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## First Webinar in the RECOVERY Series

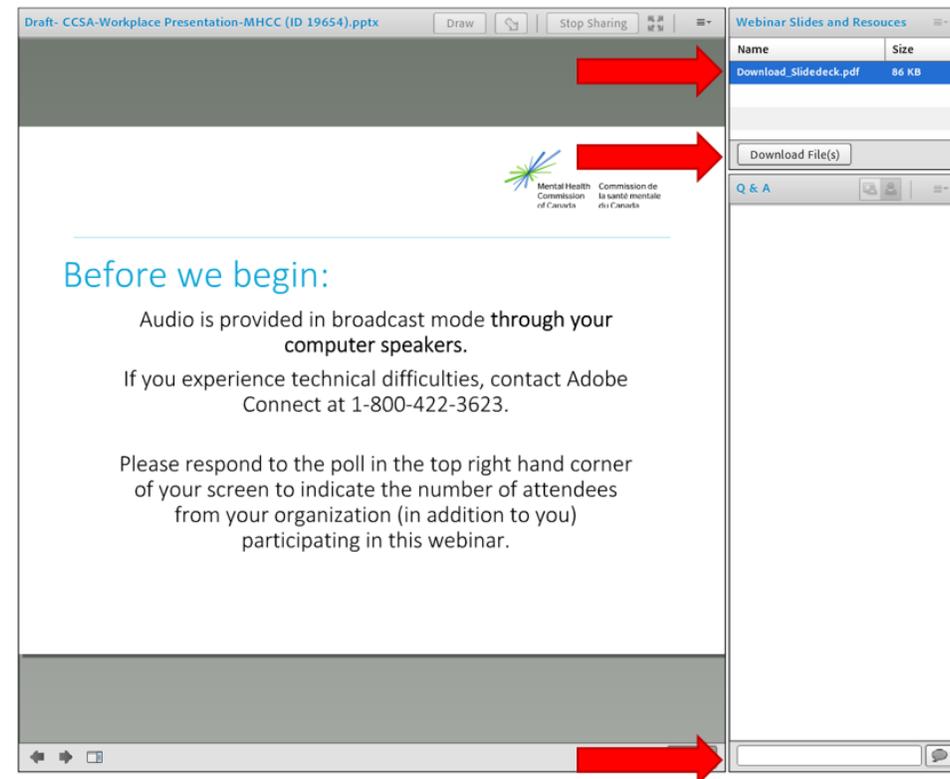
# The Core of the Recovery Approach: Promoting a Culture and a Language of Hope

September 28, 2017

**Samuel Breau, Laurence Caron, Annie Bossé, Caroline Lemire, Linda Dufour**

# Practical Notes

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# What Recovery Means

The possibility of leading a satisfying , hope-filled and rewarding life, despite the drawbacks of mental disorders and illness.

**ESPOIR.  
DIGNITÉ.  
CITOYENNETÉ.**

# The Six Dimensions of Recovery-Oriented Practice

1. Promote 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 and Métis
6. Recovery is about Transforming Services and Systems



## Presenters:



**Annie Bossé**  
Advocate and Peer Helper



**Caroline Lemire**  
Program Lead, Client Mental Health



**Linda Dufour**  
Program Lead, Client Mental Health



**Laurence Caron (Facilitator)**  
Project Lead, Action Against Stigma, AQRP

# TODAY'S WEBINAR

The Core of the Recovery Approach:  
Promoting a Culture and a Language of Hope

TONE?

*Friendly*

THE CONTENT  
IS DESIGNED  
TO?

