

In the Stream

Summer 2006

Boiling Points: Coping with Anger and Frustration

by John Mossa

Recently, I did a workshop on anger management. I separated the presentation into three sections:

- 1) Understanding Anger
- 2) Strategies for Anger Management, and
- 3) Tools and Resources.

(1) UNDERSTANDING ANGER

The Anger Management Counseling Practice of Toronto defines anger as: an instinctual response to a perceived threat. Anger affects us both physiologically and psychologically. Physiologically, anger is defined as a defence response of the human nervous system to internal or external demands, threats, and pressures. The defence response is triggered by the release of hormone adrenaline. Adrenaline causes pupil dilation, rapid heartbeat, rising blood pressure, and rapid breathing. The liver responds by releasing sugar, and blood shifts from internal organs to skeletal muscles, causing a general state of tension.

Psychologically, anger is a response to a perceived misdeed and attributing blame to someone or something. What occurs when we get angry? In most cases, uncontrolled anger follows and it follows this sequence: A) Triggers; B) Thoughts; C) Feelings; D) Behaviors and E) Consequences.

A) **Triggers** - Something unpleasant happens to you. For example, Wheeltrans is late for you.

B) **Thoughts** - Most of the time when we get angry it's about personal issues that we have a belief system around. So, if you've been triggered, your belief system is rocked; your body and your thoughts react to that. In most cases, your thoughts will be distorted. These thinking errors occur pretty much all the time.

Dr. David D. Burns developed a checklist of cognitive distortions. These are ways that we think about things that distort our thinking:

- **All or nothing thinking:** You look at things in absolute, black and white categories.

- **Mental Filter:** You dwell on the negatives.
- **Discounting the positives:** You insist that your accomplishments or positive qualities don't count.
- **Jumping to conclusion:**
 - Mind Reading – you assume that people are reacting negatively to you when there's no definite evidence.
 - Fortune Telling – you arbitrarily predict that things will turn out badly.
- **Magnification or minimization:** You blow things way out of proportion or you shrink their importance.
- **Emotional Reasoning:** You reason from how you feel, "I feel like an idiot, so I really must be one."
- **"Should Statements":** You criticize yourself (or other people) with "should's," "ought's," and "have to's"
- **Labelling:** Instead of saying "I made a mistake," you tell yourself, "I'm a jerk," or "a fool," or "a loser."
- **Personalization and blame:** You blame yourself for something you weren't entirely responsible for, or you blame other people and deny your role in the problem.

These are thinking errors. Make a mental note of those that apply to you.

C) Feelings - Anger is a secondary emotion. It's like armor covering primary feelings, such as fear, hurt, sadness, guilt, embarrassment, shame, jealousy and others. We have a hard time talking about these ones because they make us feel vulnerable. For example, Wheeltrans' poor service may be the trigger. That's sends a message to the body. The body supports that thought, you get tense, your heart rate speeds up, you clench your teeth, that sends a message to the brain which increasingly distorts your thoughts and anger is aroused. So physiological, psychological reactions, thoughts, and feelings work together to produce angry behaviour.

D) Behaviours - There are the different styles of angry behaviour. Ron Potter-Efron developed eight rungs on the Anger Ladder of Violence:

- **Sneaky Anger:** You act and speak normally but purposely neglect to do certain tasks others have asked you to do, pretending that you forgot all about the duties.
- **The Cold Shoulder:** You shun another person and make it clear that you are mad about something. However, you absolutely refuse to let him or her know what it is.
- **Blaming and Shaming:** You fault others for something that happened and then tell them they are "no good" in order to make them feel shame.
- **Swearing, Screaming, and Yelling:** You lose control over your speech and

scream and yell at others. Those who have a habit of swearing are most prone to this form of anger.

- **Demands and Threats:** You demand that others behave as you want them to or threaten you will do something drastic if they don't, such as hurt them or yourself.
- **Chasing and Holding:** You approach or pursue others and physically restrain them against their will and prevent them from leaving your presence.
- **Partly Controlled Violence:** You physically strike someone for the purpose of forcing him or her to do what you want, but without losing control.
- **Blind Rage:** You physically attack a person with total loss of control, to the extent that when you return to normal consciousness, you may not even remember the incident.

These different styles go from more passive aggressive up to more aggressive to downright physical. All are dysfunctional and all of us will have engaged in at least one or two during our lives. All these behaviors lead to negative consequences.

E) Consequences

If anger is used inappropriately, it produces negative results. In her book, "Managing Anger", Rebecca R. Luhn PhD, states anger can:

- Disrupt Your Life
- Control Your Thoughts
- Ruin Your Relationships with Family, Friends, Co-workers, and others
- Cause Pain – fighting or physical confrontation
- Cause Other Emotional Problems like Depression, Anti-Social Behaviours
- Leave a Negative Impression with People
- Cause Health Problems - chips away at your immune system.

The last point is an important one. When your body starts doing the anger arousal thing, you get tense and your heart rate speeds up, it chips away at your immune system. If you have a chronic anger problem, you do internal damage to yourself. It can be a very serious problem. In the short term, you may want to blast the Wheeltrans worker, but the ultimate damage is to yourself. You need to develop anger management strategies so that you can say what you want in a way that people understand and does not damage yourself, or the relationship.

