

HEALING JOURNEYS

*Harmonized Health
clients reflections on
Mental Health and Addiction*



Harmonized Health

IN THEIR OWN WORDS

Harmonized Health Key Agencies

Anchor of Hope
Care First Medical
Cool Family Solutions
Health Upwardly Mobile (HUM)

Alone we can do so little,
together we can do so much.

-Helen Keller

Individual Healing Journey

9 Client stories

1

Family Reflections

2 Family stories

Family Participant Feedback
Questionnaire

2

Professionals

3 Stars and a wish
Road Map Journey

3

IN THEIR OWN WORDS

Harmonized Health Clients

"In Their Own Words" is a unique autobiography series that explores Harmonized Health clients in their own authentic individual healing journeys and Family reflections.

The Harmonized Health team would like to thank everyone for sharing their story, experience and honored to be apart of your personal growth and recovery.



1 Individual Healing Journeys

Client 1



Words can not explain how grateful I am that I was introduced you! I have never in my life asked anybody for help, never and when I finally decided it was time to ask I could not have been introduced to a more caring and passionate person. Since meeting you I feel like my life has changed in so many positive ways. I am excited to see what the future brings.

I don't even know where to begin. With all the talk and focus on mental health now a days, I would've thought that our health care system would have had a better handle on things, but I was so wrong! We have been dealing with many different doctors over the past 7ish years with our son Gabe, and it has pretty much been a huge waste of time. This all started with the first person we were referred to in the AHS world. She end our visits with her by saying in front of Gabe that there was nothing she could do for him. Well just imagine being a 8 year old boy who already is struggling and feeling like there is something wrong with himself, hearing this. My poor boy felt broke! From that point on he has been passed through AHS from "professional" to "professional". He would meet one, finally make some sort of connection, and before you know it they would be gone. It really seems to be just a starting point for these people and they come and go very fast leaving these poor people behind in the same state or worse. Gabe has one doctor that has just been playing roulette with his meds. It has just been one big guessing game. I often feel like I am listening to the weather forecaster when we are done. We have been going through this journey for 6 years with my son, and very little has changed for him other then the fact that he is now 14, and is maturing and learning how to deal with issues better. With all that being said I am sure you can understand why I was reluctant to seek professional help.

Harmonized Health, Wow! The thought of a group of many different professionals coming together to work with me as a patient, and not just a paycheck, was really foreign to me, but right from the first contact I had with HH I felt comfortable and no judgement or shame. I called and set up my comprehensive assessment. My first contact with Dr Hurley was a bit scary as I was opening up to another stranger and allowing myself to be vulnerable. To my surprise she was a very loud and to the point lady. Hahaha to be honest I really wasn't sure what to think of her, but I thought well I have committed to this so lets do it! She started me on a regimen of vitamins, and really made it clear to drink lots of water, as I was coming down off of meth. I was still using when I started the process, but was very honest about my use. I was still working while trying to get clean. This was an uphill battle. I went to work for two weeks, and followed her instructions as to what to take for vitamins and fish oils, and tried to drink water. When I got back from work I saw her again. This time I was using less and was ashamed to tell her I was stilling using, but I did. To my surprise there was no judgement she just documented it and we continued to talk like I hadn't even told her about. She was making sure I was healthy and still telling me to drink more water. She is very big on water consumption. With her reassurance that she is there for me whenever I needed, I left her office that day, and booked the rest of my appointments at hum. Dr Hurley sealed the deal for me by not passing judgment or making me feel more shame then I already had. It could have very easily gone the other way and I would be in a very different place right now.

My first appointment at HUM was with Sue. Right from my very first meeting with Sue I felt comfortable, and new these people were here to help. After meeting with her, my next visit was with Mike. Hahaha I will never forget the intense look in his eyes when I sat down in his chair. Not many people make me feel uncomfortable when they stare at me, but I really felt like Mike was starring into my soul trying to see what was going on. This is the first time with HUM that I actually felt any kind of emotions. Actually this was the first time in a few years I felt any kind of emotions. Mike has a way of thawing out feelings. I have been burying my feelings and running from them for a long time. I was not sure what to think when I left his office. I had all these weird sensations happening in my body (which I later learned are these things called feeling). My next appointment was with Dr H. after talking to many people I felt like I was going to talk with a god. Much to my disappointment he was late for

our appointment due to some technical difficulties he had in a court case. I sat down in is office much to my disappointment he told me my brain type and basically reiterated everything I was told by all the previous people. This appointment lasted all of 10 minutes. I left this appointment feeling lost. I did not know what to do. While all this was happening I was also introduced to Troy from Anchor of Hope. Well I must admit Troy is was my true anchor. If it wasn't for him I would have thrown in the towel. I really enjoyed my sessions with Troy. I still looked forward to our session. He is such a down to earth person and fills me with so much positivity that its hard to not believe what he says!!

Well just out of the blue I get a call on Friday from you, (Kim Titus from Thumbs Up Foundation) stating that there is funding for one more person to go to the Intensive Outpatient Program. Lol I did not know what to think. When I got off the phone with her I felt this weird wet thing run down my check. To my surprise it was a tear. After some discussions with my wife and boss and feeling fully supported from both of them, I agreed to going to it.

IOP is so not what I expected. This program is amazing. Dr H had a chance to change my opinion of him during this program, and let me tell you he did. this man is very well versed in many fields. i believe in his way of thinking, and this is the only way addiction should be treated. I feel that the main focus of this program is about getting to know ourselves and getting back in touch with our feelings and emotions. Over the course of two weeks I have learned what these sensations are in my body, and learned what they are and that it is ok and it is healthy to express them. Weird, they are called FEELINGS. I have been hiding my feelings in my addictions all these years. My brain has a disease called addiction, and I have allowed it to trick me into addictive behaviors, and using substances. By not knowing how to feel it has been very easy to hide myself in addiction.

This course has been a huge eye opener and I have learned many valuable things. The main thing I take away, is that I am not alone in my recovery journey. There are true professionals out there that care and are willing to treat addiction the way it should be treated. The answer is not always medication!! And with the proper support group and counselling, you can live a healthy and happy life with addiction. I don't even know how to express my thanks!

1 Individual Journeys

Client 2



My experience with Harmonized Health can be summed up in one word, "[Growth](#)". Before meeting Kim and eventually the whole Harmonized Health team, I thought that if I had quit my main poison, I had it beat. I may not have touched pills for a year and a half but hadn't beat anything.

I started my journey with Harmonized Health weeks after finding out that I was misdiagnosed bi-polar for 21 years. For 21 years I was a "bi-polar person". For 21 years I bounced around the public health system seeing many psychiatrists who all agreed with bi-polar. Never once was the diagnosis ever investigated, I was a sample bed for meds. I ended up seeing a "Bi-polar" specialist a few years back that may have done a bit more investigation. Bi-polar? Nope, not anymore BUT, there may be a few other DSM category's I fit? A few? I can't remember how many for sure but, north of 10 new diagnoses. Then came the month-long crash, I wasn't upset at the time about all my new "labels". Nope it was how do I live without bi-polar?

"I had addiction beat" at least. Then that fateful day on the Titus' driveway, Mrs. Kim said, "so are you ready now?" Well shit, may have at one point, come from my mouth along with a lot of other questionable words. I had found out that this other amazing man was involved, whom had already saved my life while working at urgent care - my brother Troy. Throughout my struggles with addiction and mental health there have been many plans and actions around suicide. Two such times, I went to Airdrie urgent care and met with this hulk of a man, covered in tattoos and former military. How much more perfect of a brother to save my life those two nights. I had gone back another time when I was in a shit storm and asked to see Troy and I was informed that Troy had moved on. Look at that, failed again and back in the day, failing meant my life was over. Fast forward, Mrs. Kim tells me about this amazing guy she has on board to help with therapy, Guess who? Troy. Fuck yes! Mrs. Kim I am in.