*Open hearts, feed minds  
and penetrate daily life*



# LEARNING OBJECTIVES

1. Introduce the concept of personal **recovery**.
2. Recognize that a **hope-oriented** culture provides a vital basis for a recovery approach.
3. Learn **means** of sustaining hope at various levels: personally, among the people close to us, as professionals with “clients,” as professionals with peers and as managers and as public figures.
4. Identify the **issues** involved in sustaining hope at various levels.
5. **Develop an interest in following and participating in upcoming webinars.**



## Suggested Order

1. Recovery 101
2. Annie Bossé: *The role of hope in personal recovery and the professional support context*
3. Caroline Lemire and Linda Dufour: *The role of hope in creating services: A manager's perspective*
4. Laurence Caron: *The role of hope in awareness-raising*
5. *Questions, comments*





# Recovery 101





# Recovery 101

## CONFUSION



### “CLINIC”

- From the perspective of researchers and professionals:
  - (TL, Slade, 2015): “...partial or complete remission of symptoms, as well as the attainment of functionality, such as certain achievements in terms of autonomy, employment or education, social relationships, etc.”
  - A state or a result
  - Observable, objective, outside evaluation
  - The definition does not vary from one person to another

### “PERSONAL”

- From the perspective of persons concerned
  - ❖ (Deegan, 1996) : “The purpose [...] is not to become *normal*. Recovery is a way to live, a mindset and a way to meet the challenges of everyday life. [...] It is the aspiration to live, work and love, in a community to which the individual can contribute significantly, and a process.
  - Subjective, defined and assessed by the person.
  - Based on principles like dignity, self-determination, power of action, oriented to strengths, hope, responsibility, citizenship, overall health, ...



# Recovery 101

## DEFINITION(S)



- Depending on the chosen outlook, will affect:
  - The lives of persons in recovery;
  - Recovery support and guidance (loved ones and professionals);
  - The structure accompanying recovery.
  
- October 31 follow-up to Chapter 2 of the Webinars:
  - Recover, by and for the individual



# Recovery 101

Let's be practical

**HOPE IS WHERE IT ALL STARTS**



*Beliefs about the possibility of personal recovery are nothing new. They fit within a continuum of positive experiences over decades (Quebec provincial group on recovery in residential settings, 2012).*

# *Annie Bossé*

Who are you?

A personal strength?

**Hope in my life and my job**

# *Presentation*

1. The role of hope in my **personal life**
2. Hope in **relation to recovery support**
3. **Practical examples** of a hope-oriented culture

# My life: A brief summary

- **A childhood** marked by two parent with mental health problems
- **The emergency of my own illness**
- **Mental health support services** in my recovery process



# Hope and My Journey to Wellness

- **Negative aspects** of mental health services
- **Beneficial aspects** for my recovery after my hospitalization
  - ✓ Return to recovery-based services
  - ✓ Return to work/school
  - ✓ Renewed confidence, improved self-esteem
  - ✓ A new social network
  - ✓ Social involvement
  - ✓ Life balance
  - ✓ Role models



# My Definition of Recovery

- Recovery is: a **process** of transformation and **of adjusting personal perceptions** and interpretations of reality.
- the art of learning to adapt to situations while continuing to focus on the **present moment** and concentrate on achieving one's **dreams**.
- feeling **useful** and **proud** when putting one's personal **strengths** into action.

## My Definition of Recovery

- Reconstruction and sustenance of an inner dialogue that encourages **renewed self-empowerment**.
- The ability to accept one's situation, manage symptoms, overcome stigma, sustain **hope**, develop a social network and **take one's place in the community**.
- A decision to take control of one's life and, step by step, invest it with meaning.

**Annie Bossé (2010)**

Advocate and Peer Helper



# My Role as a Recovery Advocate

## From specialized educator to peer helper

Peer helpers are staff members who have disclosed a personal history of mental health issues (past or present). They share their experiences and recovery stories to restore hope, serve as a role model and inspire, support and provide information to others in similar situations (Repper, J. and T. Carter , 2010).



