

# **CMHAWW Family Council**

## **Meeting Minutes**

**March 19, 2018**

### **Opening**

Angela H identified the location of washrooms and offered food and drinks. She reviewed the need to get a CMHA staff if someone is at the door that we do not recognize as being part of the Family Council. Angela H also identified the emergency exits for all.

### **Welcome**

Helen welcomes the members of the council. She referenced the desire to hear from families and the desire to help ensure that CMHA is in alignment with provincial directives. She identified the need for CMHA to ensure that the resources are being used well to meet the needs of clients and families. Helen thanked the members for participating in the council and reiterated that they're welcome to share whatever feedback that they have. Helen reiterated the need for members to be respectful of each other as many will have differing perspectives and experiences. Helen mentioned that it is her role to be sure that the feedback from the council gets back to the appropriate person to help make change. She mentioned that she will take feedback back but without any identifying information.

### **Introductions**

Introductions were done by all members of the council. Each member shared their story and experience briefly with the system.

### **Agenda Approval**

Two members approved the agenda for the meeting

### **Orientation Package**

Angela H reviewed the contents of the Orientation Package, including the Welcome letter. Angela H talked about the purpose of the council and identified that family members are CMHAs biggest allies and their role in making change in the system. She also recognized the need that families have to continue to support their family member.

Angela H facilitated a discussion around the following things: co-chair, agenda, minute taker, meeting locations. Co-chairs were discussed and Angela H mentioned that CMHA does not dictate what is on the agenda, but rather that the council members lead this with the guidance of the CMHA staff. Angela H suggested we could decide the idea of co-chairs at a later meeting, once family members feel more comfortable with their role on the council. Minute taking was discussed. It was noted that minutes will not have any personal identifying information in them and that minutes will identify highlights and decisions made. Some members of the council indicated that they would be fine with CMHA staff taking

minutes. However, **Holly S offered to be the minute taker for the next few minutes and then this could be reviewed with a check in on how it's is going.** Angela noted that agenda will be a bit more structured and led by CMHA staff for the next few meetings, but that this will change as the council is more established. It was noted that next meeting's agenda was not completed and that if someone has something to add, to let Angela H know. Angela H noted that CMHA will bring agenda items to the meeting as well. Meeting dates are the following: May 7<sup>th</sup> 6-8pm, July 16<sup>th</sup> 6-8pm, Sept 17<sup>th</sup> 6-8pm. The location of meetings was discussed. **It was decided that meetings would rotate and that currently it made sense to rotate meetings between Guelph, Waterloo and Cambridge.** It was noted that as members are added to the council, adjustments with these three locations may be necessary. **Angela H will let the council know what meetings will be at which locations (based on availability).**

Angela H reminded the council members to keep members email addresses private and to let Angela H know if they would prefer a different means of contact (eg. phone).

**Angela H indicated that she will put out a reminder email the week before the family council meeting.**

### **Terms of Reference (TOR)**

The TOR is only an initial draft. This draft was co-developed with families and CMHA staff. We briefly reviewed the TOR. **Family Council members are asked to review the TOR in more detail between now and the next meeting and we'll review comments/ideas for next meeting.**

Angela H made note that there are still 2 spots available on the council. She also noted that the term in the TOR indicates 2 years, but this could be changed to 1 year.

Mileage and honourariums were talked about briefly. Each member provided Angela H with their address to inform the mileage amount. **Honourariums were discussed it was decided that they would be provided quarterly.** Angela H noted that this meeting (March) will be processed right away due to year end.

### **Orientation, Training & Coaching**

Angela S described that the next few meetings will have aspects of orientation, training and coaching integrated into them. She indicated that in a couple meetings, we will be doing Family Engagement Workshop to ensure that families and CMHA staff have the same information on family engagement. Angela responded to questions around the member's desire for orientation, training and coaching. The council indicated that they would potentially like training/information in the following areas: activities that increase comfort, advocacy training (Paul Reeve), bringing in other guest speakers.

Discussion included whether the FE workshop for families should be done at a regular council meeting or whether it could be done a week or two in advance of a regular meeting to allow members to think over the information and come back with ideas shortly after (rather than 2 months later). It was noted that this was something that could be considered.

There was some discussion around Angela S. taking a role to help family members “find the nuggets of learning” in their experience, and how to communicate that experience effectively, rather than “venting”. The group acknowledged that some conversations may be challenging, and that it is important to communicate honestly, without fear of offending staff or other members. The group spoke about focussing on our intentions in being here, and feeling comfortable to speak openly.

### **Closing**

Angela H noted that the next meeting will likely include the following:

- Finalizing the TOR (terms of reference)
- Helen will share about CMHA services and programs
- Angela H will take the council through an experience mapping exercise
- Angela S will do a brief review of Hart’s Ladder
- Anything brought forward from the council members