



Minutes

Family Council Meeting
November 19, 2018 6:00pm-8:00pm
CMHA Guelph

Present: Brandi, Josh, Susan, Kate, Barb, Wanda, Teresa, Sonya, Angela H., Helen, Jayne, Linda

Regrets:

Recorder: Holly

Agenda item discussed:	Action Item (including responsible person):
1. Introductions	
2. Approval of minutes	Wanda, Sonya
3. Helen - updates	<ul style="list-style-type: none"> • Alarming number of deaths by suicide this year in Wellington County; ages 16-45 yrs; predominantly males; most individuals have not previously connected with CMHA services • CMHA has mobilized and is taking action; Helen met with CEO of LIN. Asked for 4 full time staff. Volumes for HERE247 calls have gone up by 1000 per month (total 5500 unique calls per month). Helen is worried about the people we are not hearing from. Suicide action plan through “LOSS” (local outreach for suicide survivors) – supporting those connected to the person who has died for a 12-month period. Helen has made a proposal to create a LOSS team in Wellington county. Privacy is actually not a barrier when we deal with risk. • Here247 tries to link people with the 11 agencies and their services. 50% of services have no wait lists. You can phone HERE247 on behalf of a person – can only intervene in a risk situation; but still can work with family on what to do in their situation. • Mental health is 6% of the total health care budget in Ontario. • Michael Landsberg and Jennifer Hedger coming to Fergus Wed. Nov 21. Outspoken, passionate, devils advocate – he can share his story and bring some

	<p>hope back into the community. Mandatory session at Centre Wellington High School for students, session for 1st responders and then a community event at Community Sportsplex. We can follow him on “Sicknotweak”.</p>
<p>4. Family Engagement Training with Brandi</p>	<ul style="list-style-type: none"> • Encouraged people to connect with PCMH peer support networks. • Originally this training was developed for service providers. • Brandi – family engagement specialist, was previously was a PCMH group leader, was a mom • Started building relationships with agencies to help families dealing with these agencies. Brandi raised her voice to drive change. • Roadmap – evidence informed • Grow your capacity – support group learning • Why engage families? – evidence informed practice; benefits children and youth, families, organizations, the mental health system • Service providers are temporary – families are constant • Families are the first to feel the affects of the mental health crisis • Defining family engagement – what does family mean to us? Engagement requires trust, can be bumpy, requires good communication. • Family-centred care – shift throughout the system • What does family engagement look like? <ul style="list-style-type: none"> ○ In treatment – building collaborative relationships with service providers; so people can voice concerns without being judged; service providers asking ‘what do you need?’, ability to trust is important ○ Organization – family advisory; co-developing literature; collaborating to create change within an organization ○ Sector level – consultations and partnerships with higher levels of government and organizations • Tools used to recognize where we are in family engagement- Hart’s ladder of participation <ul style="list-style-type: none"> ○ Manipulation, decoration, tokenism – swaying the conversation or end goal; not being part of the conversation; don’t understand where your voice is making an impact; no decision-making influence. ○ Consult and inform – one-way communication; newsletter sent out by agency instead of co-development; exit surveys can be a communication mechanism; family involvement (not engagement)

	<ul style="list-style-type: none"> ○ Partnership and co-production - Families are active participators and co-developers; come together to actively work towards a goal ○ Sometimes we are on Hart's ladder because that is where the family needs to be; often we start near the bottom and over time work our way up the ladder ○ This family council is looking at agency/system level change. Anytime you are working with people with complex needs we work at the agency/system level. ○ Brandi consults with many councils to help ensure that family councils can move up Hart's ladder.
5. Next meeting	<p>Jan 14, 2019 Blue Springs, Waterloo</p> <ul style="list-style-type: none"> ● Moving forward with the feedback provided in previous meetings to move discussion up Hart's ladder