(2) STRATEGIES

There are several anger management strategies you can use. You can use the following in combination or on its own:

- **Relaxation:** Breathe deeply, from your diaphragm. Try breathing in through your nose for 5 to 7 seconds, hold for 3 to 5 seconds, and exhale through your mouth for 5 to 7 seconds. Try doing this 5 times. Slowly repeat a calm word or phrase such as 'relax', 'take it easy'. Repeat it to yourself while breathing deeply. Use imagery; visualize a relaxing experience, from either your memory or your imagination.
- **Problem-Solving:** State the problem. Be specific to the issue – do not bring up past issues. No yelling, swearing, or shouting. Let the person know you are angry – also let them know the feeling beneath the anger. Ask for what you need – translate angry demands into desires. For example, "I would like..." instead "I demand". Reach a mutual agreement and let it go!
- **Better Communication:** In a heated discussion, slow down and think through your responses. Listen carefully to what the other person is saying and take your time before answering. Listen, too, to what is underlying their anger (the primary feeling). Don't jump to conclusions.
- **Take a Time-Out:** Identify the signs that make you become angry. Say you are taking a Time-Out, because you are getting angry and don't want to make matters worse but will come back when you are ready to resolve the issue. Take the Time-Out even if the person you are angry with wants you to continue arguing. While you are in a Time-Out, do constructive things that help you to deal with your feelings positively. Don't use drugs or drink alcohol. Pay attention to your physiological and psychological changes as they return to normal. Don't return to the situation until your anger is reduced. Go back when you said you would, if the person you are angry with is agreeable, discuss the problem with the aim of resolving it. If they are not agreeable to discussing it, suggest a time in the future when you would be willing to talk about the issue. Don't use a Time-Out to avoid discussing issues or to control the other person. Time-Outs should only be used when you feel you are at risk of becoming abusive.
- **Anger Work-Out:** Refers to a healthy and full expression of anger on inanimate objects; not on people so as to rid yourself of hostility and aggression aroused by your anger. When you are alone, you can try each of the following techniques by themselves or in any combination: beating on a pillow or bed with foam or plastic bat or stick; ripping up newspapers; throwing soft unbreakable objects; loud yelling with no one around or yelling into a paper bag; writing a letter of anger, but ripping it up the next day - not mailing it; and expressing your feelings by writing them in a journal.
- **Use Humour:** Humour can help defuse anger and rage. Use humour to help yourself face the problem more constructively but not to run from it. Don't use

harsh, sarcastic, passive aggressive humour – it is a form of anger expression.

- **Self-talk:** Ask yourself “Do I really want to flip out on that person?”, “What are the negative consequences for me, if I blow up?” Thinking how you express your anger is fully your choice, but knowing it has consequences for yourself will help you make better choices.

Finally, if you cannot take yourself out of the angry situation, deal with the situation as best as you can in that moment. Deal with your feelings about the situation later, whether that means writing a letter, and/or talking to a friend. Your feelings matter; but the important thing is knowing how to express those feelings that is important. It's how you express that. There are always options with the above strategies, and in the following tools and resources:

(3) TOOLS AND RESOURCES

Counseling Services

Catholic Family Services of Toronto	(416) 222-0048
Centre for Addiction and Mental Health	(416) 979-6878
Family Service Association of Toronto	(416) 595-9618
West End Walk-In Counselling Centre	(416) 394-2424 ext. 34
Anger Management and Counseling of Toronto	(416) 489-5281

Websites

American Psychological Assn	http://www.apa.org/topics/angersub1.html
AngerMgmt.com	http://www.angermgmt.com/angertoolkit.asp
Coping.org	www.coping.org/anger/content.htm

Books

“Managing Anger: Methods for a Happier and Healthier Life” ,
By Rebecca R. Luhn, PhD, Reid Publishing Limited 1992.

“Anger Free: Ten Basic Steps to Managing your Anger”,
By w. Doyle Gentry, PhD, Harper Collins Publishers 1999.

Sometimes, you can wake up in a bad mood and you're already angry and you don't even know it yet. Maybe you had too much or too little coffee so you're irritable. More seriously, you may experience discrimination and inequality. These are factors that can contribute to your mood. You have to be aware that you may not even be neutral. You may be starting at a deficit.

Knowing where your thoughts and feelings are at during the day is main point. Your low expectations about Wheel Trans may be normal but don't let it chip away at your immune system by an angry response. If you manage your anger constructively, you can release tension, communicate better when you are upset, resolve hidden conflicts, and make you feel energized.

Opening More Doors For Ontarians With Disabilities: McGuinty Government Developing New Accessibility Standards

©Ministry of Community and Social Services, June 13, 2006

TORONTO – The McGuinty government is developing three new accessibility standards to target barriers in information and communications, the built environment, and employment for people with disabilities, Madeleine Meilleur, Minister of Community and Social Services and Minister Responsible for Ontarians with Disabilities, announced today.

“We are on the side of Ontarians with disabilities and business owners who employ and serve them, because greater accessibility is something that benefits us all,” said Meilleur. “It means more customers for business, a larger talent pool for employers and an Ontario where all citizens are able to participate fully in society.”

Meilleur made the announcement on the first anniversary of the passage of the landmark Accessibility for Ontarians with Disabilities Act, 2005. The act calls for new province-wide accessibility standards to be developed, implemented and enforced in stages of five years or less, leading to an accessible Ontario by 2025.

The next three proposed accessibility standards will be developed by standards development committees which will include people with disabilities or their representatives, members from businesses and organizations across Ontario as well as government representatives. The two proposed standards already in development in the areas of transportation and customer service are expected to be ready for public review this fall.

