

Mental Health  
Commission  
of Canada

Commission de  
la santé mentale  
du Canada

# Incorporating the Family Voice into Recovery-Oriented Care

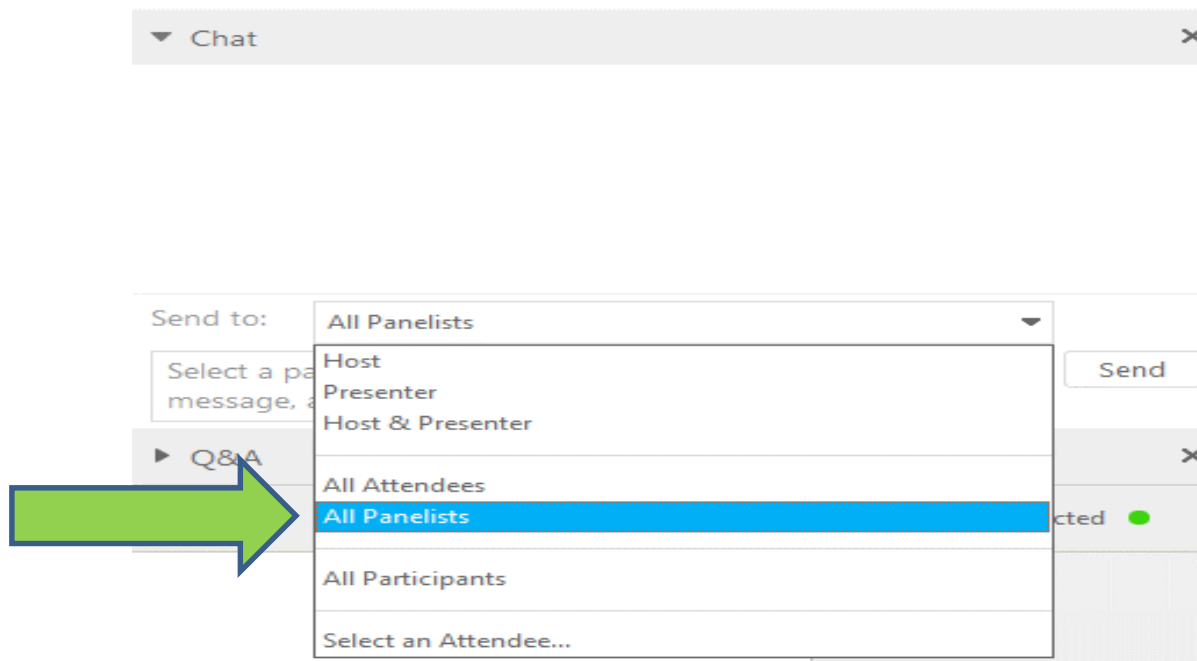
#MHCChopelives

 @MHCC\_  /theMHCC  /Mental Health Commission of Canada

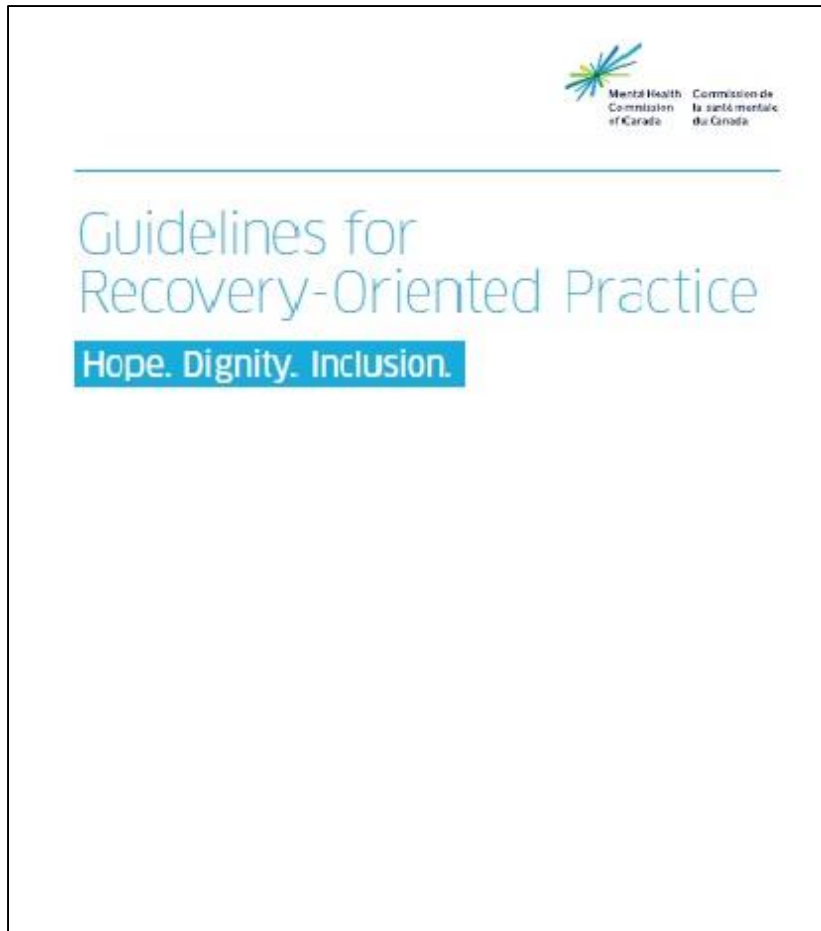
 @theMHCC  /1MHCC

February 16<sup>th</sup>, 2017

Important! Send questions/comments to  
'All Panelists'



# Guidelines for Recovery-Oriented Practice



The *Guidelines* were released in June 2015 to provide a comprehensive document to understand recovery practice and promote a consistent application of recovery principles across Canada

# Six Dimensions of Recovery-Oriented Practice

1. Creating a Culture and Language of Hope
2. Recovery is Personal
3. Recovery Occurs in the Context of One's Life