# The peer helper's four guidelines

*I am heard and understood*

*I decide*

*I choose*

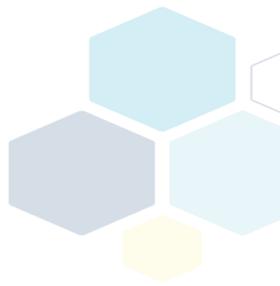
*We collaborate*





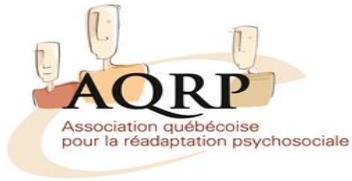
IMPACT OF MENTAL DISORDER: SHOCK AND DENIAL	LIFE IS LIMITED: WITHDRAWAL AND DESPAIR	CHANGE SEEMS POSSIBLE: HOPE AND SELF-QUESTIONING	COMMITMENT TO CHANGE: WILLINGNESS TO TAKE ACTION AND COURAGE	EFFORTS TO CHANGE : ACCOUNTABILITY AND EMPOWERMENT
<b>THE INDIVIDUAL...</b>				
Is overwhelmed by the hold that the mental disorder has over his/her life.	Has allowed the mental disorder to control his/her life.	Questions the hold that the mental disorder has over his/her life.	Challenges the power he/she gave to the mental disorder to control his/her life.	Takes back control over his/her life.
<i>Generally unable to function</i>	<i>Unable to see a future, overcome by the illness.</i>	<i>Sees the possibility of changing, but does not feel ready to change.</i>	<i>Keeps a positive attitude and takes action to change.</i>	<i>Keeps a positive attitude and takes action to achieve goals in order to create the kind of life he/she wants.</i>
<b>THE ADVOCATE...</b>				
Helps to ease distress by alleviating symptoms.	Elicits hope, opens the door to alternative recovery options.	Helps the individual see the options available and encourages him/her to take back control.	Leads him/her to identify strengths and needs in terms of skills, resources and available support.	Makes the individual accountable for using his/her strengths, improving his /her abilities and obtaining the recovery support and resources needed.

CINQ ÉTAPES DANS LE PROCESSUS DE RÉTABLISSMENT



# Examples of the importance of hope-and optimism- oriented language in support work





# Thank you

(please enter your questions)

# *Caroline Lemire and Linda Dufour*

Who are you??

A personal strength?

