



OPDI Lighthouse

Unsung Hero Award

2019

Lynn Moulds

Peer Support Specialist

Durham Mental Health Services

New Winds

Lynn Moulds

You have been nominated for the
Individual OPDI Lighthouse Unsung Hero Award
for Excellence in Peer Support
with contributions from;

Tanya Conlin

Linda Grant

Garrett Stacey

Michelle Rhude

Bonnie Pedota

John P.

Cary B.

Jason M.

Rob Adams

James M.

Jin M.

Thomas

Randolf K.

Ralf

William Z.

Maddie

Stephen J.



OPDI Lighthouse Unsung Hero Award Nomination for

Lynn Moulds

My name is Tanya Conlin and I am a Peer Support Specialist at Durham Mental Health Services. I am very excited to nominate Lynn Moulds for the Unsung Hero Individual Light House Award. Lynn has been with DHMS since 2014, first in our residential program and, since 2015, as a Peer Support Specialist at New Winds Day Program.

When I think of what makes Lynn such an exceptional Peer Support Specialist, the way she views the humanity of our clients comes immediately to mind. Each and every member of the day program is special to her. There is no one she cannot see the best in. She sees their talents, their strengths and believes them to be capable of more.

Individuals others might struggle to work with are people that Lynn is always happy and enthusiastic to see. She always has a "second chance" for those who may need one. She does not hold past mistakes against people. Everyone is welcome to come back.

Lynn is always thinking not just of her member's needs, but also for ways to make their lives better. Whether that is helping people to obtain clothing, food or furniture or helping people have enriching social opportunities. She has helped members living in difficult circumstances to find new housing or has worked to improve their situation so they do not have to move. She has supported people through months long housing tribunal processes, doctor's appointments and works well with family members and other community partners. Lynn does not shy away from difficult situations and is always ready to make a plan and to take action. She is always willing to adapt to support her members.

Lynn never fails to recognize an opportunity to celebrate something special with her members, whether it is the first day of spring, Christmas or Thanksgiving; she never fails to find a reason for festive decoration and makes plans for extra treats or fun games. For many of our members, the only "family"

they have to celebrate special events with are others in the New Winds Program. She does not underestimate the privilege and responsibility in being the only “family” some people have. Lynn ensures everyone feels respected and needed within the group. No one is left out and no one is forgotten. Lynn works hard to expose people to places and experiences they would be unlikely be able to get to on their own. She hosts an annual trip to her cottage for people to spend the day fishing, swimming, boating and enjoying good food. Her family members cohost and they do this with as much enthusiasm as Lynn herself does.

Lynn noticed that not having clothing suitable for either the weather or the occasion was a common issue among her members. She is also aware of how hard it can be to ask for help and how hard it can be to accept it. Her solution to this was to organize an annual fashion show where participants put together outfits to show and kept them after the event. This fashion show includes hair, makeup and lots of food. It is an annual event deeply enjoyed by those who participate.

Lynn also started a music group at Durham Mental Health Services. Her passion for this group and her belief in the power and benefit of it is contagious. Members who come once tend to come back. This group is a great example of how wellness cannot be just a formal processes and how important it is to find things in life to enjoy. Lynn is also very aware of how this group and others she facilitates reduce isolation and increase wellness.

Lynn is a WRAP facilitator and truly embodies the 5 key elements of recovery and sets an example of someone working towards greater wellness. She not only believes in the value of WRAP, she also applies it openly to her recovery. She is able to help people see that their struggles do not define them, but the strength required to manage these struggles do. People spending time with her are able to build on the idea that change can happen and that people have the power to make the change they want to see. She effectively coaches her members to be their own best advocate and always encourages them to explore what they might like to learn more about.

Lynn’s leadership in this program has brought joy and stability to a program that had been rocked by the sudden death of her predecessor immediately prior to her starting. When people talk about this time and how difficult it was for them, they also say that she helped them through this time and carried them through their grief.

Lynn is one of the most humble people I have ever known. Receiving this nomination will be difficult for her; she does not see her contributions to her member’s success or daily wellness as anything other than the basic care each

of them deserves. She may not see her treatment of others as exceptional, but anyone who has been on the receiving end of her kindness or who have witnessed her interaction with others would disagree.

Everyone has value to Lynn. Everyone is worth talking to and working with. For many of our members, this is the first time in a long time that they have been able to experience this level of acceptance. Every member benefits for having known her.

Lynn really is the cheerleader they all deserve. Everyone should have in their corner one so ardent in the belief in that things can and do get better.

I asked others for contributions to this nomination and here is some of what people wanted to say...