The development of enforceable accessibility standards are just one of the ways the

McGuinty government is working to build a province where everyone has a chance to contribute. The government is also:

- Committing nearly \$276 million in new funding to strengthen community supports for adults with a developmental disability;
- Investing nearly \$11 million in interpreter and intervenor services for the deaf and deafblind community;
- Providing \$28.2 million to help universities and colleges provide services for students with disabilities to help them succeed.

“Everyone who lives in this province should have the same opportunities to participate in all aspects of community life from finding a job, to riding the subway, to going to the movies,” said Meilleur. “That is our goal and with the help of the people of Ontario, we’re going to get there.”

Commission's Initial Response to the Introduction of Bill 107 to Reform Ontario's Human Rights System

© *Ontario Human Rights Commission, April 28, 2006*

On April 26th, 2006, the Attorney General introduced in the legislature Bill 107, an Act to amend the Human Rights Code, which, if passed, will reform Ontario's human rights system. The Attorney General has taken the next step in reform of the human rights system by introducing legislation, stated to achieve a number of goals shared by the Commission.

We welcome the vision of a strengthened commission more focused on prevention and systemic issues, inside a re-balanced system for enforcing and promoting human rights.

A key component to rebalancing the system and refocusing the Commission's mandate will be to find new ways to involve the community in the work of the Commission. The creation of two new divisions within the Commission – an anti-racism secretariat and a disability rights secretariat, along with an ability to create advisory committees on other issues – are positive developments that could expand the voices of the community and benefit the work of the Commission.

Another key goal for reform of the system is ensuring better access to justice, speedier resolution of claims, no limit on awards, and more supports for complainants. The Attorney General's announcement to create a new human rights legal support centre that would provide all complainants with full legal representation regardless of income level, abilities, disabilities, or other personal circumstances, could assist in this regard.

We are also pleased that the Attorney General will be setting up a broad public consultation process including an Implementation Advisory Committee that will provide input into both the bill and the roll out of a new system. The Commission will be working hard over the coming weeks and months to contribute to both of these processes.

Bill 107 raises significant questions about how these goals will be achieved. In particular, there are a number of concerns as to how the proposed revamped tribunal will be able to move complainants and their claims “fairly, quickly and effectively” through the system, including enforcement, as well as monitoring of public interest remedies.

Another concern is the increased ability of the tribunal to exclude complainants without a hearing through expanded gatekeeping powers. And although the government has announced a new legal centre to support complainants, there is, for example, nothing in the legislation on this body: its governance, powers, obligations and limitations. This bill does not appear to follow the recommendations on the provision of legal services contained in the Cornish or LaForest reports.

Throughout this process the Commission has advocated for certain principles that are essential to achieving balance in the system and ensuring an effective commission within it. For example, the Commission’s capacity to successfully promote human rights and address systemic issues relies on its ability inquire into matters and to advance its policies, the public interest and human rights at the tribunal through the initiation of complaints, interventions and appeals. There is currently no unfettered right to do so in the bill.

In addition to addressing issues flowing from the bill, an effective new system will require strong transition and implementation planning. And it will require adequate resources for: a revamped tribunal, more supports for complainants, and a refocused commission with new secretariats and advisory committees.

The Commission will work with the government on how best to structure the legislation to deliver on the Attorney General’s commitment to maintain a balance of functions and powers. The key question will be, is this the package which will truly protect and advance human rights in the province?

The Commission encourages all interested individuals and groups to review the draft bill and provide feedback to the government on implications for their role and interests in a new human rights system.

Barbara Hall, B.A, LL.B, Ph.D (hon.)
Chief Commissioner

Building an Inclusive and Accessible Canada

The year 2006 marks two very significant anniversaries for the disability community: 25th anniversary for both the International Year of the Disabled and the first Parliamentary report on disability called "Obstacles"; 10th anniversary of the Scott Task Force Report, "Equal Citizenship for Canadians with Disabilities: The Will to Act".

A National initiative is being designed to celebrate these past events and build toward a Forum in Ottawa on November 2, 2006. Building an Inclusive and Accessible Canada will bring together people from across Canada, national, provincial and local disability groups and civil society organizations to participate in this unique and historic campaign.

The initiative aims to:

- build broad-based public and political momentum for federal/provincial/territorial action to increase the investment in disability supports and addresses the poverty and exclusion of Canadians with disabilities;
- mobilize and expand collaboration within the disability community and beyond; and
- raise the profile of Canadians with disabilities and their families.

Our goal: to create AN INCLUSIVE AND ACCESSIBLE CANADA

You can be a part of this! The initiative will include:

- An opportunity for your organization (federal, provincial or local) to sign on as a partner and demonstrate solidarity for this campaign.
- An opportunity for you to '**Tell Your Story**' and bring a human face to the hopes, struggles, barriers and accomplishments of Canadians with disabilities and their families. We want to collect hundreds of stories from every region, community, city, town and constituency in Canada. Stories that identify barriers and the creative solutions found.
- An opportunity for you and others to sign an online Declaration. It will call on governments to move forward an Agenda for Creating an Inclusive and Accessible Canada. We want to confront the poverty and exclusion of Canadians with disabilities, first and foremost by increasing access to disability supports.

The campaign website, www.endexclusion.ca will connect you and/or your organization to the most up to date information about the initiative. The website will

include the stories submitted, updates on the November 2nd Forum on Parliament Hill, the Declaration and the growing list of organizations across Canada, partnering in solidarity.

We need you! Go to the website today www.endexclusion.ca. Email our virtual office at endexclusion@mts.net.

- Learn more about sharing your story;
- Sign on to the declaration;
- Become an organizational partner; and
- Tell others and help spread the word.

