

# COMMUNITY CONSULTATIONS: FAMILY

Your voice matters!

## Background

Families were consulted for the purpose of gathering family input and expertise to inform the Community Mental Health and Core Services Delivery Plan for Brant. 32 families were consulted. A huge thank you to all the individuals who participated in the consultations! Your input and feedback is invaluable and your time

is greatly appreciated. Your participation is helping our team to create informed decisions regarding our Community Mental Health Plan and Core Services Delivery Plan. Simply put, you are a big part of changing the way we support individuals with Mental Health in Brant, and we look forward to making the changes together!



## Priorities for Families

- Reduction of waitlists/increased length of service when required
- Increase awareness of community mental health services
- Supports for families transitioning to adult services
- Supports for families navigating the child and youth system (not just mental health system, but coordination of everyone involved)
- Family support opportunities
- Social/recreational programming for children/youth/families
- Education for all service providers (including teachers, principals and other school staff)
- Families wanted more support to address their own mental health and for the family as a whole (including siblings)



## Ways to Engage Families

- Go where the families are, such as schools, recreation programs, libraries and malls.
- Email distribution lists
- Education and reach out through doctors
- Provide both invitations and reminder calls for sessions
- Have a presence at pediatrician/ doctor's offices
- Make people feel valued
- Make sessions feel supportive of parents
- Provide more than a week's notice for consultations
- Town hall meetings and agency booths
- Have sessions where children can attend or provide child care



## Barriers to Service identified by Families

- Wait times (for intake and for services)
- Lack of awareness of how to access services
- Regional boundaries
- Logistical barriers (Transportation, child care, appointment flexibility)
- Short services blocks (to access services longer if needed)
- Lack of awareness/ supports for those with mental health needs in schools (want/need to have supportive teachers and administration)
- Transitioning between child and adult services (loss of services, new system to navigate)
- Hospitals not often equipped to handle kids and youth in crisis
- Cost of services



## What do Families need from our services?

- Case management or system navigation
- A child advocate
- Coordination of services
- Shorter wait times/easier access
- Consistency between agencies
- Opportunities to share with other parents
- Service providers who listen
- Sibling support/services
- Increased support in schools
- Funding for more resources/services
- Psychologists and psychiatrists



## Next Steps for Family Consultations

1. To establish a working group of family and community service providers.
2. With input from the family reference group, develop a work plan to address concerns, barriers, and priorities raised through the consultation process.
3. To provide family engagement training for service providers.



Families indicated that they would like to receive services in the family home, in the community, at schools, in agency offices and in public locations such as libraries. Overall, families want flexibility to meet when and where the child/youth would most benefit.

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