From Linda Grant, Peer Support Specialist at Durham Mental Health Services:

Lynn is an ongoing source of inspiration for my practice of Peer Support. She is truly amazing in her ability to see good in all people and to enact practical ways to preserve or restore the dignity of the people with whom she works. She recognizes the dignity afforded to someone when she supports them with furnishing a new home, making a meal for themselves, or advocating for themselves in appointments with clinicians. She truly respects each and every person with whom she interacts, and generates a spirit of social inclusion in her work at the New Winds Day Program that makes the program effective and enjoyable for workers, students and program members alike. With Lynn's gentle leadership at New Winds, everyone is welcomed, embraced as they are and encouraged to engage as they are able. Additionally, Lynn lives and works with integrity - This lady does what she says she will do and she does so with a spirit of generosity and authenticity that is awesome to observe in action. I believe that Lynn is an exceptional Peer Support Specialist and is highly deserving of the OPDI Individual Award.

From Michelle Rhude, Peer Support Specialist, Durham Mental Health Services

I have worked with Lynn in our music group and I can honestly say I have never met anyone who genuinely cares about a group of individuals and enjoys the group dynamics as Lynn does. She brings joy and a sense of belonging to this group and to all of the groups she participates in. Lynn's kind demeanor is authentic and can be counted on at all times.

From Bonnie Pedota, Peer Support Specialist, Durham Mental Health Services

I was fortunate to start working with Lynn as co-facilitator of the New Winds Day Program at Durham Mental Health Service this April. From the start, I have been astounded with Lynn's enthusiasm to go beyond the call of duty - not for recognition, but because she genuinely enjoys supporting, helping, including, advocating and most importantly - celebrating! On occasions when she is acknowledged for her amazing work, Lynn is always very quick to say that she "did nothing." This is one of the many reasons she is most deserving of the "unsung hero" award.

In the past four months, I have seen and heard of many examples of Lynn advocating for clients and going well beyond the call of duty, whether it is supporting a client at a housing tribunal, assisting someone with securing appropriate housing, using her vehicle to help a client move, or speaking with a client's family members or caregivers.

Lynn also runs around to thrift shops and dollar stores in her free time to help provide a cost-effective, interesting, special and fulfilling program for our clients.

One of Lynn's favourite things to do is throwing special celebrations in program. She knows that for some clients the New Winds program is the place to find a "family of choice," so she makes sure festivities such as Canada Day, Victoria Day, Easter, Christmas, Thanksgiving (and more) feel like home.

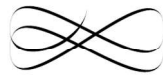
Human connection and a feeling of belonging are both central to a sense of well-being, and Lynn is always reassuring program clients how much they are valued at our day program. On a regular basis, she also emphasizes how much the group cares about one another. Many of the clients refer to our group as the "New Winds Family," and Lynn is a huge part of why the day program indeed feels like home.

From Rob Adams, Chief Executive Officer, Durham Mental Health Services

It is my pleasure to support the nomination for Lynn for the Individual OPDI Lighthouse Unsung Hero Award for Excellence in Peer Support. Firstly, the nomination is coming from peers and members who have developed strong relationships and it speaks to how others recognize and value Lynn in her role as a Peer Specialist at DMHS.

Everything we have learned about help in the mental health system pushes us to think of it as a one-way process. Lynn is redefining system thinking and

reshaping the process and supports others through mutual sharing of vulnerabilities, strengths and finding common value. Her reciprocal nature of interaction helps others see themselves in multiple roles and builds mutual responsibility in her relationships with members. Lynn has the natural personal qualities that people have to make them good Peer Supporters. She supports recovery, is a great listener, is compassionate, reliable and a determined advocate.



My name is Garrett Stacey and I am writing this letter in support of the nomination of Lynn Moulds for the OPDI Unsung Hero Individual Light House Award for 2019.

I have struggled with symptoms of mental health for a number of years. I have known Lynn since 2015 in the capacity of her role as a Peer Support Specialist. I have been attending the New Winds Programs for nearly nine years and have worked with a number of Peer Support Specialists during that time.

Lynn deserves this award. She has made a big difference in my life. I recall meeting her for the first time like it was yesterday. She was introducing herself as my new Peer Support Specialist. I was reluctant to change from a community mental health worker; I don't like change. Connecting with her was easy. I thank god every day that I met her and have her in my life.

This has been a difficult year for me. My mother passed and Lynn was there. She helped me get through this and arranged for me to see a minister when I felt I needed spiritual guidance. At the time of my mother's death, I was living with my mother. In addition to this profound loss, I also faced a housing crisis. With the help of Lynn I was able to find a new home.