© *The Council of Canadians with Disabilities and Canadian Association for Community Living.*

Eateries pledge to boost disabled access: Restaurant chains take steps to meet rights obligations Ontario report cautions more change needed

© *Kelly Gillespie, Toronto Star, July 2006*

Twenty-six restaurant chains across the province will make their eateries more accessible to people with disabilities, says a report to be released today. The report outlines the commitments and progress chains as large as Starbucks, Tim Hortons, McDonald's and Subway have made to ensure everyone, regardless of disability, can get in and around their restaurants.

It's the culmination of five years of work by the Ontario Human Rights Commission to get the restaurant industry to voluntarily take steps to accommodate the needs of customers with disabilities in order to meet their obligations under the Ontario Human Rights Code. Under the code, people with disabilities have a legal right to access premises and services with dignity and without impediment.

"Despite this right, persons with disabilities continue to face daily obstacles in going about their lives, including when they are accessing restaurant services," the report states. Positive changes highlighted in the report include:

- McDonald's has a five-year plan to deal with barriers in all of its restaurants.
- Great Canadian Bagel has sloped its condiment counters to make it easier for those using wheelchairs.
- Timothy's World Coffee has a staff-training program for assisting persons with disabilities.

- Many restaurants have taken steps to offer Braille menus, and Braille or tactile signs on washroom doors to assist the blind.

Ontario Human Rights Commissioner Barbara Hall is releasing the report, *Moving Towards Barrier-Free Service*, this morning. "The (commission) believes that these initiatives can, over time, make a significant impact on the accessibility of the restaurant industry and hopes that other restaurant chains ... will follow the leadership of these restaurants," the report states.

But it also cautions they need to do much more. "Some of the restaurants involved in this initiative are relying heavily on staff training, education and improved customer service to achieve accessibility ... (These) will not by themselves remove barriers, ensure equal access, and bring organizations into compliance with the (Ontario Human Rights) Code," the report states.

There's still a long way to go in improving the design of restaurants to make sure disabled Ontarians can easily get a slice at Pizza Pizza or a coffee at Tim Hortons. The report doesn't provide a dollar figure of how much money it would take to make restaurants accessible.

When a restaurant fails to provide someone with a disability equal access to a facility, such as not having wheelchair ramps or automatic doors, it constitutes discrimination under the Ontario Human Rights Code. But to do anything about it, someone has to make a complaint to the Ontario Human Rights Commission, a process that can take years to complete.

Many believe working with restaurants to get them to voluntarily comply is a faster route to increasing accessibility. "This is a classic example where accessibility is good for us but it's also good for business. They want to sell more food, it doesn't help anybody to keep customers out," David Lepofsky, a disability rights activist, said. Right now, people with disabilities find many restaurants very difficult to access or they are totally off limits. Some restaurants have doors that people using wheelchairs can get in, but then have counters that are too high. Others have bathrooms that are accessible but have a step at the front door. "It's good they're doing work in this area, but we need a commission able to back it with punch, not with a water pistol," Lepofsky said.

He fears that a controversial bill before the Legislature will take away the commission's teeth - its ability to force businesses to comply with the Ontario Human Rights Code if they don't voluntarily choose to do so. The province says its legislation will streamline and speed up the human rights complaints process, but activists such as Lepofsky point out it also removes the commission's role as public investigator and prosecutor in most cases. The report states the commission was

"impressed by the commitment" of the 26 restaurant chains to addressing restaurant accessibility.

While the restaurants have taken different steps in addressing accessibility, in general, they have made five commitments:

- Develop an accessibility policy and customer complaints procedure.
- Identify barriers to access.
- Develop a standardized accessibility plan for future locations based on the Ontario Human Rights Code, the Ontario Building Code and guidelines set by the Canadian Standards Association.
- Develop a plan and remove barriers to access in existing facilities, such as immediately fixing problems that can be easily addressed and/or are relatively inexpensive, and to phase in any remaining changes needed to provide full access.
- Monitor progress toward achieving accessibility by reporting back to the commission.

The following 26 food chains have committed to improving access to their restaurants for people with disabilities:

- | | |
|-----------------------------------|-----------------------------------|
| -Burger King | -Coffee Time Donuts |
| -Country Style Food Services Inc. | -Cultures Fresh Food Restaurants |
| -Darden Restaurants (Red Lobster) | -Druxy's |
| -Great Canadian Bagel | -Harvey's |
| -Java Joe's | -Kelsey's |
| -Kentucky Fried Chicken | -Montana's Cookhouse & Milestones |
| -McDonald's Restaurants | -Mr. Submarine |
| -Pizza Hut | -Pizza Pizza |
| -Pizzaville | -Second Cup |
| -Select Sandwich | -Starbucks Coffee Canada |
| -Subway Franchise Systems | -Swiss Chalet |
| -Taco Bell | -Tim Hortons (TDL Group) |
| -Timothy's World Coffee | -Wendy's Restaurants of Canada |

Independent Living “BACK TO THE FUTURE” Contest

In celebration of the Canadian Association of Independent Living Centre’s (CAILC) 20th Anniversary, we have created a “Back to the Future” Youth Contest for youth with or without disabilities. This contest needs the imagination, creativity and spunkiness of Canada’s youth in order to envision the world of disability 100 years from now.

The Canadian Association of Independent Living Centres (CAILC) is the national umbrella organization, representing and supporting the network of 28 Independent Living Resource Centres (ILRCs) at the national level. The ILRCs work to provide information, peer support, opportunities for skills development, community based research and disability supports in their areas. As organizations that are run by and for persons with disabilities, both CAILC and the ILRCs promote full integration and participation, helping to strengthen the social and fiscal economies of Canadian society.