# The Call to Recovery



**Caroline Lemire and Linda Dufour  
Lead, Mental Health Services**

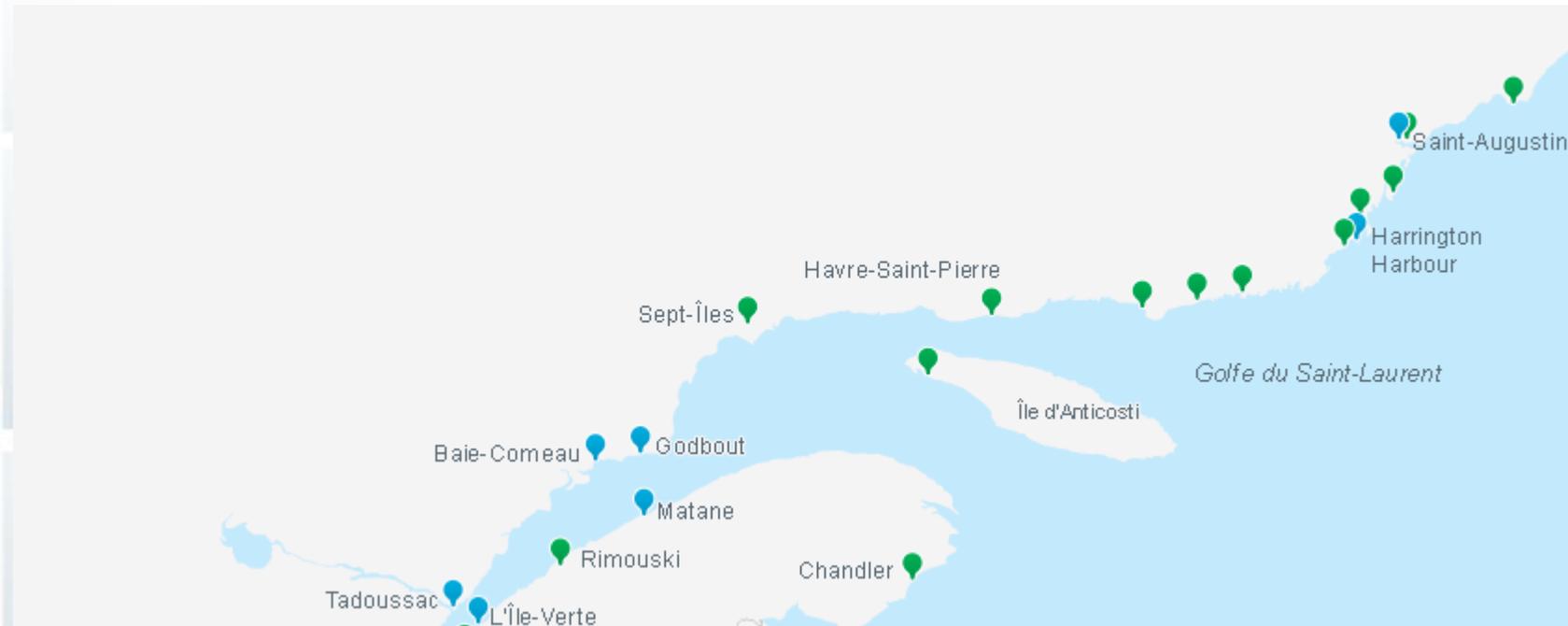
# The Call to Recovery

## Continued...

- Our team's strength
- Our basic beliefs about potential

# The Issues for a Culture of Hope

- Our territory
- Registration from Tadoussac to Blanc-Sablon



# The Issues for a Culture of Hope

## Continued...

- Medical resistance



# The Issues for a Culture of Hope

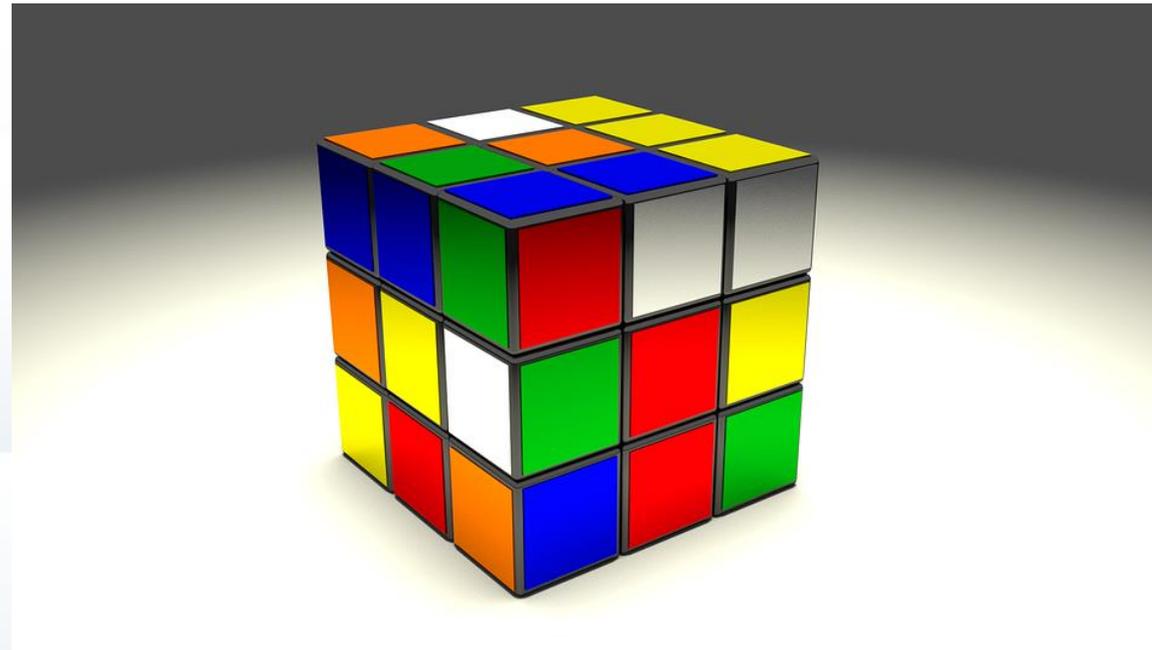
## Continued ...