4. Responding to the Diverse Needs of Everyone Living in Canada
5. Working with First Nations, Inuit, Métis
6. Recovery is about Transforming Services and Systems



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# Presenters



**Ella Amir**

Executive Director, AMI-Quebec



**Laurel Lamarre**

Family Council Liaison  
St. Joseph's Health Care



**Family Representatives**

Family Advisory Council,  
St. Joseph's Health Care

amiquébec

Agir contre la maladie mentale  
Action on mental illness

Mental illness is a family affair

amiquébec

Agir contre la maladie mentale  
Action on mental illness

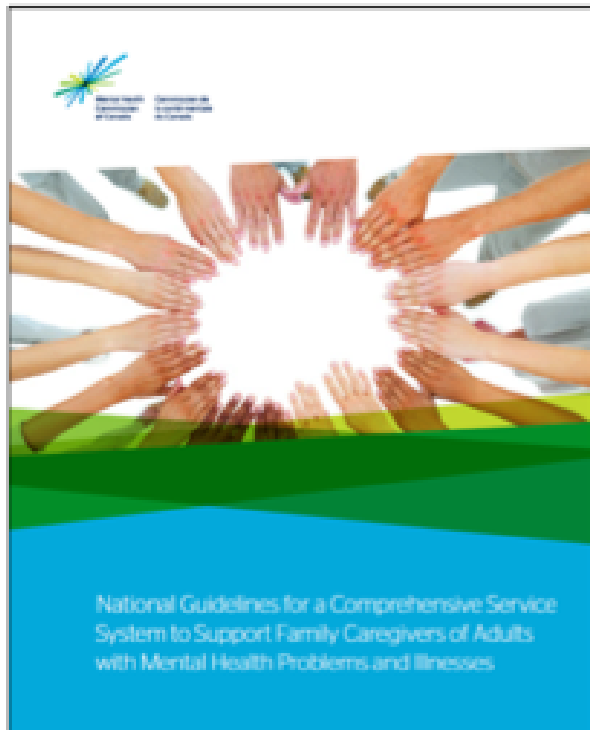
Whose recovery is it?

What can a family do to  
facilitate recovery?



# Guidelines for Caregiver support

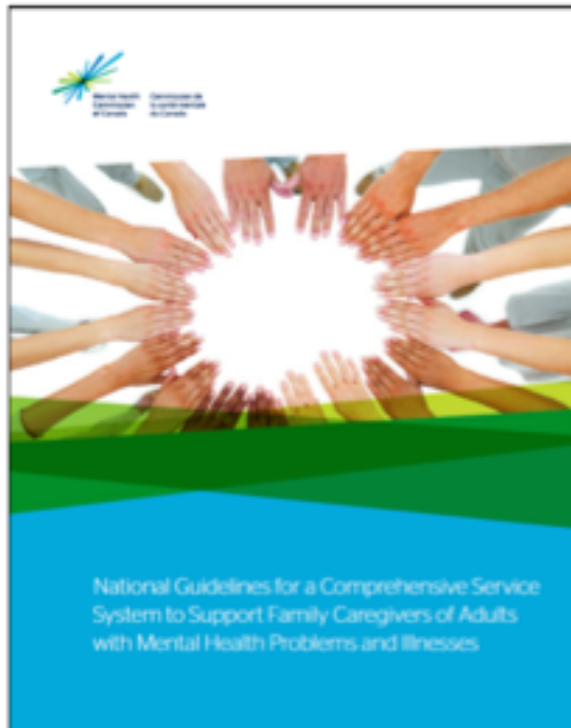
## Why Guidelines?



