



Minutes

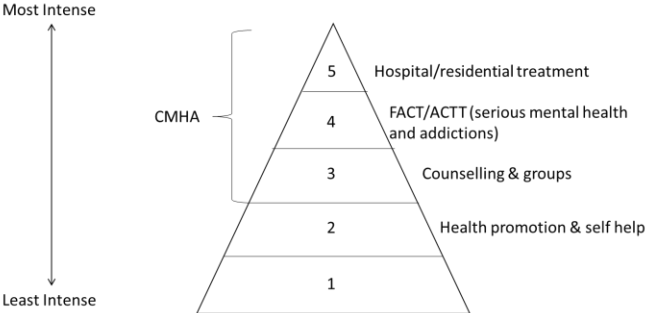
Family Council Meeting
July 16, 2018 6:00pm-8:00pm
CMHA Waterloo

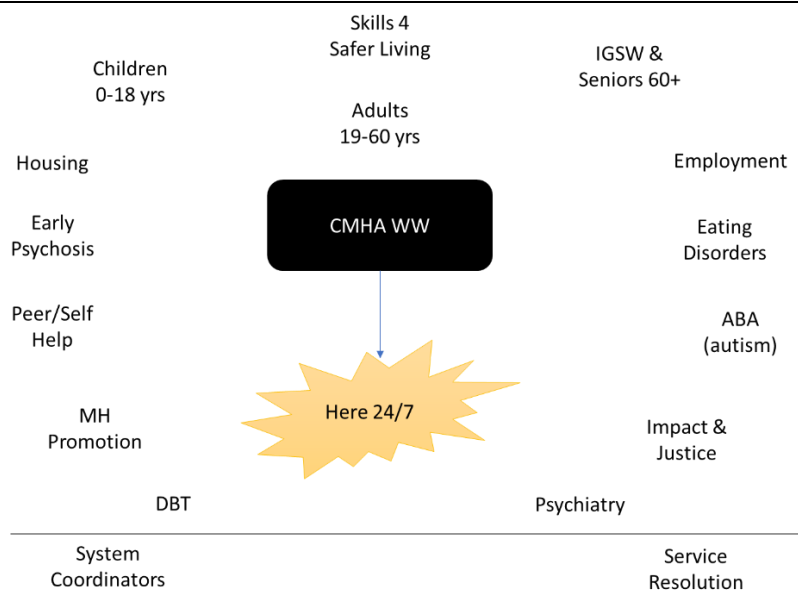
Present: Wanda, Teresa, Sonya, Angela H., Helen, Jayne, Lynne

Regrets:

Recorder: Holly

| Agenda item discussed: | Action Item (including responsible person): |
|--|---|
| <p>1. Angela passed around the finalized Terms of Reference</p> <ul style="list-style-type: none">• Flushed out requirements and responsibilities of the co-chairs• Passed around confidentiality/non-disclosure agreement. This document is for the protection of the privacy of the members of the committee and their family members. Items in the non-disclosure agreement are non-negotiable. | <p>None</p> |
| <p>2. Angela spoke with Martin about having a Family Council webpage presence.</p> <ul style="list-style-type: none">• The link on the CMHA site already exists.• Angela will follow up with Megan (Martin's replacement) to discuss content further. It was suggested that we post the meeting minutes to the website. The TOR will also be made available on the website.• Angela posed the question: "Do we want a group photo of the family council on the website?" | <p>Family Council members to contact Angela if they have concerns with having their photo on the website.</p> <p>Photo taking will take place at the next meeting on September 17</p> |

| | |
|---|---|
| <p>3. Schedule of Upcoming meetings:</p> <ul style="list-style-type: none"> • Sept 17, 2018 – Waterloo • Nov 19, 2018 – Guelph • Jan 14, 2019 – Waterloo • Mar 18, 2019 – Guelph • Lynne’s last meeting will be November 2018 as she is moving away. | <p>Angela to send out an email with the dates to all council members.</p> |
| <p>4. Helen provided an overview of CMHA Services</p>  | <p>None</p> |



- Discussed the role of the IMPACT team and the need to identify mental health/addiction when you call 911
- Angela H. spoke about the role of Mental Health Promotion teams in WW.
- Here 24/7 navigates what used to be 11 different agencies, and now does the intake assessments and provides the gateway to CMHA WW.
- Here 24/7 gets 4,800 to 5,000 calls per month
- 6% of the province’s overall health care budget goes towards mental health.

5. Angela lead the “Experience Mapping Exercise” with the Family Council group.
- The results of this exercise will help inform the future work of the Family Council.
 - Summary of the sticky notes posted in each section.

Angela to summarize the results of the Experience Mapping Exercise and look at trends.

Before

Successes:

- Formal mechanisms (eg: doctors, Early Years Centre)
- Family supports
- Awareness

Challenges:

- Unfamiliar with system (lack of awareness)
- Caregiver burnout; stigma
- Don't know how to access services
- Unsupportive school system
- Long waitlists; gaps in services
- Loved one not willing to access services

During

Successes:

- Informal, family supports
- Education
- Wide variety of community supports (beyond CMHA)
- Supports working together

Challenges:

- Formal & Informal lack of support
- Dual diagnosis/ confusion with meds & diagnosis
- Accessibility issues/transportation
- Waitlists
- Bad fit with services or clinicians
- Caregiver burnout

Eventually Helen will take the results of this exercise to management and we, as a Family Council, will come up with actionable items to address the gaps.