- Change our teams' words and practices



# Our Hope Leverage

- Planetree



# Our Hope Leverage

## Continued...

- Stimulate the imagination
- Training
  - Strength-based approaches
  - Recovery
  - Stigmatization

# Our Hope Leverage

## Continued...

- Transform the ordinary into the extraordinary
- CREAM



# Promote Recovery Practice

- Get our teams, partners and memories involved in change
- Radio show
- Committees



Know without a doubt that we are  
capable of extraordinary  
accomplishments.

Thank you



# Thank you

(please enter your questions)

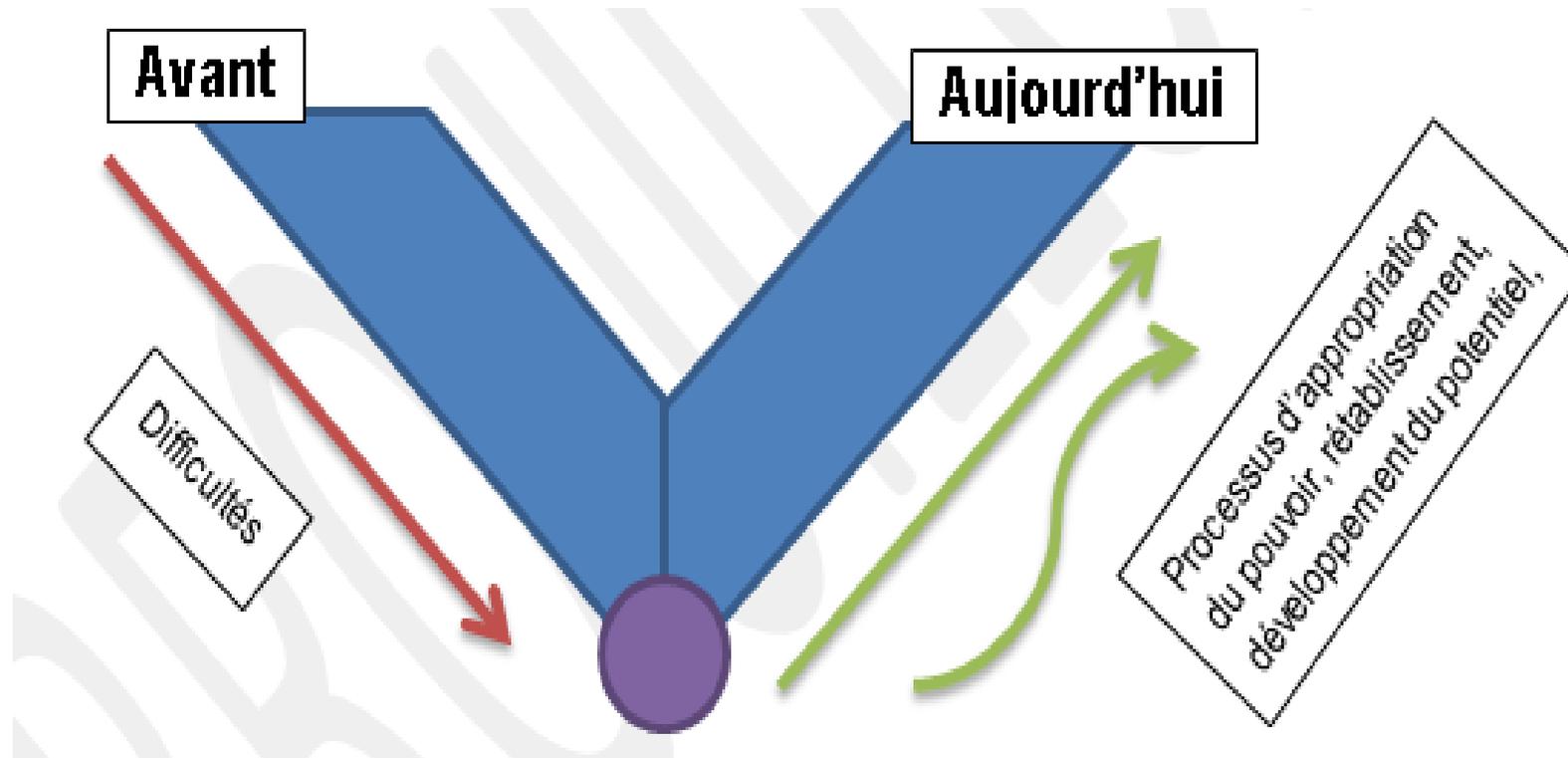
# *Laurence Caron*

Who are you??