Canadians with disabilities have skills, determination, creativity and a passion for life, yet many are unable to fully participate in the economic, political and cultural life because barriers to full citizenship persist in Canadian society – outdated attitudes, inflexible laws and regulations, and fragmented and uncoordinated approach to everything from hiring, to housing, to public transportation. The barriers that people experience are shown in daily life through inaccessible buildings, non-inclusive policies, lack of access to technology, etc.

In contrast to this, the IL movement envisions a Canadian society where we all live, work, play, learn, worship, parent, and volunteer side by side without the barriers that are currently there. We hope that one day in the future the segregation, marginalization and institutionalization of people with disabilities will be looked back as shockingly as we view apartheid, female suffrage and slavery today.

The award categories are the following:

- **Architecture** – buildings, homes, shopping plazas anything to do with architectural design
- **Transportation** – public transportation, air, train, automobiles, buses, rockets
- **Assistive or Adaptive Technology-** commonly refers to *"...products, devices or equipment, whether acquired commercially, modified or customized, that are used to maintain, increase or improve the functional capabilities of individuals with disabilities..."*
- **Telecommunications-** *“The science and technology of communication at a distance by electronic transmission of impulses, as by telegraph,*

cable, telephone, radio, or television.” How will we communicate in the future?

- **Community Inclusion** – What will an integrated community look like in the future? This can be displayed in a variety of formats, essays, artwork, multimedia presentation, etc.

Independent Living Principles that must be considered in all categories:

- consumer control
- cross disability
- self-determination
- deinstitutionalization
- inclusion
- self-help
- barrier removal

For more information on the IL movement, the Canadian Association of Independent Living Centres (CAILC), or to find your local ILRC, see www.cailc.ca.

As much of the categories and ideas will incorporate the use of universal design we have included a backgrounder on the concept and encourage you to explore further.

Who can apply? This contest is open to youth with and without disabilities, between the ages of 16-30.

How to Apply: Email submissions to contest@cailc.ca, along with a hard copy to: CAILC, c/o Contest Review Committee, 1104-170 Laurier Avenue West, Ottawa, ON K1P 5V5. Submissions may come in the form of pictures, videos, blueprints, and written submissions. Please note that all submissions must have a written description. **Deadline for submissions is September 27, 2006.**

Attention Travellers!!!

Save on your hotel! Ask for the “CAILC Rate” at all Westmont Hospitality Group locations across Canada

CAILC and Westmont hotels are working together to save your travel expenses and help build the Independent Living Movement in Canada. Every time you travel, stay at one of the 150 Westmont Hotel locations (see link below) and get a **preferred corporate rate**.

Anyone (no membership identification required) who books directly with one of their hotels and simply says: “**I want the CAILC rate**” will not only save money, but

Westmont will donate a portion of the total room revenues generated back to CAILC to be used to enhance services and programs provided to people with disabilities across Canada.

When you support CAILC, you are supporting 28 Independent Living Resource Centres across Canada that provides services to persons with disabilities and their families.

Share this great offer with your family and friends!

For a list of Westmont Hotel locations visit

<http://www.cailc.ca/CAILC/graphic/partners/contactinfo.pdf>

For more information on this partnership, visit the Partnerships section of the CAILC website at http://www.cailc.ca/CAILC/graphic/partners/westmont_e.html.

EMPLOYMENT OPPORTUNITIES

Community Crisis Worker Trainee

24 hour mental health crisis intervention service is offering a **training position** for a consumer/survivor who has demonstrated an interest in the mental health field, but due to his/her own mental health issues has experienced barriers to employment in the field.

Applicants must have at least 6 months of full-time employment, volunteer work or educational experience in any area within the past year, and be able to work shift-work including nights, weekends and holidays. Salary for this full-time one-year contract position is \$36,236 plus benefits.

Please send resumes to:

Gerstein Crisis Centre

100 Charles St. East Toronto, Ontario M4Y 1V3

Fax:416- 929-1080 Email: admin@gersteincentre.org

Closing date: Friday, August 18th, 2006

We regret that only those selected for an interview will be contacted.

COMMUNITY EVENTS

Anne Johnston Health Station: Peer Support Activities

If you are interested in any of the activities listed, please contact Lucy Costa Nyman

at (416) 486-8666, extension 226 for more information. All activities promote healthier lifestyles while operating under the Independent Living philosophy within a peer supportive environment:

- **Adult Interactive:** A community partnership for adults with physical disabilities. They have 5 to 6 events per year that provide individuals with opportunities to reduce their isolation and learn about various services within the community.
- **Augmentative Assistive Communication (ACC) Creative Expressions:** A 4-to-6 week series for adults with physical disabilities, who are non verbal and/or who use AAC. Individuals explore emotions/experiences/events through creative expressions. This activity is taking place from Fall 2006 to Winter 2007.
- **Hope and Recovery/Discovery Phase 1 and 2 Trauma/Abuse Group for Women with Disabilities:**
- This is a group for women with physical disabilities who have experienced various forms of trauma. Women learn to manage triggers, flashbacks and identify various coping strategies. This activity is taking place from Fall 2006 to Winter 2007.
- **Parenting Group for People with Disabilities:** A partnership with Centre for Independent Living in Toronto. These sessions are for adults with physical disabilities who are parents or who are thinking of becoming parents. Six sessions are held per year for individuals to network, learn about various services in the community and share personal experiences. This activity is taking place August 19th, October 21st and December 2nd from 1:00 pm to 3:30 pm.