Move on to the team at HUM, first meeting was with Mike. Tattoos, long goatee and a story that wasn't much different than mine. This is my kind of place. My next appointment a week or so later was with a Rockstar named Kaylie, not nearly the same tough guys I had been used to so far but, Kaylie doesn't put up with shit either. Now remember that this is a week between my first two appointments. As I am sitting in the waiting room at Hum waiting for Kaylie, Mike walks past and sees me. Strange? Yeah strange, this is my second appointment and Mike comes in the waiting room and knows my name, he remembers my whole story. Why is this strange? 21 years I was no better than a prisoner, I was only ever a number. Every appointment I would have to retell a portion of my story and they usually forgot my name. I learned how to work my therapist to give the answers they wanted and the meds I thought I needed to continue maintaining bi-polar. My third appointment was with Dr. Raju Hajaela. This man reads calculus books at breakfast. I went to my first appointment with Dr. Hajaela, still on 3 handfuls of meds, 3 times a day. Yes, 3 handfuls of meds that were never reviewed after my mis-diagnosis of bi-polar was changed to all of the new labels. I am now currently on 3 meds once a day for nerve damage, stomach damage and one to control my night terrors. These night terrors were so bad in the past that I had to sleep with a bio bucket next to my bed because I would wake up and get sick on the floor. Happy to say that I no longer sleep with a bio hazard bucket.

It is not that there is no place for meds, the problem is not being given the right meds for what needs to be treated. 24 months ago, I had a very difficult time writing or even forming a sentence. Words wouldn't come out of my mouth properly and I couldn't think straight. The next 6 months was a real rough time as I had to come off of all of these meds. I have dealt with years of withdraw coming on and off hard street and pharma drugs, none of which would compare to these next 6 months. They always say that there is a rock bottom before someone will accept help. My rock bottom was that my 5-year-old son knew when he had to go get mom because dad is doing the weird snore again. Yes, my 5-year-old son knew when I was over dosing and he knew my death snore. Humility is a hard pill to swallow sometimes. Through Dr Hajaela, Troy and all the other amazing team members in my corner, the next six months of hell became peaceful. I could have a conversation and stay engaged. I could provide meaningful responses.

"GROWTH"

Through this journey I have learned how to fail forward and learn from failure. I have learned to give myself grace.

I know that I matter first. I have learned to love my self and shine from within. I have learned how to LUV (listen, understand and validate) when it comes to my family and friend's, thanks to the wonderful Mona Colley with Cool Family Solutions. I have participated in 10 weeks of individual counselling with Anchor of Hope (Troy). I have completed my comprehensive assessment with HUM. I have completed the Intensive outpatient program (IOP). I have completed the 10-week family program through Cool Family Solutions. I did a pilot 10-week conflict resolution with Don Schapira back in the early days. I continue on with my peers in recovery with a weekly peer group. I have learned that this team of mine isn't to fall back on, it is a team to lean into. I also continue on with Troy on an as needed basis, unfortunately he has done such a damn good job it is less needed these days. He did tell me that his goal was to work himself out of a job. I will continue on seeing Dr Roman Reznikov at Care first Medical here in Airdrie. I do believe that Dr. Rez is the Doctor needed to continue on care here in Airdrie for Harmonized Health. The Harmonized Health team continues to provide help for me and my whole family. My wife is also a Harmonized Health client and my middle son is in the process. The battle with addiction doesn't start at 18 and end at 65. This is a lifelong chronic brain disease. Addiction doesn't discriminate by race, financial stature, or gender, you were born with this. The question now is are you going to white knuckle the ride? or are you going to loosen your grip and allow other people to help you unload your baggage.

The Harmonized Health team has grown from being a part of my medical team to being a part of my family.

I have extreme gratitude for my Harmonized health family. They were always there to walk with me in my journey, to meet me where I was at. Never turning your back and always showing me empathy. Never kicking me when I was down and always at the top of the hole giving me a hand climbing out. You never jumped in the hole with me but, you gave me the strength to climb to the top. There is never a ceiling in growth, you learn to raise the bar. I could go on for days about the benefits of Harmonized Health however, I feel like I have summarized well.

Thank you for listening,



1 Individual Healing Journeys

Client 3

- Met with Sue, the most amazing and kind RN I have ever met in my life!
- Met with Mike, got an insight about how we can always fall through a trap door at our lowest point. Mike was also combating his addiction and this gave me hope.
- Started counselling with Troy and became extremely informed of how to tackle my addiction. Regained hope and motivation.
- Kept communication with Kim.

Overall this was the best experience I have ever had for my mental health recovery. I had already been through day hospital twice, once at Rockyview Hospital and once at Peter Loughheed hospital. This was helpful but it was not enough for my recovery. Being part of HH was the missing part. I am more confident now and know that will continue to recover. I appreciate everything that HH is doing and feel extremely grateful to have participated in it.

Thanks!

My experience with HH has been amazing! It has been very eye opening and it restored my hope and purpose in life. Meeting different professionals that guided me through recovery was extremely helpful. I learnt about addiction in a different way and realized how misinformed I was.

Things that helped me:

- Meeting Kim for the first time and learning about addiction, in a different way than it is usually seen as was a huge eye opener.
- Learnt about addiction and the addictive brain. Became aware of my addiction that didn't involve drugs.
- Met with Dr.Hajela, he understood me. He told me which medications I have to stop taking because they were working against me. I was on 4 medications, now I am on 2 and feeling much better.



1 Individual Healing Journeys

Client 4



When I first started with the program, I went into it with no expectations as I never had the opportunity to become involved with any kind of help before.

My first visit was with Sun. I knew when I left her that finally this is exactly what I have been waiting so long for...

As I moved thru the program with Chris and Dr Hajela, I felt very confident that I was finally seeing a change in the way I have been feeling for many years.

My sessions with Troy have made me see myself in ways I have never looked at myself before...I am starting to have a new outlook for my future ...I still have a lot of work to do yet but it's awesome to even think that I have a positive future ahead of me.

My mantra for years has been 'I Hate My Life ' I would say that many times thru my days. Now in the last couple of days my new mantra is '*I accept my life* '...

Without this program I could not see myself in a positive place at all...I am now looking forward to what everyday will bring me.

I highly recommend this program to anyone who has struggles with addictions of any kind.

Thank you, Kim, and all of you for helping me become a part of this program.

It is such a gift for all of us who are in it.



1 Individual Healing Journeys

Client 5

If a person were to ask me if there was a theme to my journey this far, it would be “True Love”. My family would not still be together today without it. For as far back as I can remember, I always felt like there was something wrong with me. Maybe, more accurately that everyone around me was not the same as me. It has taken me forty years to figure it out. Prior to meeting the Titus family and Harmonized Health, I had sought out every avenue this province had to offer. I have been seeing professionals and on medication since 1985. Through years of every different form of abuse over 30 plus years, I was given the labels of Borderline personality disorder, PTSD, Anxiety, Depression and ADHD. The medications throughout the entirety of my life never seemed to do what they claimed AND I would feel emotionless and cloudy headed on top of it all. I would consider myself a fairly intelligent individual and those medications together with all of the talk therapy never seemed to make me feel whole and furthermore, made it impossible to feel or think straight. In the past, I have had therapists that have discussed with my “5-year-old self” all of the pet names for the female genitalia when I was there for childhood sexual abuse, I have had psychiatrists that have sat and discussed sharks’ teeth for every

one-hour session for over a year just to keep getting my Ritalin and I have had counsellors that have just sat and cried through the retelling of my tale. I have searched and struggled for far more years than most people suffering with addiction even get due to the suicide rates among us. I still have days where I struggle hard with the label of addiction due to the stigma society has given it however, it is the only thing in 40 years that has made any sense. Addiction is addiction. It is the disease of more that robs us of the ability to make the best choices for ourselves and families. Addiction is hereditary. When I was newborn, I slept one out of every 24 hours and by 5 years old I knew that I was different and was put on Ritalin. My dad is a functioning alcoholic and his father was a binge drinker after the war – All the same disease as me. I have struggled through the years with alcohol. Mostly just not allowing the party to end. I started smoking when I was 11, I started drinking vodka when I was 13 and started dabbling with acid, mushrooms and pot when I was 14. At 15, I allowed an 18-year-old man to charm me out of my parents’ home so he could sell me on the streets for far less than I was worth.



