Incorporating the Family Voice into Recovery-Oriented Care

#MHCChopelives

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February 16th, 2017
Important! Send questions/comments to ‘All Panelists’
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.

http://www.mentalhealthcommission.ca/English/initiatives/RecoveryGuidelines
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
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
Mental illness is a family affair
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

• 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

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

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

- 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

CARING FOR THE BODY, MIND & SPIRIT SINCE 1869
Our accomplishments

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

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 into 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

- 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

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

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
Armchair Discussion
Questions?
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 20th, 2017 at 1:00pm to 2:30pm ET

To rewatch or share this webinar visit:
www.mentalhealthcommission.ca/English/recovery
How did we do?

Please fill out the survey that opens after you leave the webinar
Thank you!

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Laurel Lamarre &
the Family Advisory Council Members
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