Lynn is one of a kind. I have never met anyone like her. Lynn has shown me patience, guidance and when I am at my worst, she still wants to work with me. I believe that there have been times I have "put her to the test". During a difficult time, I found it hard to attend group and stopped going. My behaviour was not appropriate at times and I worried I had burned a bridge there. When I was ready to come back, I found that the door was unlocked

and open. When I finally returned to the program I was met with a standing ovation with Lynn there with a big smile on her face. I knew I was welcomed. Lynn has helped to increase my food stability and has given me the opportunity to learn to cook and to have nutritious meals. She has helped me find furniture and clothing when I have needed it and didn't have the resources to get it on my own. Lynn also plans regular outings to bowling, her cottage, Windreach Farms, Blue Jay's games and the ROM. These were experiences that I really enjoyed that I wouldn't have had the opportunity to do without her support and planning.

Lynn is very busy with the number of clients with different needs, yet she is able to give everyone the support they need. Lynn has a terrific sense of humour and a positive, optimistic outlook on life. She can also be very serious and gets things done for people. I think I can speak for my peers at New Winds when I say that Lynn is unique and an essential member of the New Winds community. In my time with Lynn, I have witnessed her work with many others and have witnessed her profound impact on them. Lynn invites us all to have an active role in supporting each other and improving each other's lives and circumstances. She believes that we are all equal and that will all have valuable contributions to make.

Some members don't have families or don't see them during holidays. Lynn celebrates all holidays and once a month, she recognizes birthdays. She is always reminding us that we have a New Winds family. I think of her as the Queen of Diamonds. She is bright and shiny and extremely strong. I asked my peers to say a few words about Lynn and the importance of her role in their lives and here is some of what people had to say;

From John P. - New Winds Member

Lynn has so much compassion and has helped me very much when I need it. Thank you, Lynn.

From William J. - New Winds Member

Community Kitchen has been so helpful. She gives you something to take home.

From James M. - New Winds Member

Lynn is very helpful, if I have a problem, Lynn tries to solve the problem.

From New Winds Member

Lynn is amazing and awesome. She is there for all of us during the ups and downs of our lives. She is a great support and listener.

From Jim M. - New Winds Member

When I was at a loss to stay or not in my life, Lynn was there. I was able to feel hope, inner strength and the aspect of life that I haven't seen for a long, long time.

Lynn is the lady who has the warmest heart in Canada and she is so lovely!

From Thomas - New Winds Member

Most of my life I've felt alone. I came to the Program and met Lynn. And now, for the first time, I don't feel alone anymore. Thank you Lynn!

From New Winds Member

Everyday Lynn practices good measures through open and ready thought. She provides perfect environmental organization at New Winds.

From Randolph K. - New Winds Member

Lynn is a person very compassionate with a bubbly personality, generous and always willing to offer help when needed. She is always setting great outings. I always learn new things from her. She is a class act person.

From Jason M. - New Winds Member

Lynn, thank you so much for all your help. You are so cool and helpful. I think and know you care a lot. I am hearing terrible things about hell, but I love coming to New Winds. Coming to group is so, so helpful.

From Cary B. - New Winds Member

Lynn always lends an ear to hear you when you are down, stressed or full of anxiety. She often helps me prepare dinner and works hard to make sure New Winds is running. She gives good advice too.

From Maddie - New Winds Member

I nominate Lynn for the "Unsung Hero Award" because of her level of understanding and compassion towards the clients at New Winds. She deserves this because she goes above and beyond. She has supported me through a housing crisis, helped me move houses and has always cared deeply how my life is going. She makes giant strides constantly to keep us all connected, positive and strong. Lynn loves all of her clients and we in turn keep her well.

Helping others is what drives Lynn to do more with what she has. She constantly goes above and beyond to work within the community. She is considerate and willing to help with many things, like facilitating programs and events. Always giving and offering her personal time, guidance and emotional support to those who need it, whenever they need it. We at the DMHS BBQ cart could not be more grateful as we couldn't have set up shop without her and her out going spirits. Lynn is the centre piece of our New Winds Family and keeps us all together as a single unit.

From Stephen J, published author, expressed his thoughts in Poetry

"Forever," I heard her say
Breakdown in the future
Hope and commitment captured and affirmed
Regarded with reverence
Many actions and thoughts are given
and saved from condemnation
on the threshold of life
with its opportunities
Acceptance - control - no breakdown on the hard road
In the present one finds a place

You are unique but not alone
Many friends may gather saying goodbye to the shadows
And almost master right from wrong

The darkness of one's heart - this is no place for that

*Instead a bright time
Assumed as part of full human experience of the mind*

*You may have stood there in a doorway - on the threshold of youth
With all its allusions
Somebody of some distinction may have said
You know you are good looking - I find you awesome
You are a companion - somebody that one can commit to being of great worth*

*Life reaches out its hand to capture feelings steady and sustained
These feelings may last for sometime
One hopes life is good for you
That you inherit dignity and self-worth - distinguished of course*