My parents may have been addicts but they loved me and taught me right from wrong. My addiction has robbed me of many things but, the one thing I struggle with most is its ability to make your morals and values of such inconsequential influence that someone who sees love and sex as a journey for matrimony only, agree to be sold on the streets for basically room and board. When I was 22, I had my first baby boy and all of the seedier parts of my life ceased to exist. I loved being a mother so much. By this time, I had put myself through college for computer engineering, despite not having had the chance to complete my high school diploma. I quickly found my place in the oil and gas industry. I married the father of my son.

I always told myself I would never have children with someone unless I knew for certain he was “the one” however, I knew right from the start that I felt sorry for this man, not in love. He had no family and a gambling addiction I thought I could fix. I did love working in the oil and gas industry as at the very least, one day a week, we would go out for lunch and never go back to the office as we were drinking the day away. As my husband’s gambling habit progressed, so to did my drinking and partying with work increase. Two children, two houses and 3 vehicles lost to the casino later, I found myself scared, lost and alone at 30 with the power shut off, the heat turned off and my roof leaking with 2 children under the age of 8. I could not be alone, anything but that! In 2 months, I had met the man of my dreams, the one to make it all go away, or so I thought. He was so thoughtful and caring and amazing with my two sons. I had created this fantasy in my head of what my soul mate would be and he fit the bill. There were times where he seemed a little secretive but noting I couldn’t handle. At one year and a couple of months in, after my children had asked to call him dad, he was unfaithful and got caught.

My world was over. I wanted to die. I loved this man more than I had thought possible. Then, I found out we were pregnant so I agreed to get back together with him. Turns out, he was suffering with addiction as well. Our family begged and pleaded with every program, therapist etc., to please help our family stay together and be healthy. As my husband got sicker, so did I. I would start projects that would take me away from dealing with my family for days at a time. I got to the point where I needed at least 2 beer a day to feel well but I wasn’t an alcoholic because “I never got drunk”. Anything so long as I didn’t have to deal with the mess, I had in front of me. My now 3 children were also suffering and starting to get in trouble at school. My oldest boy had no substance issues but he will not leave his room/video games, other than to go to work. My middle boy got caught making tiny slices, about 50 or so, from his wrist to his elbow as well as being on medication for ADHD. My youngest son is so sweet. He is singing and dancing and

jumping around on things ALL OF THE TIME but you can’t get him to concentrate. He suffers because of it at school and we are forced to also give him medication for ADHD. But the medication makes it so that they can’t eat. They have both lost at least one clothing size and my 13-year-old’s bones are visible through his skin. All 3 are addicts and have never touched drugs or alcohol. I no longer wanted to live. I was exhausted from the search for help and had all but given up on life completely when my doctor told me he no longer thought I could work and wouldn’t clear me for it. In that instance, a 20-year career was washed down the toilet – EXHAUSTED and burnt out from life.

It wasn’t until we met the Titus family that things started to drastically change. No longer were we just a number, we were family. There are days when I don’t particularly like the things the doctors have to say but, that is only because what they have to say is the truth. I do not understand why it was so easy to accept the titles of Borderline personality disorder, PTSD or ADHD but it was too hard to accept the diagnosis of addiction. However, I will continue to fight the part of my brain that lies to me every day until I feel healthy and happy. With Harmonized Health, I felt like there was someone there to support me at all times and I have never felt like just a number. Everyone is so welcoming which helps take away some of the fear and helps humility to not feel so uncomfortable. I have learned so much about my brain and I continue to find out new things about myself on a regular basis. My favorite part of harmonized health so far has been. hands down, IOP (Intensive outpatient program) where I learned that there is 2 of me, inside my brain. The part of my brain that suffers with the disease of addiction, and then there is me. I fight everyday to make “Me” think and speak louder than my disease and Harmonized Health helps me to do that. I enjoy very much all of the peer support aspects of the program and credit this part for my continued success in not falling for my brain when it says “you got this, go it alone”. If nothing changes, nothing changes and that is not where I want to be anymore. Thank you to my whole team, Kim mainly first. Dr. Hajaela, Mike and Kaylee at HUM, will always be in my heart as the people to change my perspective. Dr. Reznikov for showing me the true definition of humility as he lives it every day and Troy for never letting my disease win when I didn’t want to wake up anymore.

So, the theme of “TRUE LOVE” comes from never giving up on one another while we get well. I know that without true love this family would have given up on each other and gone our separate ways and from where I’m sitting,- wow, am I glad we didn’t!

1 Individual Healing Journeys

Client 6



Getting help during the Covid-19 pandemic — my experience with Harmonized Health

Asking for help can sometimes be one of the most difficult things to do. We live in a society that prides itself on self-reliance, keeping it all together (whatever ‘together’ means), putting on a brave face, pervasive platitudes, quick fixes and instant gratification. None of this is useful when you’re facing a mental health concern or crisis.

I have often asked for help or had it suggested to me. The first time I saw a counsellor was when I was 13 after my parents separated. I’m now 47. I have seen many counsellors over the years for a variety of reasons. They were either attached to schools (high school, university and college), health services (like AHS), community resource centres (like North Rockyview Community Links in Airdrie), or workplace EFAPs (Employee Family Assistance Programs). Some counsellors

were better than others and some methods of treatment stuck more than others.

I reached out to the Harmonized Health program in December 2020. I was experiencing what I considered to be a crisis; my husband and I were having the kind of arguments that I had never experienced before in our 18 year marriage. I have been a stay-at-home mom for 12 years and I was experiencing what I had never hoped to experience— the urge to leave — without the means to do so. And I needed care in a timely fashion to help bring me to a place of calm so I didn’t need to leave and disrupt my family’s life and my own. I had been seeing a counsellor with Community Links earlier in the year but had not continued as I was feeling better. I had tried to re-establish connection with the counsellor I had been seeing there but her earliest appointment was going to be more than a month away

I had contacted Kim Titus of the Thumbs Up Foundation in December, 2020 and expressed my interest to participate in the Harmonized Health project. Covid-19 pandemic restrictions meant that my access to many of the social supports I relied on (like library programming or swimming lessons for my kids) were not available. My social and emotional health, like so many other people’s, had declined. I thought that there was no better time than during a pandemic than to do a ‘deep dive’ into the state of my mental health. I am glad I made this choice. Participating in the Harmonized Health project meant that I had not just one counsellor as I had in the past, but appointments with two doctors, a nurse and a social worker to help get to the root of some of the issues I have been dealing with for years. A comprehensive assessment with the team at HUM (Health Upwardly Mobile) revealed some things about my brain type that explained the way I had been feeling for many years — not all the time — but an underlying sense of sadness and some anxiety that returns in my life from time to time. The team at HUM made suggestions for me to get back on my feet again, so to speak.

Not only did I have regular appointments with two of HUM’s doctors, I was also set up with a counsellor who has been working with Harmonized Health and I have been having regular appointments with him on a virtual platform. He is the best counsellor I have seen before and I have been in many counsellor’s offices over the past 35 years. In addition to this, I also participated in weekly virtual meetings about family communication and learned valuable information which has helped me function better in my family life. And, I have been participating in weekly group therapy sessions. Expressing my feelings has never been a strength for me and I feel like I am learning to do this in a safe, non-judgemental atmosphere.

I have benefitted greatly from being involved in the Harmonized Health Project. I can’t say that any one part of it has been better or more valuable than the others; each piece, whether individual counselling or group therapy functions like a spoke on a bicycle wheel. Each spoke contributes greatly to the wheel’s ability to provide a safe, smooth ride for the rider.

