



Minutes

Family Council Meeting
January 14, 2018 6:00pm-8:00pm
CMHA Waterloo

Present: Helen, Eva, Barb, Linda, Jayne, Wanda, Holly Kate, Sonya, Helen, Angela, Katrina

Regrets: Josh, Susan, Teresa

Recorder: Holly

Agenda item discussed:	Action Item (including responsible person):
1. Welcomes and Introductions	
2. Approval of agenda	Approved and Seconded
3. Approval of minutes	Approved and Seconded
4. Updates from Helen	<ul style="list-style-type: none"> • Service – Here for Hope event in Fergus on Wed. Nov 21 (Michael Landsberg and Jennifer Hedger) – attended by 850 students; 150 - 1st responders; 600 people from the community – inspiring, hopeful night • Video being produced by County of Wellington – still working on it – coming soon. • How do we keep the momentum going? • Met with Ted Arnott and Michael Chong – written letters to Ministers of Health (provincial and federal) • Received some money (one-time) from the LHIN – doing Safe talks, physician training, grief groups • Psychiatry update– one vacant position – writing and offer next week; all positions full – first time in CMHA history • Here247 volumes – 20% higher volumes over the past 2 months (5500 repeat callers, 8000 new callers); response times a bit slower • Bell Let’s Talk – end of January – double staff on Here247; Helen has 4 media events booked

	<ul style="list-style-type: none"> • Shoppers Drug Mart approached CMHA on a fundraising event - \$170-200K annually in fundraising dollars; multiple meetings; supports only women's mental health (will support key areas: DPT, skills for safer living program (chronic suicidal), seniors, Women in Crisis and Women's Shelter in Waterloo (going to put a clinician associated with them) • Shopper's Run for Her - Sunday May 6 – run/walk at Shade's Mills • Looking for new office space for Children's Mental Health – working with a builder for a design build and then rental for 30 years • Barb – comment that there should be more “swag” for sale at these events and special days to generate funds
5. LIHN Patient Declaration of Values	<ul style="list-style-type: none"> • Provided feedback to the LHIN from every member of the Family Council team • Where will this declaration be available? Is there a mechanism for feedback when the values in the declaration are not being met? – Every organization that receives funding must have a complaint process. After the fact there should be follow-up survey to capture service provided. These statements would be more meaningful if “so what” was reported to see how these values are being put to work for the community. How are we “living” the values each and every day? How will the patient “experience” these values?
6. Experience mapping – brief review	<ul style="list-style-type: none"> • Angela summarized the successes and challenges in each category (before, during, after) to look for common, overlapping themes that were heard • Looking for practical ideas to support the challenges identified. Getting our input into the practical ideas from the group.
7. Experience Mapping Brainstorm	<p>Practical Discussion – Helen</p> <p><u>Before</u></p> <ul style="list-style-type: none"> • Here247 was unavailable – couldn't get through the phone line – people are giving up when the phone isn't answered by a person (26% of the time); KidsHelpLine just moved to texting in the past month; Here247 can do texting when there is no other option • Waitlist for Here247 – more proactive; getting names on list even if they decide to refuse service • What is the new normal? – mental health continuum. Getting people to

understand what is “normal”? Needs to be education on what you can feel like (really good, to feeling really low) that is totally normal. How can you, as a parent, can recognize what is “bummed out” and what is “severely depressed”?

- CMHA is only for those that are acutely impacted by severe mental health issues – this is not well understood
- We need to be clear with the language used around recognizing mental health issues that need to be addressed and destigmatized
- Katrina works with Grade 6,7,8 peer support model with high school students delivering workshops to students on mental health
- People are afraid to give feedback to agencies because they feel they may be blacklisted for future services
- Peer support groups – drop in services – no need for a scheduled appointment (self-help alliance)
- PCMH resource list pamphlet – making these available at doctors’ offices, libraries, schools, etc.
- Family doctors – need to promote Here247, lists of resources, peer support
- Here247 – wording means “crisis” but what does that mean to everyone? 15% of Here247 call volume is people in crisis
- Formal pathway is not working for everyone – wanting to build community to support those around us who need help
- Caregiver stress – workshop to support caregivers to prevent burnout, pampering, wellness, de-stressing, Community Support Connections did a workshop day last year
- Childcare is a barrier – network of child care providers
- 2 parent signature prior to receiving care from CMHA – sometime needs legal interventions and therefore care cannot be accessed
- Tension on parental relationships or parents don’t see eye to eye on treatment/care – is there support for this?
- Check in/follow up after call to Here247 for callers needing support after the initial call; waitlist call back
- December media release on the call volume at Here247 – asking the community for understanding and patience

	<ul style="list-style-type: none"> • What about reaching out to other groups who might be able to provide support, information sharing, awareness – coaches, churches • Working with 1st responders on mental health awareness, identification, and support for their mental health • Bigwhitewall.com – platform from England – international recognition – provides access to online therapists • Bounceback – education program (modules) videos online – 8 week course with a phone coach, goal setting – targeted to adults experiencing mental health issues (mild to moderate) – CMHO • Here247 has a “warm line” and a position that phones out to those frequent callers who need support on a very regular basis • 45 staff monitor Here247, from 6 centres
8. Agenda items from Council Members	
9. 2019 Meeting dates	Monday March 18, 2019 – Guelph Monday May 13, 2019 – Waterloo Monday July 15, 2019 – Guelph Monday September 16, 2019 - Waterloo Monday November 18, 2019 – Guelph Monday January 20, 2020 - Waterloo