Enjoy a Good Meal and the Company of Other Seniors!

SPRINT (Senior Peoples' Resources in North Toronto) is a non-profit United Way member agency that provides a wide range of effective community and home support services in North Toronto to help seniors and persons with cognitive and physical disabilities live independently in their own homes. This support also helps family and friends in their care, and fosters strong, supportive communities. Services are provided by professional staff and dedicated volunteers who recognize your wish to remain in your chosen place of residence as long as you are able.

People -- especially seniors -- eat better when they are with other people. As well as reducing social isolation, their nutrition also improves. SPRINT's Community Dining

program offers a unique opportunity for seniors to meet with other seniors, eat a delicious and nutritious meal, and live independently within their community. Anyone who is 55+ from the community and persons with disabilities are welcome to attend Community Dining events. The program offers breakfasts, lunches, afternoon coffee breaks, dinners and Sunday brunches at seven permanent locations throughout North Toronto. Locations include:

- North Toronto Memorial Community Centre - 200 Eglinton Avenue West
- SPRINT - 140 Merton Street, North Toronto Seniors' Buildings

Community Dining Programs offered at the North Toronto Memorial Community Centre from October to June include: Wednesday Lunches at 11:45 a.m. for **\$5.50**. "All You Can Eat" buffet brunch provided every second Sunday (except during the summer) from 11:00 a.m. to 1:30 p.m. for **\$6.00**. Friday Night Dinner and Entertainment - may be provided the third Friday of the month. (Cost varies depending upon entertainment provided). Weekly lunches are provided at the following North Toronto seniors' buildings (light lunch break includes sandwiches for \$2.25):

Monday - The Sherwood, 2567 Yonge Street

Tuesday - George Barker Manor, 384 Mount Pleasant Road

Thursday - Montgomery Place, 130 Eglinton Avenue East

Thursday - Joseph Brown Manor, 3179 Yonge Street

Friday - Moore Place, 801 Mount Pleasant Road

Lunches start at noon, and are available for only **\$4.75** per person. For more information or to obtain a current Community Dining calendar, please call SPRINT's Community Dining Department at **416-481-6411**, and ask for **Claudette (ext. 238)** or **Sonja (ext. 232)**.

Adult Inter-Active Summer Picnic

Thursday August 10, 2006 11:00 a.m. to 2:30 p.m.

Scadding Court Community Centre, 707 Dundas Street West"

Cost \$2.00

Menu includes: Woodfire Pizza, BBQ & Refreshments

To RSVP please call Constantine at 416-690-8804 by August 4, 2006. Attendant care will be available! The Adult Inter-Active Committee offers bimonthly social events for adults with disabilities to increase opportunities to meet people, learn new skills, have fun, and get caught up with what's happening in the community. The A. I.

events are for those who can direct their own care. A. I. believes each individual is responsible for themselves while at A. I. events.

CILT NEWS

CILT'S Executive Director

Our Executive Director, Vic Willi, was in a car accident on June 24th. He has a few broken bones and is currently convalescing in hospital. In the meantime, Sandra Carpenter is the acting Executive Director. Please join us in wishing Vic a speedy recovery.

CILT's Annual General Meeting

This year's **AGM** has been set for Wednesday **September 20, 5:00pm-8:00 pm**. A light supper will be served between 5:00pm and 6:00pm, followed by the Annual General Meeting. Not only are new Board members elected, but the AGM also serves as a great opportunity for friends and acquaintances to catch up. Please stay tuned for further details coming your way.

NEWS FROM THE INFORMATION & REFERRAL PROGRAM

Wheelchair Accessible Apartments and Homes

by Andrea Murray

The Centre for Independent Living in Toronto is now posting available wheelchair accessible apartments and homes on our website. This can be found under "What's New", Housing Listing, and includes the number of bedrooms and the location. These listings are updated once a week. If you are looking for an apartment, or if you have one you are wishing to rent that is wheelchair accessible, please contact the Inquiries Generalist at extension 28.

SkiAbility - Water Ski and Wakeboard Canada

SkiAbility is a comprehensive clinic outreach program delivering clinics and lessons to water skiers of different ages, with different types of disabilities. SkiAbility Provides:

- Certified instructors who have been trained to work with skiers with different types of disabilities
- Adapted water ski equipment (sit skis, cages, modified handles, etc.)

- Regularly scheduled clinics in communities across Canada
- Experienced volunteers
- A fun, safe, supportive environment to learn about the sport and challenge yourself.

Water Ski and Wakeboard Canada would like to see every Canadian, regardless of level of ability out on the water having fun. SkiAbility has been developed in co-operation with WSWC's provincial affiliates and local water ski clubs to introduce the sport of water skiing to individuals with a disability.

If you are interested in a fun, exciting, and safe activity to become involved in, please contact Water Ski and Wakeboard Canada or the program listed below to learn about a SkiAbility program near you: Water Ski and Wakeboard Canada, #210-223 Colonnade Road South, Ottawa, ON, K2E 7K3 Tel: 613-526-0685 Fax: 613-526-4380

Email: wswc@waterski-wakeboard.ca

Web: www.waterski-wakeboard.ca

NEWS FROM THE PEER SUPPORT PROGRAM

New Resources on Peer Support Section of Website

by Nancy Barry

Check out the Peer Support section of CILT's website for a listing of peer support services in the GTA. This list will be updated on a regular basis. The resources are listed in alphabetical order, ranging from other community peer support programs, to woman abuse service providers, to social and networking opportunities.