Take out one spoke and you might be able to still ride

the bike, but you might not have the best ride either.

Harmonized Health has been a wonderful opportunity for me to learn more about myself and it has also been about community. When people are facing mental health and addictions issues, they often feel like they are all alone in what they’re going through. And they’re not. Engaging with others with similar thought patterns and life concerns breaks down the problem of isolation that many people use as a solution to their problem, thus making it worse. I’m humbled by hearing about the life experiences of others and out of this, I have made new friendships.

I have benefitted from having access to a team of qualified, caring professionals who genuinely want to see me succeed and have been invested in my well-being right from the start. When dealing with mental health challenges, continuity of care is incredibly important, yet does not seem to be the standard that people receive. If I go to a hospital for a medical health care crisis, like a cancer diagnosis or a heart attack, I am likely to see many doctors and nurses and hopefully some of them will become my ‘regular doctors’ for as long as it takes to resolve my medical concern. That care team knows me and they know my history. Imagine if we took the same approach to continuity of care with mental health concerns as we did with physical health? I imagine broken hearts, broken spirits and troubled minds might be given a greater chance at healing.

I’m grateful for the chance to have participated in the Harmonized Health project and I truly hope it is made available to many more Albertans. When the pandemic abates, there will be more people, especially people working in ‘front line’ positions who would benefit from a multi-faceted approach to dealing with their mental health concerns. Let’s set them up for success in the future, and make a healthy ‘me’ to a healthy ‘we.’

1 Individual Healing Journeys

Client 7



November 2018, I was dealing with my addiction and everything that comes with it, on my own. I had been to rehab 2 years prior trying to deal with the same addiction and I just seemed to be spinning my wheels without any traction. I had just gotten off the phone with my ex-wife, I told her I was done living and wanted relief, relief from myself and my compulsive behaviour. Soon after I received a phone call from Kim Titus, we talked for a couple hours and she told me all about Thumbs Up and what they do for our community. I took the opportunity to try a new and different approach to addiction, not treating just the addiction but the reasons behind the addiction. In my case I came from a volatile, destructive home which had distorted my emotional and mental processes. I believe I was born a pickle and addiction has always been a part of my life, it was a

self soothing mechanism. I have grown up on my own, having to figure life out by myself at a young age, besides PMO being my major addiction, I had started with alcohol at 16. By 17 I was smoking cannabis, cocaine at 18 and then crack at the age of 19. I had tried to reach out for help but all my plea's fell on deaf ears. I had gotten help in the past but found that they only ever treated the addiction and not the pain and hurt underneath. Rehab gave me the tools to cope with my cravings and introduced AA but I never found it to help. I also found that rehab took me from my little hell hole of a life and placed me in this safe, controlled environment. When it was time to leave, I was told that I need to surround myself with people in recovery? How do you do that? When I returned home I found myself alone and isolated all over again.

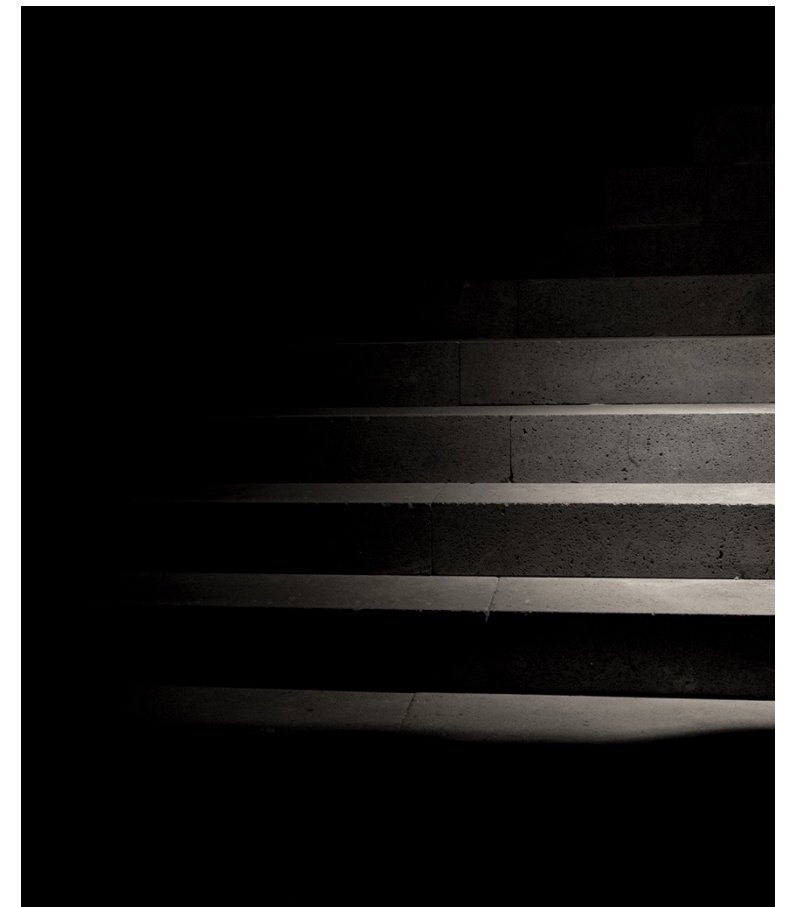
Kim and the Harmonized Health Team saved my life! I found my counsellor Troy to be very instrumental at the beginning of my road to recovery. He helped show me how certain things from my past must remain a part of my past. With his help I was able to move past the pain my family caused me, all the anxiety and depression that came with them. He was always there when I needed someone to talk to but my addiction was never really dealt with. It's very difficult dealing with substance abuse but dealing with a natural behaviour is absolutely mind boggling. We all need to eat, dopamine hit and procreate, another dopamine hit, my dopamine hit! Masturbation, Porn and Orgasm is a very destructive addiction! It has destroyed every relationship I have entered into, it destroyed my marriage, it has destroyed me. It was starting to get out of hand and threatening another relationship so I knew I needed help but this time I know if I don't, I will end up taking my own life prematurely. Which brought me to reach out to Kim and Harmonized Health after trying yet again to manage my behaviour on my own. I started to attend a peer group and was reunited with people from HUM and found myself talking the talk but I needed to start walking the walk.

Since attending Phase One of IOP, I have felt like a huge weight has been lifted off of my shoulders. I discovered, with Help from the counsellor at HUM, that what goes on in my head isn't normal thinking behaviour. I have found that I have a hard time discerning my imagination from fantasy and that's where I find my addiction takes over and runs with it.

The problem will never be solved but at least I have better awareness of how my addiction likes to work against me. HH has also helped me open up to the people around me and to share what is actually going on in my head because I now know I don't have normal thinking and I sometimes need to run my thoughts by others. HH has also brought me into the community of recovery, I have more friends on my phone than ever before and they are all a part of my recovery/support circle. I am so proud of myself to be able to write this for Kim and HH.

We need the community to be involved in our recovery, without that connection we are all wandering in the dark and dying.

I love you Kim



1 Individual Journeys

Client 8

Prior to Harmonized Health, I was feeling like I've lived 2 different selves my entire life. I was at times successful and doing better than most days/months, but even in those times addiction has always been lurking and as time went by it got easier for me to just let my addiction(s) take over and as such my road to recovery kept getting harder and harder.

I was definitely concerned for my future as I was spinning out of control once again. I have spent most of the first half of my life doing just that, spinning out of control and that seemed to be my normal and almost a routine.

I was sick of it and I for the first time went alone to seek help. When I say alone, I mean previously I would end up getting help because it was noticed and was suggested by a friend or family member or a big blowout happened such as suicidal attempts.

I have been to treatments centers and hospitals and they have all been great for me and I certainly learned things throughout those times but after I would leave, I would feel good again for a time and it would creep back up on me and sometimes without me even noticing. On occasions it was instant because I was not understanding the urges and the feelings I was having.

