

featuring:  
**Community Mental  
Health Programs**

**Curb  
Notes**



**Outreach & Intervention:  
A Wide Range of Mental  
Health Support**

*Jessica Gowers, Communications & PR Coordinator*

**Community Mental Health Programs (CMHP) is a team within Mission Services of London. CMHP offers services to those experiencing concerns related to homelessness (or are at risk of homelessness), mental illness, and/or substance addiction.**

**CMHP provides support through the following programs:**

**Streetscape:**

Streetscape provides crisis intervention to participants who may be experiencing, or are at risk of experiencing homelessness, may be suffering from mental illness or a mental health crisis, and/or may be suffering from substance addiction.

As a community-based program, Streetscape staff meet participants where they're at. This includes meeting the participant where they're staying, which may be outdoors.

Often, the men and women served by

Streetscape have little or no support. Streetscape aims to alleviate a crisis by developing individualized, reliable support systems for each participant through referrals. For example, health care providers, addiction treatment centres, domestic violence support, and more.

**Transitional Case Management Outreach (TCMO):**

TCMO is a partnership between London Health Sciences Centre (LHSC) and Canadian Mental Health Association Thames Valley Addiction & Mental Health Services to provide support for men and women who are receiving care or transitioning out of care at Victoria Hospital and are suffering from mental illness and/or substance addiction.

A Transitional Case Manager (TCM) works with the participant for up to nine weeks, advocating on their behalf, helping to navigate any barriers, and supporting their transition into a stable living environment upon discharge from the hospital.

*"By connecting the participant with specialized support services, we hope they feel some of the weight lifted. We want them to know that they do not have to go through this alone and that as a community, we will walk alongside them as they navigate their circumstance."  
- Dominique Godoy, Program Supervisor*

*Continued...*





### **Court Diversion:**

Court Diversion works with participants who are involved in the justice system. The Court Diversion Worker can provide justice referrals, help with understanding paperwork and legal proceedings, and advocate for the participant and their treatment plan to probation officers or in court.

For participants soon transitioning out of custody, the Court Diversion Worker will meet with them to prepare for a stable transition back into the community.

### **Resource Centre:**

Located in the Men's Mission, the Resource Centre focuses on social rehabilitation for those suffering from mental illness, and offers access to technology.

The Resource Centre works to support participants as they rebuild social skills through non-threatening engagement, such as coffee groups and recreational games. The staff members are a listening ear for the participants and try to be a beacon of encouragement.

Computers are available, and the Resource Centre staff often help with job search and resume building, immigration paperwork, and working through educational avenues. The Resource Centre staff can also apply for replacements of participant's missing identification documents, needed for housing applications, banking, and more.

*"It's really great to see the guys get the missing pieces of their lives back together again." - Tom Bissett & Chuck Miller, Community Support Workers (Resource Centre)*

*"Court Diversion helps to relieve any anxiety about court proceedings and legal processes because it's common for the participant to not know how to navigate the justice system. A lot of Court Diversion's support is also advocating for the participant by confirming that they are attending treatment, groups, or taking other tangible actions to make a change."*

*- Sarai Fonseca, Community Support Worker & Court Diversion Worker*

### **Considering Making an Investment in CMHP?**

You can help make a difference by donating gift cards to grocery stores or coffee shops, bus tickets, backpacks, coffee, individually packaged snacks, printer paper, colouring supplies, word search books, or board games.

Donations can be dropped off at the Administration Office, located at 4-797 York Street, London, ON, between 8:30 AM - 4:30 PM, Monday - Friday.

**Thank you for thinking of our neighbours in need.**



**Members of CMHP (March, 2024)**

(L to R, top): Dominique Godoy, Chuck Miller, Matt Borst, Tom Bissett, Sarai Fonseca, Shari Snow  
(L to R, bottom): Paula McNee, Caitie Mullarkey, Damaris Moxley, Kylie Gillis, Olivia Vansenant

# Thank You for an Amazing Coldest Night of the Year!

Mission Services of London is grateful to the donors, over 400 walkers, sponsors, volunteers and supporters of Coldest Night of the Year (CNOY) 2024. This was our biggest year yet at just over \$131,000! Thank you for your generous support and help to make a difference in your community!

Your support enables us to continue providing vital services to our

## A 23 Year Commitment to Supporting Mental Health & Addiction

*Lisa Misselbrook, Director of Mental Health and Addiction:*

Originally starting with Mission Services of London 23 years ago as an Addiction Counsellor, Lisa Misselbrook is now the Director of Mental Health and Addiction (CMHP and Quintin Warner House).