A personal strength?

**My experience as a hope-oriented speaker beyond  
services**

# My personal and professional journey



# Me, come out in public?

**Public disclosure** basically consists of sharing a part of our lives, who we are, our personal experiences (past or present), particularly as they relate to mental health problems or our relationship with a person with mental health problems) (AQRP, 2017).

*To whom? Why? How? What are the potential risks/benefits? Will I be the only one? What are my rights? Does it reflect my values?*

## A FEW DISCLOSURE OBJECTIVES

To connect with others

To apologize for personal behaviour

To explain personal behaviour

To obtain help

To vent

To react to stigmatization

To help or give hope to someone else

**To raise awareness and give hope**

To share knowledge gained through experience and consultations



**“IF IN OUR SOCIETY ONLY PEOPLE IN  
CRISIS INVOLUNTARILY DISCLOSE THEIR  
SITUATION WHILE PEOPLE WHO ARE  
DOING BETTER “HIDE,” WE SEND OUT A  
FALSE MESSAGE ABOUT WHAT IT IS TO BE  
HUMAN, TO EXPERIENCE PROBLEMS AND  
TO BE ABLE TO RECOVER.”**



## MY PUBLIC DISCLOSURE PROCESS

1. Involuntary
2. Support groups
3. Certain people in need
4. During treatment (timidly)
5. In an AQRP article
6. During stigmatization training (contact strategy)
7. During disclosure training
8. In two Web video clips
9. Through events, conferences or activities on contract strategies; at youth summits and open discussion
10. With loved ones

## Supporting Hope Bearers

- Make an informed choice and take personal responsibility;
- Ensure that trustworthy support is on hand;
- Find a personally authentic message of hope
- Identify the heart of the matter in a personalized way but ...
- Hope and authenticity;
- Limits and honesty;
- Tangible and easily identifiable.



**Simply put, talk about  
the hope we see in  
ourselves and use  
examples from our  
personal lives**



## BE AUTHENTIC to raise awareness.

It is important to:

- Identify the  of the matter in a personalized way;
  - Do I identify with the diagnosis I was given? Am I comfortable naming it? Do I explain my situation in a personalized way?
- Be myself, be true to my nature and consistent with my personality;
- Use my own words, stories, interpretations and examples;