When I was fortunate enough to land in Dr. Roman Reznikov's office at Care First Medical Centre, I basically asked him to please diagnose me with something because I cannot do the second part of life like this even if I was free of substance abuse. I still felt wrong and not right. Out of what I can only describe as pure chance and through him, I was connected to Harmonized Health via Ms. Kim Titus.

The opportunity was presented to me and the offer was on the table for me to grab. I did grab it and for some reason the stars were lining up was it because I knew I was doing it for me?

I can just say that Harmonized Health has given me a true gift and the information / knowledge I learned through HUM (Health Upwardly Mobile), IOP (Intensive Outpatient Program) and Anchor of Hope (Troy) was and continues to be absolutely incredible.

I learned so much within a three week period through the HUM team that it gave me an understanding of my past behavior, such as I didn't understand why it never stopped and why I would stop one thing only to pick up something else. It was explained to me as being the "wack a mole" effect, my addiction(s) were not in particular things, it is one thing that walks with me I need to stay ahead of it and they gave me insight about myself that I feel I should have known as a 42 year old woman who now understands that addiction is a part of me but it is most certainly and most definitely not all of me.

I was taught to run away when things were uncomfortable to avoid uncomfortable conversations and to definitely avoid uncomfortable feelings. I now am teaching myself to embrace uncomfortableness in order to grow rather than feeding them with multiple substances along my way through life.

I have a buildup of metaphorical lumps in my throat that won't go away quite yet because I've never let them out, rather I have blocked them inside of me till now.

With Harmonized Health and Kim beside me, I have a network of professionals as well as others like myself where I can dump my lumps so to speak in a safe and healthy environment.

Harmonized Health has impacted me in so many ways but also so many loved ones. Several people in my life have seen the positive impact that Harmonized Health and Health Upwardly Mobile have had on me that it actually motivated them to seek their own recovery. That is how powerful these programs are.

My future is looking very different from my past and I am now enrolled into an Addiction and Community Health Professional Program that will be starting in August of 2021. I want to be dedicated to my recovery as it comes first, and I would truly cherish and love someday to share this gift and provide opportunity to those who are spinning out of control themselves.

I've robbed myself and my loved ones of many years through the first 1/2 of my life and thanks to Harmonized Health and Kim, I will not rob them or myself of the second half of my life.

My plan is to fit my life into my recovery and have as many uncomfortable moments as I possibly can!

1 Individual Healing Journeys

Client 9

I think the important part of my story is that I was raised by alcoholics, I didn't ask for this disease, such as you didn't wish for Cancer.

I have made very serious suicide attempts, my last should have been the last. It was due only to chance I survived. It just happened that Kim Titus from the Thumbs Up Foundation happened to phone me after I got off the ventilator at the hospital and asked how I was doing. To better explain my story, here is some 'Coles Notes' on my past.

Everyone has their story, my most painful moments were death of family. From my grandparents, cousins, brother and my first born to name a few. I continued on my life battle, winning every round with life. It was when I got divorced and my kids moved away from me when the sleeping giant of addiction surfaced. I started using alcohol to dull all my pain, stress, PTSD and anger. Of course I dabbled in other addictions but could never find one to numb me like alcohol.



I managed to make it until I was 45ish, good career, in shape with a loving divorced family. I did also work as a Firefighter on top of my full time job and seen things no one should. It is no excuse for my addiction problem but it certainly didn't help.

After one of my attempts I fell into the current mental health program offered by the government. Embarrassing program, offered little to no help and to be honest only one out of ten actually cared about your well-being.

This brings me to the conclusion of how the Thumbs Up Foundation saved me. After I was admitted after I tried to take my life, I knew there was no way I would go back to a psych ward, it's terrible! Probably worse than jail.

When I awoke a day and a half later and taken off the ventilator, I knew I only had one option. Lie and lie I did so they would not keep me in a different kind of prison.

It was the day I got out and Kim actually happened to phone just to check on me, I was anything but well. I was already planning my final attempt. Kim talked to me and offered help the way help should be offered, without the the Thumbs Up Foundation I would not be here today. Of course there is way more to my story but people really need to understand mental illness and addiction.

Thanks Thumbs Up 👍

2 | Family Reflection

Family 1

How was reaching out to Harmonized Health different versus any prior experience of reaching out?

I was fortunate enough to have been introduced to Kim Titus by my wife. My wife met Kim through the community. She and Kim had a coffee and that is when she learned about the Thumbs Up Foundation and the amazing projects they were working on. My wife encouraged me to reach out to Kim and just go for a coffee. I was open to the idea of meeting with Kim, I trusted my wife's opinion. I am so glad I did. Right away, I could tell this was going to be a different approach.

During this get to know you meeting three things immediately stood out to me.

First, Kim wanted to know about me. Not from a clinical standpoint, but from a personal humanistic, empathic, genuinely interested point of view. Our first meeting was more about getting to know one another and learning about Thumbs Up and Harmonized Health. Not once did I feel like I was being analyzed. No one was taking notes, and the constant check of the clock was not happening. We sat and spoke with each other for a good two hours! For the first time I felt like I was making a connection and I was sensing a glimmer of hope within me. Something I have never felt.

I was willingly allowing my layers to peel away. By the end of that first meeting I felt an honest, authentic connection.

Kim was very clear the only way the programs she would suggest for me would work was if I was 100% committed. All in.



2 | Family Reflection

continued



The second thing that stood out to me during this first meeting was something that I have never heard before. Kim said to me addiction is an illness. I have battled a very controlling eating disorder for over 20 years. Bulimia has been a companion in life I always questioned. I always asked psychologists, therapists, doctors etc..., "Why do I have an eating disorder?" Hearing Kim say to me that addiction was an illness, this was very intriguing to me. I had never thought of it that way. I thought I was just a weak individual with a very bad abnormal, unhealthy habit that I could not get control of. Often feeling flawed.

The third observation I had right away was how this felt so much more authentic. Kim shared her family's story. I found out right away Kim had experienced first hand how the system was flawed and how so many people are left behind. Those left behind were the ones who didn't "fit" into the model our current health system operates. It is so much run like a business and those of us needing their support are just customers in a very long que. Kim and her family experienced tragedy and as a result Kim and her family have been fuelled with passion and a mission to do everything possible to reduce other families from experience similar fates. It was so refreshing to hear someone else who been through the system. For myself personally, I get that councillors and therapists should not get close to their patients from a professional standpoint, but I also felt they had never walked in my shoes. My interaction with professionals in the past had been very unauthentic. And because of the inauthentic feeling, I was very guarded and unauthentic in what I would allow myself to expose, reveal and commit to.

I knew this was going to be different. I was ready to commit and allow myself to start the healing process.

I felt a glimmer of hope. I was now at my lowest and I knew deep down I wanted to make a change.

What motivated you to contact Harmonized Health?

Over the last 20 plus years, I have met with numerous councillors, social workers, psychologists etc... I even participated in an inpatient eating disorder program. I had not had much success with any other programs. My addiction always won in the end. After meeting with Kim, I had a lot of thinking to do. I heard what she said and in my heart I felt Harmonized Health sounded very different. I needed to search deep inside to see if it was the right thing to do. What I realized was in past programs, sessions, I had not hit rock bottom yet. At this point in my

life I had hit rock bottom. My addiction was ruling my life. My marriage was very unstable and on the verge of coming to an end. I had also realized the negative impact I had had on the lives of my children. The only thing I had going for me was the success in my career. My ability to handle my addiction, family relationships and career were very unbalanced. I owed it to myself to find out more about what intrigued me about Harmonized Health. As I mentioned earlier, I felt a glimmer of hope. I was now at my lowest and I knew deep down I wanted to make a change.