- Benefit the person living with a mental health problem / illness
- Benefit the caregiver
- Benefit the health and social services system

# Guidelines for Caregiver support

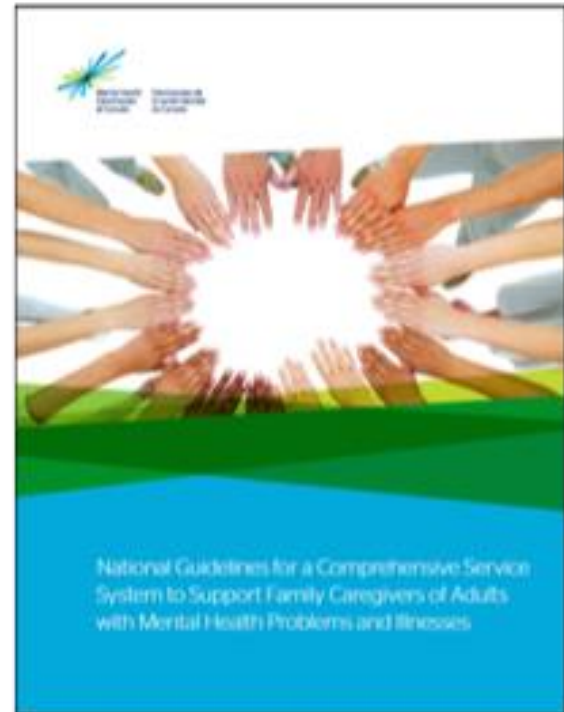
## What are the Guidelines



Present a vision and blueprint for a comprehensive, principle-based, evidence-informed system of care that support family caregivers to provide the best possible care to adults living with mental illness while maintaining their own well-being.

# Guidelines for Caregiver support

- Guide system planners, policy makers and service providers
- For planning, implementing and evaluating mental health care services
- Recognize and address the unique and urgent needs of family caregivers



# Guidelines for Caregiver support

## 41 recommendations in 5 categories

- Integrating Family Support into Mental Health Services  
(ex. Information, referrals, coordination)
- Training and Support for Mental Health Service Providers  
(ex. protocols, consultations, cultural competence)
- Government and Policy (ex. financial, health & safety policies)
- Intersectoral Partnerships (ex. health and education, institution & community)
- Public Awareness (ex. GP offices, schools)

# **Incorporating the Family Voice into Recovery-Oriented Care**

**by: members of the Family Advisory  
Council**

**February 16, 2017**



*Sandy*



*Carol*



*Laurel*



*Kelly*



*Cathie*

# AGENDA

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- History of the Family Advisory Council (Sandy)
- Our accomplishments: (Carol)
- Partnerships, collaboration, (Laurel & Kelly)
- Path to the future (Cathie)

“As we often say, there are really only eight kinds of people affected by mental disorder. It’s a very small list, but we all know someone on it: someone’s mother, daughter, sister or wife; someone’s father, brother, husband or son.”

-Julia Nunes and Scott Simmie  
Beyond Crazy, Journeys Through Mental Illness

# Our history

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Initiated Family Advisory Council in June 1997

Developed our mission, our goals and Terms Of References

Applied for funding for Family Resource Centre

Demonstrated need for paid staff

As families we knew what was needed:

- ✓ information
- ✓ education
- ✓ support
- ✓ advocacy



# Mission and goals

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## **MISSION:**

to work in partnership with professional caregivers to ensure a co-operative, mutually supportive and caring environment from which all stakeholders will benefit and to provide a voice for all family members

## **GOALS:**

- Effective and ongoing communication between family members and staff;
- Families as full partners in treatment, discharge planning, and continuing care in the community;
- Support and education for families living with mental illness; and
- The best possible quality of life, care, and treatment for both in-patients and those receiving care in the community



## STRATEGIC PRIORITIES includes:

**“Ensure patients and families are full partners in their care, and in the design, measurement and improvement of care.”**

# Our accomplishments

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Free 8-weeks Mental Health  
Family Education Course

Family Support

Dedicated resources and paid  
family liaison staff

Advocacy meaningful activities –  
2012 Drop In Centres open

2013 – Vital Behaviours  
Project

Information on family resources to  
all new staff at Parkwood Institute  
for Mental Health Care Program

Committees: Research, Quality and  
Recovery Advisory Council, Quality of  
the Board (St. Joseph's), Seclusion and  
Restraints, SafeWards , Zero Suicide

