, and questioning youth in Ontario. Youth Line offers



confidential and non-judgemental peer support to youth under the age of 27 through telephone, text, and chat services.

Available from Sunday to
Friday, 4:00 PM to 9:30 PM.
1-800-268-9688
www.youthline.ca

Youth Services Bureau Mobile Crisis Line

For children and youth ages 18 and under who are experiencing a crisis, and for parents, guardians, caregivers, friends, or service providers who are concerned about a young person in crisis.

Available 24/7.
(613) 260-2360
1-877-377-7775
www.ysb.on.ca/index.php?page=24-7-crisis-line



MDO Incident Report

Mood Disorders Ottawa, as a volunteer peer-led organization, is continually attempting to improve the quality of the programs, events, and activities that we offer our members. Filling out an incident report will allow us to become aware of the difficulties that need to be resolved in our efforts to strive for excellence.

MDO would like to praise you for your courage in coming forward and sharing with us the difficulties you may have experienced. Please rest assured that MDO is committed to addressing each of these reports with the utmost respect and compassion they deserve. Our goal is to make everyone who comes forward feel safe and secure throughout this entire process. For this reason, please rest assured that this process is confidential and that only those involved in the review and analysis of this claim will have access to the necessary information required to find a satisfactory solution to the issue at hand.

Once again, we at MDO thank you for your courage and for helping our organization continue to strive and prosper. We at MDO hope that you will also be satisfied with our response to your claim as our desire is to make your experience with MDO as positive as possible.

Name of the person filling out this form::

Are you reporting this incident for yourself or someone else?

- Myself
- Someone else

If you are filling out this report on behalf of someone else, what is their full name and contact information?

If you are filling out this report on behalf of someone else, are they aware that you are doing so?

- Yes
- No

Please describe in as much detail as possible the event(s) that you are reporting. When and where did the incident occur? For example date(s), during which program/event, name of the place, witnesses, etc.



Contact information:

Please provide us with your contact information so that we may contact you if we need any more information.

Email: _____
Phone number: _____

What is the best way to reach you?

- Email
- Phone
- Both, email and phone

Can we leave you a voicemail if you are not available to answer our call?

- Yes
- No

Board of Directors Use Only:

Date received: _____

Steps to achieve a resolution

Final resolution

Other comments