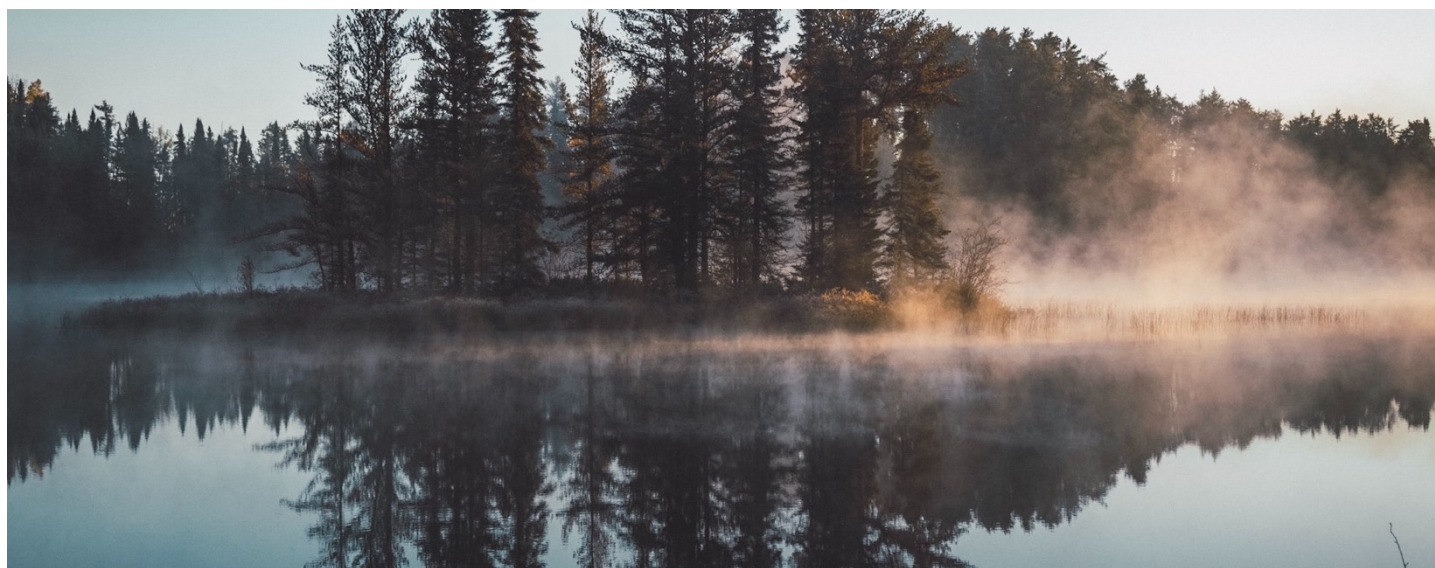
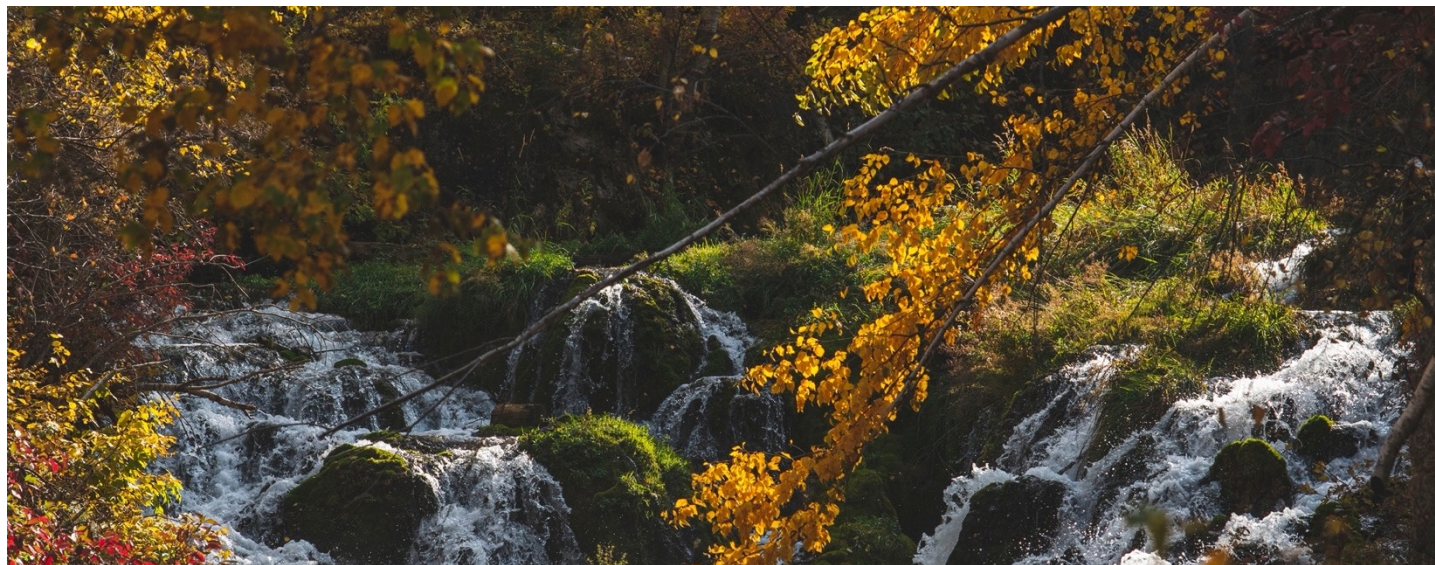
2 | Family Reflection

continued

What has the experience been like so far? What is different, what about it is working in particular for you?

This experience has been like nothing I have ever participated in before. It has been fantastic! After 20 plus years of daily battling with an eating disorder, I finally understood it as an addiction and an addiction is an illness.

One of the major differences is the personal connections this program provides. The first meeting with Kim, as described, was a great experience.



I was then matched with a Peer Navigator. Through phone calls, in person meetings over coffee and invitations to AA meetings with my Peer Navigator, I was connecting with someone else who understands what it is like to battle addiction. After these meetings and once I was approved to proceed with the Harmonized Health program I participated in a series of meetings with professionals through these meetings a very detailed assessment was completed. I then received an in person summarized report with Dr. Hajela. I became very emotional during my meeting with Dr. Hajela. Never had I ever heard a Dr. read me something that described me exactly. Everything he said made sense! And,

it was the first time I actually understood my 'why'. 'Why' I struggled and battled. Instead of someone asking me about my past and things that happened to me, I was being told how my brain actually worked. There is a reason my brain functions the way it does. Because of past trauma and the way my brain developed, I was prone to developing the addictive behaviour I did. The final piece was one on one sessions with Troy. Working with Troy has been outstanding. The sessions I have had with Troy have allowed me to talk about how I am feeling in the present. The past needs to be left in the past. I now have tools to help me live in the present.

What does the future look like for you?

I am very optimistic about my future. I know I will have to continue to work at keeping my illness in check. There will be good days and hard days. My life has changed for the good. I know I am not by myself, my family is with me supporting me and loving me. And, my new family of an amazing support group is there for me. I will also be there for the next person who comes across this program. I look forward to participating as a Peer Navigator for the Thumbs Up Foundation.

*I know I am not by myself,
my family is with me supporting me
and loving me.*



*She helps you genuinely
work together towards
whatever goals your family
has, in order to resolve any
issues you're facing.*



2

Family Reflection

Family 2

My experience with Cool Family solutions has been eye opening on so many levels. I started out looking for a volunteering opportunity as I was determined to help others through the all-encompassing challenges that mental health issues bring to a family. I have supported both my son and my husband through anxiety related issues and PTSD while we also struggled to keep the other parts of our lives together.

What I discovered is that there are so many more people than I realized that need help, but by taking the 10 week program myself, initially so that I could see first hand how it works and the benefit to others, and ultimately be a better volunteer and support, I discovered that I was on the brink of slipping into a further setback myself.

