THE EMPOWERMENT COUNCIL
A Voice for the Clients of the Centre For Addiction And Mental Health

Empowerment Council Activities: May 2013 – January 2014

ADVOCACY

Advocacy by and for people with disabilities is “a way to help people “own” their own lives.”

To be truly representative, “An advocate must be independent, free from any real or perceived conflict, an advocate must be trusted to represent the interests of the vulnerable person and only the interests of the vulnerable person.”

Advocating for CAMH Clients at CAMH:

- The CAMH Bill of Client Rights continues to supply the foundation that enables us to support clients in self advocacy
- Meeting with Clinical and Administrative heads of CAMH Forensic about concerns regarding rights, and support for forensic clients’ input into program
- Advocating for rights related to seclusion to apply to clients secluded in rooms not designated “seclusion rooms”
- CAMH ad campaigns by Foundation – advocating for EC facilitating client perspective on what is needed/not needed before campaign developed. EC passing on to CAMH information about comments received in response to ads
- CAMH Housing Expert Network: Member and feedback on CAMH Policy Position
- Meeting for overview of EC involvement with policies at CAMH
- CAMH Catchment Area issues: Meeting to discuss the boundaries for service for clients.
- A) Member of Access 1 & CASH Sub Committee
- B) Liaison to the Access 1 and CASH Integration Client and Reference Group
- Phone Interview with the Change Foundation re Patient Engagement
- Regular meetings with manager of intake and assessment at WSW

1/2 Ontario Advocacy Commission, Advocacy: Now More Than Ever, February 1996 p.4
Representing Clients on CAMH Committees

It is widely recognized that changing the mental health system to be more responsive to consumer needs requires the participation of consumers at all levels of policy planning and program development, implementation, and evaluation.¹

- Clinical Quality Committee of CAMH Board
- Fiscal Advisory Committee
- Clinical Care Committee
- Liaison (CAMH/FC/EC) Committee
- Prevention/Management of Aggressive Behaviour (PMAB) Planning Committee
- PMAB Renewal Committee
- Best Practices Spotlight Organization (BPSO) Steering Committee
- BPSO Suicide Assessment
- BPSO Client and Family Education Work Group
- BPSO Committee on Pain
- Restraint Subgroup
- BPSO Joint CCC-SSF Committee
- Welcoming Environments Subcommittee BPSO (included tour),
- Tobacco BPSO (included conducting client interviews)
- BPSO on Pain
- Education Council
- Education Committee
- Access to Primary Care research advisory (included writing conclusions and recommendations)
- Access to Primary Care Education Group (wrote illustrative skits)
- Community Resource Centre Planning Collaborative
- Quality Council
- BPG Meeting on Preventing Violence in the Workplace
- CAMH Constituency (gone)
- Constituency Workgroup (temporary)
- CAMH AGM
- Redevelopment
- CAMH Constituency Council
- Constituency Steering Committee
- ACSTP Quality Council
- ACE Pathways to Care Dissemination CIHR Grant Advisory Committee
- Community Advisory Committee on Research
- CAMH grant committee for community based research Fellowship
- CACR Terms of Reference Subcommittee

Client Perspective on CAMH POLICIES

CAMH Policies that have been reviewed with a client perspective in the last year:

<table>
<thead>
<tr>
<th>Search of CAMH Client/Patient’s Room, Belongings or Person</th>
<th>Passes</th>
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<tbody>
<tr>
<td>Inventory and Safekeeping of Inpatient Belongings</td>
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<td></td>
<td>Forensic Passes</td>
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<tr>
<td>No CPR Order</td>
<td>Point of Care Testing</td>
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<td>-------------</td>
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<tr>
<td>Illegal Drugs/Unknown Substances</td>
<td>RTms</td>
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| Provision of Complementary or Alternative Therapy | Mandatory Reporting to Regulatory Colleges  
Occupational Therapy Assessment and Intervention |
| C/P Mail or Correspondence | C/P Identification |
| Discharge of an Inpatient | Code White – Psychiatric Emergency  
Code White Caution – Threatening Person with a Weapon (2nd policy brought under first) |
| Faith Based Meals | Emergency Use of Mechanical Restraint and Monitoring |
| Visitors to CAMH C/Ps | Emergency Use of Seclusion and Monitoring |
| Sexual Assault of a CAMH Client/Patient | Observation of C/Ps on an Inpatient Unit |
| Consensual Sexual Behaviour Amongst Hospitalized CAMH Clients/Patients | Emergency Use of Restraint, Seclusion and Mechanical Restraint |