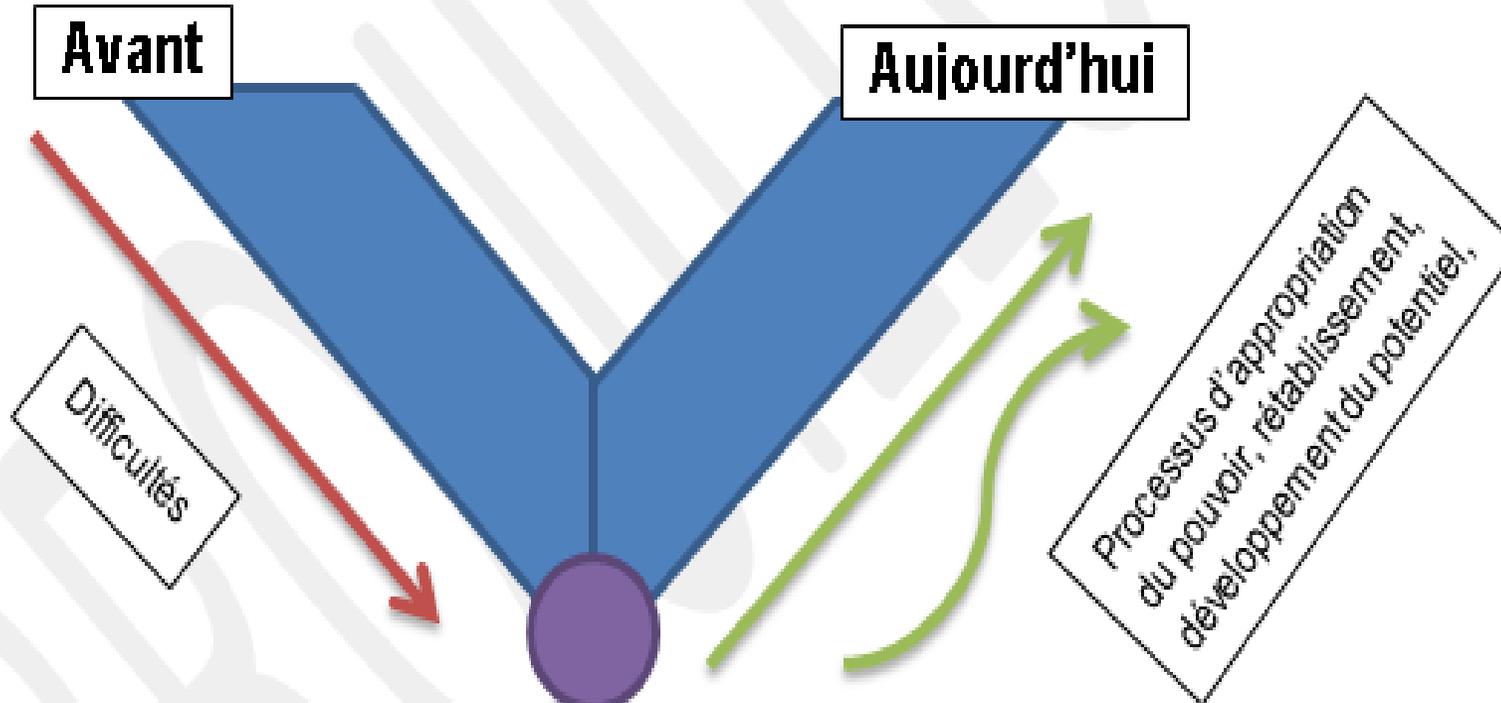
**The important thing is to feel comfortable!**