The self-awareness I have gained, in being better able to see the warning signs and beginning of my *own* issues caused by self-neglect as I was hyper-focused on my family, was invaluable. In stressful situations its natural to hyper-focus and look for quick solutions, but what I learned is that our focus is usually based on fear and a desperation to regain and keep control of our lives and protect our loved ones. But I learned that this kind of focus often means we end up adding to any issues we're facing, or in my case, spreading yourself too thin and therefore not giving your best to the very people who need you and your best the most.

The structure of the program sees honest conversations between strangers (at first) and provides an honest but supportive perspective of how your own situation, as well as the "how and why" of your management of it is affecting others. The approach is so beneficial and it kindly and gently creates a self-acknowledging insight that lets you see the *reasons* for your own responses and therefore you are more able to genuinely consider alternate approaches without feeling inadequate or guilty. It's never about, "you're doing it wrong", it's about doing it *differently* because you are helped to see the view points and realities of the loved ones you're trying to help. This means that you are sincerely and **EFFECTIVELY** able to help them through constructive understanding, instead of panicked "fixing" that's founded in fear and stress.

Mona's selflessness and example of the benefits that her own self-awareness and acceptance has created in her life is the basis for the program that she has worked for years to develop. I am grateful for the opportunity and the lessons that I take away every week that I can quickly implement with immediate results.


For example, I had been struggling recently with stress partially due to my son's sudden change in study direction right before he was due to apply for a teaching program at a university in Lethbridge. I thought I was

being supportive and encouraging in helping him to decide on a different program but I learned *my* fear was coming through and making him feel guilty and pressured because he became aware of how his uncertainty might impact *my* plans over the next year. I realized that my current and daily stresses should have **ZERO** impact on the decisions he needs to make for himself and his own future. Although unintentionally, I had been adding my stresses to his, making his decision process more difficult. With this new insight, I approached the next discussion about university from a completely different angle and simply questioned his plans and intentions that he has for himself, rather than making "suggestions" which was only adding to the pressure and causing distraction. The result? He felt relieved, focused and confident enough to apply to two programs of interest at a local university open house two days later.

Mona's program shows us that despite our good and best intentions, we sometimes let our fears and panic cloud our thinking which comes through in our interactions with the very people we're trying to help, creating a "two steps forward, one step back" scenario. She helps you genuinely work together towards whatever goals your family has, in order to resolve any issues you're facing. It creates self-awareness that then allows you to finally and effectively help the people you love.



Family Participant Feedback Questionnaire

| SESSIONS |  | Couples | Singles | Men | Women | Families | TOTAL # PEOPLE | OVERALL SURVEY RESULTS | CATEGORY |
|--|--|---------|---------|-----|-------|----------|-------------------|------------------------------|----------|
| HARMONIZED HEALTH #7 | | 2 | 6 | 2 | 8 | 8 | 10 | | A |
| HARMONIZED HEALTH #6 | | 0 | 9 | 0 | 9 | 9 | 9 | 97% | A |
| HARMONIZED HEALTH #5 | | 1 | 8 | 4 | 6 | 9 | 10 | 93% | A |
| HARMONIZED HEALTH #4 | | 2 | 6 | 3 | 7 | 8 | 10 | 90% | A |
| HARMONIZED HEALTH #3 | | 3 | 3 | 4 | 5 | 6 | 9 | 95% | A |
| HARMONIZED HEALTH #2 | | 1 | 8 | 3 | 7 | 9 | 10 | 95% | B |
| HARMONIZED HEALTH #1 | | 4 | 4 | 5 | 7 | 8 | 12 | 91% | B |
| GRAND TOTAL | | 13 | 44 | 21 | 49 | 57 | 70 | 94% | |
| * 4 Individuals dropped out. 1 from HH#1 and one from HH#2 and 2 from HH#5 | | | | | | | | | |
| FEEDBACK QUESTION #6 ARE THERE FURTHER RESOURCES YOU WOULD LIKE TO SEE OFFERED? IF SO, WHAT? | | | | | | | | | |
| HH #6 | I don't think there is anything you could do except make it free for everyone to participate. | | | | | | | | |
| | All was good on my end of things. | | | | | | | | |
| | Perhaps counselling available for families from a Troy. | | | | | | | | |
| | I would love to be kept in the loop on all your programs and information. I would like to know if there are groups that are specific to teens. | | | | | | | | |
| | At this point none that I can think of, great course. | | | | | | | | |
| | Ongoing support for implenting skills for me and my family. | | | | | | | | |
| HH #5 | This program to be made public and shared!!!! | | | | | | | | |
| | I really like the addition of the biweekly support groups after the course is done, that's great! | | | | | | | | |
| | Ability to join the program again as a "training refresher. Ability to leverage this group as a network of support. Ability to learn more about additional resources I was not aware of. | | | | | | | | |
| HH #4 | Keep on supporting families! | | | | | | | | |
| | Maybe additional classes. Something advanced or specialized. | | | | | | | | |
| | Spouse counselling i.e. appointment for spouse to attend that may offer insight/information as to what their partner is experiencing and how to help them through their hard time. | | | | | | | | |
| | At first, the 10 week program seems daunting, however once involved the weeks passed too quickly. I feel with the content and emotions associated with the discussion there is not much could be added to the course. The two hour sessions are fairly intense and it takes a few days to absorb and at that point the week is up and onto another session. The peer support group that is offered will help bridge the learning to execution phase. | | | | | | | | |
| | This course was extremely helpful for my husband and I. We were here to help deal with a family member abroad so we didn't require any other resources. | | | | | | | | |

| | |
|--|--|
| HH #3 | A group like this for my kid. |
| | More communication skills training. |
| | The opportunity to have one-on-one sessions with the meeting leader (Mona or Others) at least once every 2 weeks. |
| | I think the book "Feel the Fear and do it Anyway" should be recommended to all who attend the group, that book along with Mona and Marcia helped me tremendously. |
| HH #2 | Thanks for all the support. |
| | Additional connection in the group, which we may facilitate. |
| | More Meetings :) <3 |
| | Excellent course and information. |
| | Can't think of any real extras. |
| HH#1 | Some family counselling for 2 - 3 sessions maybe? It may give families a chance to have everyone on the same page (kids). |
| | I live in Calgary but no big problem. |
| | Resources to deal with NO direct contact with "Loved One". |
| | Understanding the legal outlets better. |
| | A dedicated mental wellness facility for all demographics in and surrounding area. |
| | More psychiatrists available so it is not a 6 month wait. |
| | One on one counselling for those that can't afford or insurance won't cover that need help to talk or on going support group classes like AA. |
| | A program for aftercare or check ins with group members. |
| | I think a program or group that falls under the same umbrella as this 10 week for teens would be very valuable for families. Taking that concept further a group geared for young children would be beneficial for families as well. |
| FEEDBACK QUESTION #7 IS THERE ANYTHING YOU WOULD LIKE TO ADD? | |
| | Thank you. I can finally love my son without thinking I am a failure. The cloud that covered our relationship has lifted and I am 1000 X lighter. |
| | Other than Zoom I found this a great program. |
| | THANK YOU! |
| | I am so grateful for everything you are doing. Everyone needs this support. I would like to send people your way. Is this program being offered across Canada? Wondering if I can help in any way? |
| | No this was a great opportunity for all of us, THANK YOU!! |
| | This was invaluable. It taught me about myself in a way I did not expect. The work that Mona and Kim do is such an immense blessing. My family and other relationships have began to move in such a positive direction. I am beyond humbled and honoured to be a part of something so incredibly important. Life changing. THANK YOU! |
| | Mona is an amazing asset to your team. |
| | |
| HH #5 | It was a helpful course. I was mainly here to go through the course with my mom, and I'm grateful for being able to be on the same page now. It's given us resources to work through problems together, though we still have a long ways to go. |
| | I am very grateful for this opportunity. |
| | This program was not only hugely helpful, it was something I didn't know existed. It has made me realize that I needed to understand my own actions/reactions in order to be a true help and support for my loved ones who are suffering from PTSD. There is such a need for this type of course in the wider community so that family embers can help provide support to our loved ones, especially when help isn't always readily available to them elsewhere. |