To access this list, go to www.cilt.ca and click on "Peer Support", then click on "Support Resources." If you have any questions regarding any of the supports listed please contact the service providers

Gateway to Screening: Assessing the Needs of Women with Mobility Disabilities

by Catherine Girard (CILT Volunteer) & Nancy Barry

My name is Catherine Girard. I am a second year Social Service Worker student at George Brown College, and am currently completing a volunteer placement at the Centre for Independent Living in Toronto. It is my pleasure to introduce to you, on behalf of CILT, the Gateway to Screening project.

I am glad to have been given the opportunity to be a part of the planning stages for this project. Considering the fact that I am a young woman living with a mobility

disability, and have lost my mother to a battle against breast cancer, I am confident that I will be able to contribute some valuable information and personal experience to this wonderful and much needed project.

The goal of this project is to determine the cancer screening needs of women with mobility disabilities, particularly screening for breast, colorectal and cervical cancers, and determine the gaps and barriers associated with accessing these services. As we all know, cancer takes the lives of more people in Canada than strokes, respiratory disease, pneumonia, diabetes, liver diseases and HIV/AIDS combined.

Prevention and early detection and screening are seen as ideal areas of intervention in the cancer control continuum. For example, a high quality organized cervical screening program with high rates of participation can reduce new cases of cervical cancer, and deaths from it by 80-90% compared with no screening; breast screening can find cancers when they are still small and can respond better to treatment and screening for colorectal cancer is an effective way of reducing colorectal cancer. Ontario's rate of new colorectal cancer cases is among the highest in the world.

For women with disabilities access to screening and support has been a challenge:

- Women with disabilities have the same biological risks as other women for developing all cancers. Unfortunately, barriers to effective cancer screening for disabled women include lack of knowledge among these women, neglect on the part of health-care providers, and physical access barriers (Welner, 1998). Together, these factors may delay diagnosis and treatment of many common malignancies. Women with disabilities, in particular those who are older, are less likely to receive regular pap tests and mammograms (Nosek & Howland, 1997).
- Although some of the barriers to cancer screening are structural, such as inaccessible examination tables, stirrups, and lack of appropriate examining instruments for impaired women, studies show that physicians sometimes fail to recommend any screening for women with disabilities (Nosek, Young, & Rintala, 1995).
- Some disabled women describe health-care providers as insensitive to and unaware of disability issues and the way they affect reproductive health (Nosek, Young, & Rintala, 1995).

The Centre for Independent Living along with its partners, the Canadian Cancer Society, the Marvella Koffler Breast Centre and the Faculty of Nursing, University of Toronto will conduct a qualitative needs assessment to identify the barriers faced by women with disabilities to access screening, existing services and identify specific

gaps in service. The needs assessment will take place in two stages. In Phase I, researchers will interview representatives from the disabled women's community including ethno-racial women, lesbian and bi-sexual women, aboriginal women as well as women living on fixed incomes. Phase II will involve a key informant survey among service providers at specific cancer centers in the GTA to identify barriers are present when working with disability issues.

The intent of the assessment is to develop a series of recommendations to be shared with the key stakeholders involved in the delivery of screening services and to focus on implementing these recommendations. A working group on screening has been set up at CILT to act on and monitor the implementation of the recommendations, consisting of the partners of the project, as well other key contributors including the Anne Johnston Health Station and Education Wife Assault. It is our intent that the assessment will produce some new areas of knowledge which we can effectively transfer to key cancer control professionals that will benefit people with disabilities.

We are very excited about this project, and are currently in the process of creating the needs assessment and setting up some focus groups which will take place over the next six months. We will continue to provide you with project updates as they arise. Stay tuned for further details coming your way in the months ahead.

Book Review

by Susan DeLaurier

Black Bird Fly Away – Disabled in an Able-bodied World by Hugh Gregory Gallagher

This book is a reflection of the author's maturation of thought on the personal and public aspects of being disabled in an able-bodied world. It is a collection of essays and writings, as well as a terrifying account of the author's struggle with polio in the early 1950's. He was a 19 year old college student in top physical and emotional shape at the time. Those who think that a paralyzed limb is insensitive to pain are wrong, particularly where polio is concerned; as it affects the central nervous system and the motor nerves while leaving most sensory nerves intact. The combination of paralysis, extreme pain, and the speed at which this occurred was devastating for Gallagher.

The first part of the book describes Mr. Gallagher's experience. While in a hospital and in an iron lung after an emergency tracheotomy, his crisis begins to bring clarity and understanding of his emotions. He admits that he rarely saw any people with disabilities and was fearful of them. He wondered if he was really afraid of what they symbolized to him, which was death and disease. He was afraid of showing these fears and always strived to present a cheerful façade. He thought this was what was expected of him and what he expected of himself. The denial of his true feelings

caused a great deal of stress. By pretending to be fine, he could not ask for the help that he desperately needed.

While in the hospital Gallagher talks about the rehabilitation he received and wondered why so much of it had a punitive aspect. Besides the physical devastation, Gallagher sustained emotional trauma. He now knows that part of this was due to his age. Children and teens are very vulnerable emotionally, and insensitive care by adults and the medical profession can cause life long emotional problems.