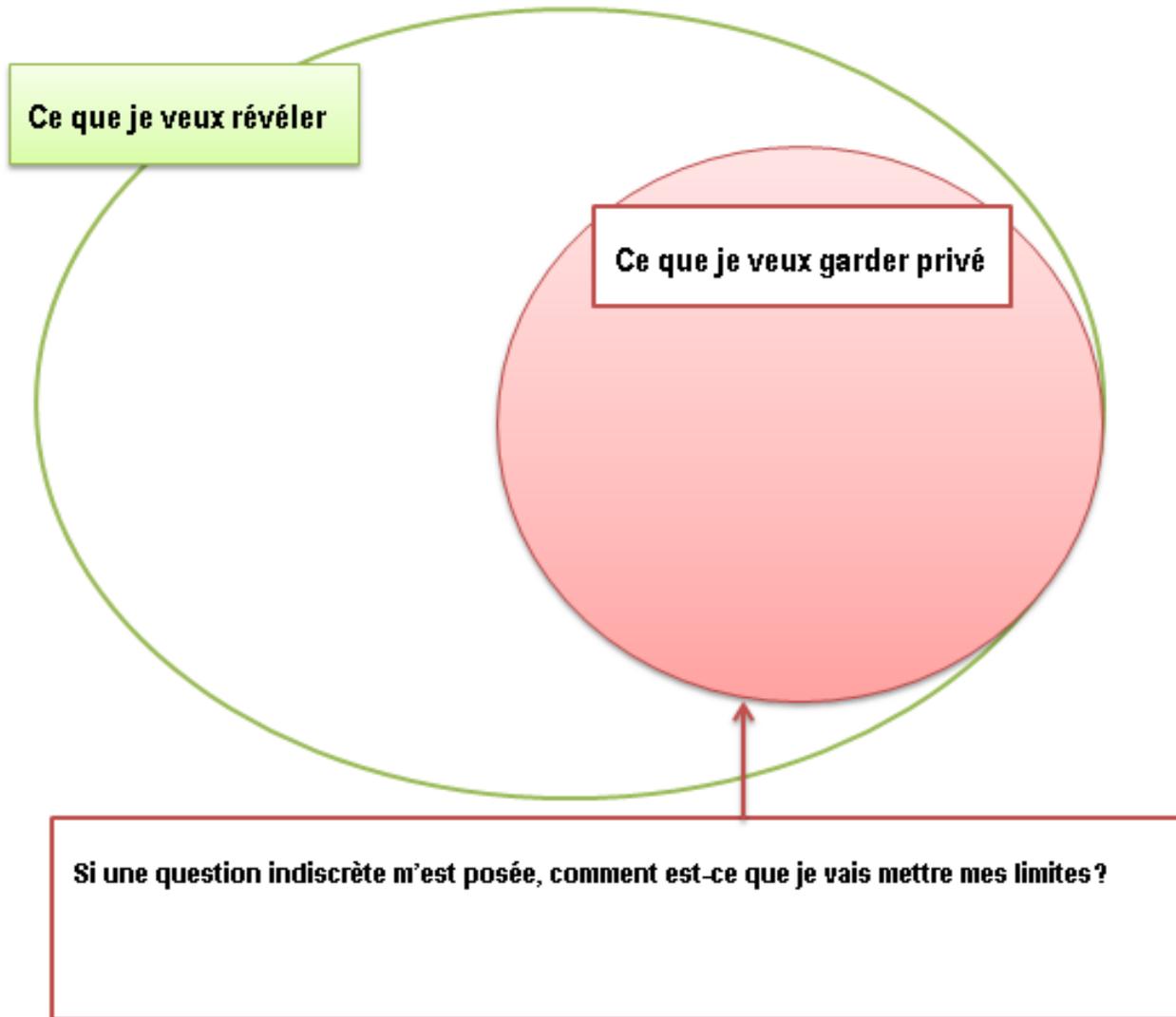
**What if it's okay to be you?  
How great if the answer  
was, "Yes, you're fantastic,  
I like your energy, I like  
who you are."**



# To fight stigmatization (raise awareness)



# To fight stigmatization



# What do I get back from giving others hope and authenticity?





# Thank you

(please enter your questions)



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# *Summary*

# *Questions and Comments*

Who are you?

A personal strength?

Who is your question/comment meant for?



# Next Webinar: October 31

[LMCARON@AQRP-SM.ORG](mailto:LMCARON@AQRP-SM.ORG)

# Resources

Recovery, MHCC: <https://www.mentalhealthcommission.ca/English/focus-areas/recovery>

Patricia Deegan: Le rétablissement en tant que processus autogéré de guérison et de transformation (Recovery as a Self-Directed Process of Healing and Transformation):  
[http://www.apurquebec.org/\\_domains/apurquebec.org/files/Retablissement\\_processus\\_autogere\\_guerison\\_transformation.pdf](http://www.apurquebec.org/_domains/apurquebec.org/files/Retablissement_processus_autogere_guerison_transformation.pdf)

Copeland: Ce que le rétablissement signifie pour nous (What Recovery Means to Us): <https://www.agirensantementale.ca/docs/documents/Mead.PDF>

Le rétablissement, cadre théorique et savoir expérientiel #1 : <https://aqrp-sm.org/wp-content/uploads/2013/05/partenaire-v15-n1.pdf>

Le rétablissement, cadre théorique et savoir expérientiel #2 : <https://aqrp-sm.org/wp-content/uploads/2013/05/partenaire-v15-n2.pdf>

Le rétablissement, un savoir qui se construit: <https://aqrp-sm.org/wp-content/uploads/2013/05/partenaire-v16-n1.pdf>

Revue le partenaire: <https://aqrp-sm.org/publications-de-laqrp/revue-le-partenaire/publications-libres/>

CERRIS: <http://www.iusmm.ca/le-cerris/meilleures-pratiques.html>

Judi Chamberlin: Survivre et sur vivre: <http://www.agirensantementale.ca/docs/documents/JChamberlin2.PDF>



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# Thank you!

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