**Advocating for CAMH Clients Outside of CAMH (on occasion with CAMH):**

- EC standing at Inquest into the death of Ashley Smith. Includes affidavit and Will Say, reviewing notes on testimony, instructions on cross examinations, instructions on positions, preparing witnesses, drafting recommendations, reviewing all parties recommendations
- EC standing at inquest into the death of Reyal Jardone-Douglas, Sylvia Klbingaitis, and Michael Eligon. Includes standing application, Affidavit and Will say, CV, reviewing notes, giving positions, preparation as witness of examination in chief, testimony, writing recommendations, positions on all parties recommendations
- EC and MOHLTC court case challenging constitutionality of Community Treatment Orders. Lost at lower court. Currently discussing with MOHLTC what CTO regulations or legislation would better support patient rights
- Support for Gender Identity & Expression being protected under the Cdn. Human Rights Code
- Legal Aid Ontario Consulti/Meeings on Strategic Plan
- EC will seek standing at McGillivary Inquest (expected to be very short)
- EC will apply to intervene in case regarding mandatory jail time for a minor drug offense
- Toronto Drug Strategy Anti-Stigma Working Group – included website content writing and review, review materials and planning of 3 day workshop on stigma and discrimination for service providers, facilitated panel on first day of training
- Members of Mental Health Committee of the Toronto Police Services Board (formed as a result of an EC recommendation adopted by the jury at the Vass Inquest)
- External Advisory Committee is a TPS and community committee looking at the practice of “carding”, which additionally effects CAMH clients as all mental health related information gets recorded in the same database (FIR)
- Attended and organized clients with direct experience to attend independent consultation on TPS Mobile Crisis Intervention Team
• Attended consultation on *Ontario Poverty Reduction Strategy*
• With Catherine Zahn and Lori Spadorcia met with Minister Meilleur and staff regarding interaction of police with people with mental health issues, particularly taser use. The Minister invited Catherine Zahn and Jennifer Chambers to join advisory committee (or so it seemed).

**EC in the Media:**

Toronto Star articles on EC’s Mad Pride, License Suspension Forum for clients, EC at consultation on tasers, Presentation on Policing following play *Vincent*, Articles in Star, Globe, National Post, Hamilton Spectator on EC at inquests, Star article on CTO case, CBC French Radio interview on Tasers, article in Canadian Women’s Health network on study done jointly with EC - Exploring how women’s experiences are documented in psychiatric settings

**Award for EC Advocate in Mental Health**

Lucy Costa received an award from the City Of Toronto: 2013 Access Human Rights *Awards* in recognition of Human Rights Day

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**EDUCATION**

**At CAMH**

• Workshop with Health Equity Staff to Drug Treatment Court clients and staff
• Blog on CAMH site “Addressing Trauma is Part of Recovery”
• *Barriers to Accessing Primary Care* Research by CAMH and EC: educational component (skits and lecture) at CAMH
• Co-presenter for Addiction Rounds
• Forensic: Client Focus Group on what Clients think of Recovery
• Recovery Orientation to U of T residents
• Panel at Rendezvous with Madness Film Festival: Alien Boy
• EC Mad Pride 2013 : Panel On Law and Mental Health Queen Street Cafeteria
• Police Record Checks : Info Session
• Driver's License Suspensions: Info Session
• Speakers to SAMI (Social Aetiology of Mental Health) fellows
• CAMH Professional Development and Empowerment Council Partnership: “Getting Past Recovery Talk” Film and discussion with CAMH staff
• Presentation to CAMH Constituency: Patient Engagement Past and Present.
• Clinical Orientation for new CAMH staff, Bill of Client Rights and EC for new CAMH staff
• EC and advocacy for interpreters
• CAMH Education Achievement Day - planning meetings, procuring educational materials, EC staff one of education award recipients honoured
• Educational EC Newsletter articles
SUPERVISION – VOLUNTEERS AND STUDENT PLACEMENTS

- Osgoode Hall Law Ian Scott Intern Scholarship Student: June – September 2013
- Ryerson University Student Placement Social Work Student: September – April 2014
- Ongoing Supervision of three EC Volunteers
- Management and Co-ordination of research advisees to research projects

Outside CAMH

- Created 2 educational videos with and for the Toronto Police Service (requested nationally): one interviews with clients who have had encounters with police about what was done that made things better or worse, one interview with EC Coordinator
- *Cracked*: Feedback to the TV Series
- Deputation at Toronto Police Services Board public consultation on tasers
- St Anne’s presentation on policing following play *Vincent*
- St Stephen’s Community House on Policing and Mental Health Issues
- CLASP Education Session – Working with Mental Health Clients
- Downtown Legal Services Info Session - Working with Mental Health Clients
- Law Society of Upper Canada: Presentation: Mental Health issues and Criminal Law
- Sistering: Presentation and consult on Violence and the work of Psychiatric Disabilities against Violence
- Meeting with members of Dream Team to discuss the development of a Bill of Rights
- Mad Pride: Assistance in organizing Psychiatric Disabilities Against Violence Info Panel.
- National Justice Committee “Information Sharing and Collaboration Between Jursidictions”, EC partnership with Toronto Police Service, Ottawa