### What is the most impactful part of CMHP and Quintin Warner House?

“For both programs, we are working with people who are vulnerable and in need of help. Often, participants don’t know how they’re going to get out of the situation they’re in. Our teams provide wrap-around support and connections that really make a difference in people’s lives. I recently had one of my past participants from 17 years ago call me to reconnect. That’s the kind of impact you can make in someone’s journey.”

### What is your philosophy of care?

“Our priority is making connections and building trust with our participants. Building trust starts with being kind and compassionate to help each participant feel safe and secure. We work on developing relationships and rapport as we get to know their needs and goals. Each person deserves an individualized service to help meet their self-identified goals. We help identify resources and connect participants with a support team.”

### What’s changed regarding mental health and addiction in 23 years?

“Over the years, the addiction field has evolved. We have a better understanding of the role neuroscience plays in addiction and mental health, and how trauma impacts a person’s journey. We also have more resources and multidisciplinary teams that we can refer people to when trying to address the complex issues that we see. Mental health and addiction are treated co-currently as a best practice of care.”

neighbours in need.

Thank you to Men’s Mission for cooking the delicious cornbread and chili for walkers to enjoy.

We are appreciative to our generous sponsors: Cargill Limited, McCormick Canada, Drewlo Holdings, Excalibur Insurance, Ironstone Building Company, LiUNA Local 1059, Royal Fence, Cremations & Celebrations, Van Houtte Coffee, CTV, 97.5 Virgin Radio, and PURE Country 93.

To Lewkowitz Financial, thank you so incredibly much for being the CNOY lead sponsor for the sixth year in a row.



Mission Services of London also thanks MPP Terence Kernaghan, and City Councillors Hadleigh McAlister, Jerry Pribil, Corrine Rahman, Anna Hopkins, Skylar Franke, Elizabeth Peloza, and David Ferreira for walking with us and supporting CNOY.

**SAVE THE DATE: We'll see you next year for CNOY 2025 on Saturday, February 22!**



*Lisa Misselbrook*

## Impacting LIVES through sites and programs:

### Men's Mission

459 York Street  
519-672-8500

### Rotholme Family Shelter

42 Stanley Street  
519-673-4114

### Quintin Warner House

457 York Street  
519-434-8041

### Community Mental Health Programs

4-797 York Street  
519-439-7700 (Streetscape)

### Mission Store

4-797 York Street  
519-438-3056

### Mission Services of London Foundation

4-797 York Street  
519-433-2807

### Administration Office

4-797 York Street  
519-433-2807

Visit [missionservices.ca](http://missionservices.ca)

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[jgowers@missionservices.ca](mailto:jgowers@missionservices.ca)

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Thank you to our  
government funders:



## "Every Moment Matters"

### Thank You to Mission Services of London's Volunteers

Thank you to those who faithfully donate their time to Mission Services of London. Every moment you volunteer is the manifestation of your empathy and big heart. We are so grateful for your energy and effort, and your role is vital to the strength of our programs. Thank you.



Joey

### Celebrating Joey

Joey began volunteering at the Mission Store eight years ago. He helps organize the store and tidy up misplaced items, allowing for the cashiers and fitting room staff to focus on helping shoppers. Volunteering every week, Joey absolutely loves what he does.

"He loves telling people that he volunteers there," says Joey's mother, Marie. "He's so proud of it. He will tell anyone he meets that he volunteers at the Mission Store, and they actually ask when his next shift is so that they can come visit him."

"I love volunteering there. Everyone is so nice and friendly," Joey says.

When another volunteer or staff member at the Mission Store is having a baby, has a birthday, or has had a loved one pass away, Joey searches through the cards in the Store to find the best one. Once chosen, he gives the card to his peers to let them know they're in his thoughts. Joey especially loves it when they read the card back to him.

Filled with love for her son, Marie says that Joey has always been a hard worker. He enjoys helping her out around the house, including raking the leaves, even if it's raining. She is happy Joey finds purpose at the Mission Store. "He's just a happy guy, and he gets to do what he likes to do," Marie concludes.

### Would you consider donating your time?

Mission Services of London's Mission Store is currently in need of volunteer cashiers and sorters for a four-hour shift, once per week. To learn more, please email [volunteer@missionservices.ca](mailto:volunteer@missionservices.ca). *Thank you.*