| | |
|-------|--|
| HH #5 | The only thing would be something you cannot control: wifi quality. The ability to gather in person would indeed be the bst, but not possible right now. |
| | Found it hard to always put myself in a 'box', too much paper work. |
| HH #4 | Mona is great at encouraging people to be vulnerable at their own pace and is really effective when asking open-ended but specific questions. |
| | I found this program to be very useful. I am so glad I took it. If I were to comment on anything that could be improved it would be the Adult Resiliency Portion. I found it to be confusing. I found the wording of the survey questions very confusing. When completing the Exit plan for the Internal and External Strenghts, I was unclear what to do. |
| | The program is making my journey more manageable. Theres a certain amount of accountability along with the tools and support given that kept me working on my goals. The feeling of hope and power that I gained from the program is priceless. |
| | Very thankful for this program. |
| | I loved Mona's group and feel privileged to have been a part of it. I am going to try very hard to use the skills and information I learned in my daily family life. |
| | Thank you Mona for an excellent program. Everyone needs Mona's 10 week program. Effective communication helps everyone. |
| | Mona did a fantastic job facilitating the sessions. It was a fine line in respectfully pressing for the participants to answer the question and knowing when to step back. Although hesitant in taking the course, I found it beneficial and eye opening. This is the first time in our journey of obtaining help that the focus was on the caregiver. Although simple in concept, it's difficult in practice. It was a reminder, that the one constant the caregiver can control is themselves. Regardless of the situation, we have the ability to control our actions. This is powerful in what often seems like a powerless situation. |
| HH #3 | I can't thank Mona (Cool Family Solutions) and ThumbsUP Foundation enough for everything they did for my family and I. We were dealing with some difficult issues and each week we felt better equipped to handle our own emotions so that we could better help our struggling family member. My husband was quite reluctant at first and I could see him learning a lot and taking it into practice more and more each week. It also helped us as a couple to better communicate. We were lucky to be in a fantastic group where everyone made each other feel comfortable and heard. Thank you so much! |
| | We are feeling lucky to have had the opportunity to have participated in this program. The skills and personal learning through self reflection has been a tremendous help individually, as a couple and for our family. Mona is a true gem. |
| | Absolutely fantastic program. Mona did a great job in facilitating the program. |
| | Being a part of this with others going through similar situations was valuable and helped. |
| | Gained great insight about myself. The tools learned to deal with various situations are life saving. Lessons learned from other participants was helpful as well. Mona + Marcia's experience gave hope! |
| | Keep up the great work! |
| | Thank you Kim + Kim, Mona and everyone in class for this learning journey. I appreciated the honesty and effort in being present. Thumbs Up indeed! |

| | |
|-------|--|
| HH #3 | I personally found the # of handouts and online surveys to be confusing, but I was willing to sift through the confusion because we desperately needed answers. Never-the-less, I am very grateful for the program and Mona's team for the insightful view of me and my family. Best therapy I have ever received. Tools to live by for life!!! Big hugs. And many thanks!!! |
| | I very much enjoyed the group, it has changed our family for the better and has made me a better parent and person. I wish we attended this group 4 years ago when our hell started. I think this should be widely available and advertise for all struggling families who could easily use the help to better themselves and their families. It's a sin to have to beg for money to help those who suffer from Mental Health. |
| HH #2 | Mona and team were extremely helpful. I thank heavens for this group. Should be mandatory for all families. |
| | I enjoyed the program very much and appreciated all the support. |
| HH#1 | We only there starting at week 3. Almost seems too short. Thank you! |
| | I will really miss this group and was sad It's over. The skills learned are really life changing! |
| | Mona was a fantastic facilitator. She asked questions that made each of us think hard about the truth. She challenged us to become more aware of our thoughts and actions. I am grateful for her and her valuable insight. The course was much appreciated. Thank you Mona. |
| | I found the issues discussed "in group" did not relate to our family situation. |
| | This program is best when there is frequent contact with the person we are here for. In my case I couldn't really implement much with my brother on his own and not communicating with me. |
| | This was a geat Program. Due to work I did miss some classes which I was sad about as it really helped me to open up and be better. Thank you. |
| | I absolutely loved the experience I had with Cool Family Solutions and I continue to recommend Mona's program to friends and family. Thank you for allowing me to be a part of this incredible program. |
| | It was a wonderful and valuable experience to be a part of this 10 week program. Being part of a group living with similar experiences was one of the best parts of the program. It was also a beautiful experience being able to witness the growth and progress of others throughout the progression of the program. Kim and Mona I thank you for all the work you do for our community and our families. |

3 Professionals

3 STARS AND A WISH



What three things come to mind when asked to consider the achievements over the past nine months working in the Harmonized Health project?

Examples could include an “a-ha” type of discovery or maybe something that we have done that affirms what you thought prior to embarking on your involvement?

In addition to the three stars please write down a wish.

For example: what could be different, a nice to have currently, or what you wish for as an outcome after August 2021?



3 Professionals – Road Map Journey

It's not a destination, but a process.

It's about how you drive, and where you're going on your healthy journey with Harmonized Health





Harmonized Health Outcomes

The following table outlines the *intended* outcomes HH is trying to achieve. Each row represents the intended beneficiary from HH's work. The top of the table represents beneficiaries where HH will have the most influence for change; the bottom of the table are beneficiaries where HH will have less influence for change. It is important to note that one of the main assumptions that underpins HH's ability to achieve these outcomes is that funding is available for client care (e.g., comprehensive assessments, counseling, etc.).

| Level of influence | Beneficiary | Intended Outcomes |
|--------------------|------------------------------------|---|
| High | HH Service Providers | <p>Enhanced engagement by working together in an integrated, community-based model, which will support the fostering of a common understanding of current brain health, client centred approaches and language related to mental health and addiction.</p> <p>Improved efficiencies in care delivery by providing service providers with ready access to, and application of, standardized care practices (e.g., comprehensive assessment, shared HH client recovery/family care plan and passport, shared HH database).</p> <p>Enhanced satisfaction with their ability to collaborate amongst each other and with their clients to provide high quality, client centred care.</p> |
| | HH Client (individuals and family) | <p>Enhanced knowledge and understanding of current brain health knowledge, care principles and language regarding mental health and addiction. Enhanced knowledge and understanding will mean more clients seeking care.</p> <p>Improved access to timely mental health and addiction crisis support, and early intervention (both virtual and in-person), as coordinated through client centred and integrated approaches to service delivery.</p> <p>Enhanced engagement in care, where clients experience their care team working collaboratively with them, and amongst themselves, to develop a shared care plan.</p> <p>Improved satisfaction of care from its integrated care coordination.</p> <p>Improved health outcomes</p> <ul style="list-style-type: none">• Attainment of personal recovery goals and mental health and addiction ownership.• An increase in personal resiliency as a result of learning, developing and applying recovery and resiliency tools. |
| | Community | <p>Improved access to a local, community-based prevention and early intervention for individuals/families in need. This includes clinical treatment and ongoing community-based support (clinical and non-clinical) for HH clients as well as opportunities for all community members to enhance their awareness and knowledge of mental health and addiction via community events.</p> <p>Increased responsiveness, consistency, and capacity through an Airdrie Recovery Community model of care for mental health and addiction.</p> <p>Improved social outcomes for individuals and families.</p> <p>Evidence informed system of integrated community-based care model for Airdrie (and beyond in the long-term).</p> |
| | Health System | <ul style="list-style-type: none">• The provision of effective and safe care for every individual/family in need.• Earlier detection of mental health and addiction challenges.• Reduced acute care usage and acute care costs.• Evidence informed system of integrated community-based care model.• A transferrable model, in whole or in part for adoption in other communities.• The initiation of a shift from an acute care focused model to a prevention-based community model. |
| Low | Society | <ul style="list-style-type: none">• Increased employment• Decreased incarcerations• Increased life expectancy |