Two excellent articles in the CILT library reinforce this concept of insensitive care - The Rack by Carol Brown (CILT In The Stream Summer 1993) and No Apparent Distress: Doctor's Curiosity About Disability Lays Bare a Child's Humiliation by Barbara Heinrichs (Mainstream May 1993). Because of the invasion of privacy, a person loses all sense of property rights over his/her own body. The body seems to belong to others – the doctors, nurses, and therapists. The only way Gallagher could live with this was to mentally retreat to such an extent that by the time he left the hospital, he described himself as a concentration camp survivor who is emotionally dead. He quotes a Roman senator at Carthage who said “we have made a desert and called it victory”.

Gallagher's further recovery began at Warm Springs, Georgia where he met and interacted with other people with polio, and received gentle and effective physical and mental rehabilitation. An excellent and detailed description of Warm Springs is in Mr. Gallagher's book, FDR's Splendid Deception.

When he left Warm Springs he entered politics in Washington D.C., where he began his work on equal access and the rights of people with disabilities, and insisted on pushing himself to the limits of his capabilities. Although he was working on behalf of disabled people, he really didn't know any and at that time, didn't want to know any. He realized that these negative feelings were really about how he felt about himself. He thought that by forming clubs they were voluntarily segregating themselves, and it was only much later that he came to realize that he could find strength among others with polio.

Although he had successful jobs that paid well and many friends, at age 40 Mr. Gallagher suffered a major depression. This depression is the “black bird” of the title. He was lucky to find a psychiatrist who understood him. The insights gained in this therapy have helped him to lead a balanced and satisfactory life.

Mr. Gallagher knows that although the Americans with Disabilities Act guarantees civil rights, these are not enough. A disabled person may have the right to hold a job or vote, but if he cannot get into the voting station or an office building, his rights becomes moot. Some people with disabilities try to believe it is the injustice of society that is the cause of frustration and rage because it allows them to externalize

the anger, but this is wrong – disability is far more complex. Even now it is not easy to find research into the emotional and mental health of people with disabilities. Most professionals concentrate on making the person appear to be able-bodied but this only enhances the pretense that the person is not disabled and implicitly forces him to repress and deny feelings.

Mr. Gallagher talks about meeting with other people with polio to discuss post-polio syndrome and how they cope with the disability. He sees a role for himself and others as guides to the able-bodied world as they grow old and must pass into the realm of the 'sick' or 'feeble'. Those who have had polio, have had to live with it for a lifetime and they have something to teach us.

I would highly recommend this book, not only for people with disabilities, but for anyone who interacts with people who have any disability. It is extremely well written and reader friendly. When I began this review I thought maybe I would just scan the book as time was very short. However, after page 10, I couldn't put it down. The insights presented go far beyond disability and to the very heart of what it means to be human.

WEB SITES

www.disabilityaccess.org

The Coalition for Persons with Disabilities - Peel, Halton and Dufferin - is a community based partnership of persons with disabilities, groups, agencies, employers, educators, labor, government representatives and others interested in working collaboratively to effect positive changes for persons with disabilities.

The Coalition has been in operation since 1985. It was formed in order to avoid duplication of services and to foster cooperation, trust and collaboration to meet the challenges faced by persons with disabilities. This partnership has allowed members to ensure that needs of individuals with disabilities are recognized. They focus on advocacy in the areas of accessibility, transportation, health, social and recreation, housing, employment, education and training.

www.communityforhealth.com

If you are looking for a place to gather and share information on depression and related disorders, relationships, healthy lifestyle choices, anxiety disorders and many other topics -- this is the place. Launched in September 2004, this comprehensive discussion board gives you the opportunity to discuss the issues that matter to you most, with others who have had similar experiences. Our board is designed to give users a comfortable place to share information and provides an opportunity to help yourself by helping others. This discussion board gives you the opportunity to act as

a moderator for a specific discussion, we seek constructive feedback to ensure the site is as welcoming, informative and as useful as possible.

www.disabledindividuals.ca

The intent of this website is to create an inclusive, grass roots organization founded and driven by disabled individuals which is free from obligation and bias as a result of politics or specific interests. The Canadian Disabled Individuals Association (CDIA) was founded with the vision of providing a voice on behalf of all disability as well as education of our community and the public. We are a fully registered charitable organization and we currently feature British Columbia with plans to increase our coverage in the future.

CLASSIFIEDS

Urgently Needed!

HERITAGE SKILLS DEVELOPMENT CENTRE (HSDC) IS REQUESTING THE DONATION OF COMPUTERS!

Please donate computers that are new/gently used and in working condition. Also the donations of keyboards, mice, scanners, printers and cables would be greatly appreciated.

Heritage Skills Development Centre (HSDC) is a non profit organization established in 1993 with a mission to promote the social and economic well being of immigrants and refugees, so that they will contribute to and enjoy all the opportunities that Canada offers. Our programs and services include: basic sewing and fashion design, crime prevention, AIDS/HIV awareness program, social support and transition program, food and nutrition training, computer and internet training, self-employment training program.

HSDC in partnership with Toronto Community House-Unit 26, have opened a new office at 400 McCowan Rd. This is a high need area covering: McCowan Rd, Trudell Neighborhood, Malvern Ave, Trudell, Kingston Rd, Greenbrae Circuit, Eglinton/Markham, Danforth E, Glider Dr, Brimley Acres, Adanac Apts, Cedarbrae Manor, St. George Manor, Scattered Units, Kennedy Rd, Lawrence Ave. East and the surrounding catchments areas.

Drop off location:

Heritage Skills Development Centre

400 McCowan Road (Intersection: McCowan & Eglinton)

Toronto, Ontario, M1J 1J5 Tel: (416) 345-1613 Fax: (416) 345-8696

E-mail: info@hsdconline.org Please visit our website at www.hsdconline.org