Universities and Colleges

- *Barriers to Accessing Primary Care*: Experience of mental health and addiction clients with Primary Care – teaching points from research project of CAMH and EC, to nursing students at York University and Osgoode.
- Osgoode Hall Law School : Panel organization and Presentation - Mental Health Awareness Week
- Osgoode Hall Law School: Panel on NCR Legislation
- Empowerment Council and IRIS – Institute for Research and Development on Inclusion and Society and Ryerson Partnership: Panel Organisation for Legal Capacity Conference
- Ryerson Forum on Legal Capacity - panel
• Ryerson Summer Institute: Lecture on Community organizing
• Osgoode Hall Law School class on research in mental health
• University of Toronto- two psychology classes on addiction
• Jennifer Chambers taught Humber College Course on Special Needs Offenders, January - December 2013

**Conference Presentations Accepted:**
Presentation “Beyond Listening – Empowering the Client Voice” at All Together Better Health VII, Pittsburgh, June 6-8, 2014 – Jennifer Chambers, Jane Paterson, Wendy MacLellan

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### FOCUS GROUPS/CONSULTATIONS/OUTREACH TO CLIENTS

- Attending client groups in CAMH equity based services to discuss client needs: rainbow, aboriginal, women’s services
- Organized, helped to facilitate consultation for CAMH diversity with CAMH women clients
- Reviewing Bell Canada’s Let’s Talk Posters and Educational Material
- Passing on feedback from clients and others regarding Foundation’s campaigns (all critical)
- Interview for candidates for CAMH Director of Community Engagement
- CAMH Memorial Service Planning and Participation
- Recovery LGBTQ Interview for candidates for Research Assistants to Research Project
- CAMH Functional Plan, Prepping
- ALC - Meeting re Alternate Level of Care Committee
- Organizing **CAMH Client Forum** for CAMH Clients to talk with Catherine Zahn and Sarah Downey Collectively worked on: Planning, Promoting, Design of materials (approval or feedback on material design), day of logistics, summary of stats reviewed, lessons learned
- Attending WSW Client Council meetings (membership of clients who are residential)
- Meetings with addiction clients from WSW, BG and RS, and mental health clients from CS and QS about what they need, what the EC should be advancing on their behalf. Greatest need identified was timely access to therapy, for addictions and regarding trauma.
- EC AGM where clients of CAMH discuss their priorities and elect EC Board members

**CAMH Consultations with EC Board:**
- PMAB: Prevention and Management of Aggressive Behaviour consult on education (curriculum) planning: with Betty Dondermain for Ed Services on PMAB
- Lori Spadorcia and Jennifer Clarke about inpatient unit planning initiative and the master program
- Nicola Brown and Chris McIntosh from the Gender Identity Clinic spoke of current practices
• Shayla Gutzin spoke to EC about Access CAMH
• Jennifer Clarke presented on broader functional plan for next phase
• CAMH CIHR Fellows with SAMI (Social Aetiology of Mental Illness) come to EC to discuss research topics and processes

**RESEARCH/SURVEYS**

• EC partnered with CAMH on Access to Primary Care research project. Partnered now in teaching recommendations resulting.
• Partners with Public Health on Burden of Mental Health and Addiction Problems (effect on quality and length of life). Conducted qualitative research interviews.
• Member of CAMH Community Advisory Committee on Research
• Community Based Research fellowship grant awarding
• Assisted with surveys on Welcoming Environment
• Advisory: What does Community Mean to C/S? OMHF and CIHR LBGT and Grant for expansion
• Advisory: Predictors & Consequences of Trajectories of psychological Distress Research
• Reviewing applications for post-doctoral position in the Social Research Unit
• Advisory  Strengthening Knowledge to improve Physical Activity
• Awaiting: Knowledge Exchange on Clients and Families as Teachers in Mental Health
• In Progress: SSHRC Submission for March 15th: Cultural Representation of Femininities and Masculinities in Psychiatry

**PUBLICATIONS**

**Forthcoming**  “Doing Critical Feminist Research: A Collaboration” in Handbook of Feminisms in Social Work Research (Lucy Costa)
**In Progress:** Violence Narratives in Patient Charts (Lucy Costa)

**ORGANIZATIONAL**

• Empowermentcouncil.ca website – maintenance and updating
• Board Meetings every two weeks, Annual Board Retreat
• Financial reports, EC Annual Audit submitted to CAMH, EC Board and members
• Site meetings, board elections and AGM