# Our accomplishments



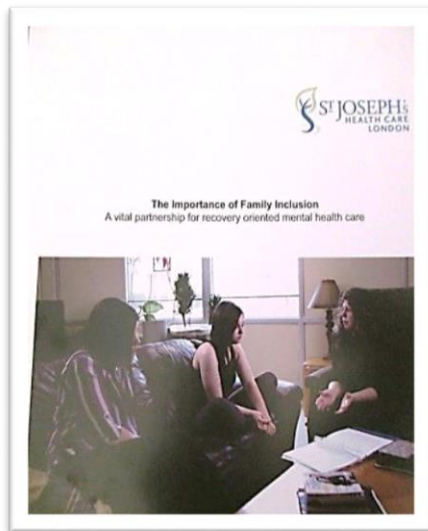
Communication: Family  
Newsletter, Patient and Family  
Handbook, pamphlet,  
webpage, distribution list  
<https://www.sjhc.london.on.ca/mental-health-care/family-resource-centre-advisory-council>



Ontario Family Caregivers'  
Advisory Network

In 2011 pursued the possibility of  
organizing a provincial Family  
Advisory Council Network.  
[www.ofcan.org](http://www.ofcan.org)

# Our accomplishments



2015 – Family Inclusion Project booklet



2016- Family Charter of Rights

# Our accomplishments

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## 2016/17 Patient Partnership Framework

FAC recommended patients be depicted at the center of the framework and family/caregivers in outer ring indicating that they are supporting patient care. Recommendations were incorporated in to the framework design and their comments were used in its explanation



L to R: Cathy Fooks of The Change Foundation, Carol Riddell-Elson, family representative, Gillian Kernaghan, CEO

2017 - Launch of Improving CARE Together initiative at St. Joseph's Health Care London

# Partnerships & collaboration

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- Administration: CEO, VP directors, coordinators, unit leads,
- Physicians
- Clinicians –Allied Health
- Programs/Treatment Teams
- Communication Department
- People with lived experience
- Security staff
- FAC & Families
- Patients Council
- Volunteer Services
- Spiritual Care
- Librarian
- Researchers
- St. Joseph's Foundation
- St. Joseph's (Councils/Parkwood Main)
- Ontario Family Caregivers Advisory Network (OFCAN)
- Patient Advocate & Rights Advisor
- London Health Science Centre
- Feasibility Study Group (City Wide)
- Patient Partnership Framework
- Drop in Centres (Both sites)
- Leisure Expo (last October)
- Patient Partnership (Health Quality Ontario & Local Health Integration Network)
- St. Joseph Proposal to Change Foundation
- ODLS (Training and Education) Addiction Course
- Vital Behaviour Project
- Family Inclusion Project
- Schools
- Fanshawe College
- University Western Ontario
- Canadian Mental Health Association
- Centre for Addictions and Mental Health
- SouthWestern Academic Health Network
- Human Services & Justice Coordinating Committee
- ACCESS Open Minds (Chatham-Kent)

# Path to the Future

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## Bill 41 - Patients First Act and St. Joseph's Health Care

—  
Patient Partnership initiative supports the mandate of the Family Advisory Council and thus support our ongoing goals and provide new opportunities.

### Ongoing in hospital

- Advocate for meaningful activities for in-patients
- Advocate for staff to consistently inform family members of the services available to them through the Family Resource Centre
- Continue to support a paradigm shift where the value of involvement of families in the recovery process is understood as the norm and not the exception



# Path to the Future

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## Concerns beyond the hospital

- Housing
- Privacy legislation
- Provincial advocacy for regulation in family surveys and a sharing of information

## Because of Patient Partnership –

- mentoring of new members and membership on decision-making committees





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# Armchair Discussion



# Questions?





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# Family Caregiver Community of Interest Webinar Series:

Promising and established practices for family  
caregiver engagement

February 28 2017 at 12-1PM EST

**Breaking Barriers:  
Family Navigation Program**



# Next Recovery-Oriented Practice Webinar

**Date:** Thursday, April 20<sup>th</sup>, 2017 at 1:00pm to 2:30pm ET

To rewatch or share this webinar visit:  
[www.mentalhealthcommission.ca/English/recovery](http://www.mentalhealthcommission.ca/English/recovery)





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## How did we do?

Please fill out the survey  
that opens **after** you leave  
the webinar





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# Thank you!

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Promotion  
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**Laura Mullaly**, Program Coordinator  
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**Ella Amir**  
Executive Director  
AMI-Quebec

**Laurel Lamarre &  
the Family Advisory Council Members**  
Family Council Liaison  
St. Joseph's Health Care

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