

## SERVICE PATHWAY / COMMUNITY ENGAGEMENT COMMITTEE MINUTES

THURSDAY, OCTOBER 10, 2013, 9:30-11:30AM, CHILDREN'S MENTAL HEALTH SERVICES, BELLEVILLE

**IN ATTENDANCE:**

Donalda Simmons, Paul Meadows, Terry Swift, Amy McGuinness, Melanie Dunlop, Melanie Coates, Wendy Anderson (Coordinator), Allison Dall (Recorder)

**REGRETS:** Susan Seaman, Karen Richey, Kerry Cole, Beverley Bell-Rowbotham, Susan Quaiff, Cason Buikema, Maribeth deSnoo, Cathie West, Jo-anne Munro-Cape, Barb Meilenner, Bianca Sclipa-Barrett

**MANDATE:** To define more clearly the community service pathway, develop "No Wrong Door" and "Warm Hand-Off" resource materials for service providers and implement distribution, education, awareness and training.

Item	Discussion/Motions	Recommendations <i>(things go forward to the Network)</i>	Action <i>(including Person Responsible and Completion Date)</i>
<b>1. Welcome and Introductions</b>	Wendy welcomed Committee members and offered to be chair.		
<b>2. Review of Agenda</b>	Agenda was accepted. No additions to agenda.		
<b>3. Motion to Approve Minutes From September 12<sup>th</sup>, 2013</b>	Minutes were reviewed by Committee members in attendance. Minutes were accepted.		
<b>4. Business Arising from Minutes</b> a) Appointment of Replacement Co-Chair	Wendy advised that no one has stepped up to replace Susan Stoddard as co-chair of this Committee. Susan Quaiff is unable to commit to co-chairing every meeting, making it necessary for this position to be filled. If no one is willing to take this role Wendy		

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	<p>commented that the Network may have to look seriously at leadership for this group. Wendy clarified that her role is to support the group and bring things forward for discussion, but not to lead and chair.</p> <p>A suggestion was made at this time to combine a couple of committees. Terry Swift stressed the importance of this Committee as he referred to the draft Child &amp; Youth Mental Health Services Framework. He distributed the section sent out by the Ministry pertaining to pathways (attached).</p> <p>Terry stressed that it is crucial as we enter into mental health transformation that this particular Committee stay intact. Because of this, Terry has offered to co-chair the Committee, if necessary.</p> <p>Paul Meadows supported how important this group is currently for this region and agreed that as the transformation of services occurs, this is not the time to dissolve this group.</p> <p>Melanie Dunlop indicated that she would be willing to help.</p> <p>Wendy discussed the fact that many members have not been in attendance and felt that a membership campaign may be due. She offered to send out an email asking for</p>		

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<p>b) Network Meeting Highlights</p>	<p>commitment from absentee members. Discussion around whether days, times, frequency of meetings has been impacting attendance. It was also suggested that members assign a delegate if they are unable to attend meetings.</p> <p>The regional Parent Engagement Project (Innovation Fund) is linked to the mandate of this Committee – the Network has been advised that this table will act as the liaison with the Project Team.</p> <p>Wendy advised that a new CYSN brochure has been developed and launched by the Communication Team. Everyone was provided with copies of this recruitment brochure and encouraged to hand out to potential Committee/Network members. These brochures will also be used when doing “road shows”.</p> <p>Wendy further informed the Committee that the joint Food Security Working Group will be piloting a food reclamation project. The group looked at models in other areas. The program will begin in south Hastings which is where</p>		<p>Wendy will develop an email to be sent out to members to address the issue of attendance.</p>

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c) Coordinating Team Update	<p>most of the food distributors are, and extend out into the smaller rural communities.</p> <p>Wendy also shared that the Network will be following the tradition of the former Family Issues Integration Team by collecting a toonie at every meeting. The donations collected to date went to Food For Learning, the Good Baby Box and Tri-County Gleaners Food Bank.</p> <p>Wendy stated that in terms of the Kindergarten Students who are Developmentally at Risk, the Working Group intends to come up with a project or two to address vulnerable areas as shown by EDI results: physical health, social/emotional maturity, communication/general knowledge.</p> <p>Nothing to report at this time.</p>		

<p><b>5. Work Plan</b></p> <p>a) Planning for the “No Wrong Door/Warm Hand-Off” Demonstration at Nov 7<sup>th</sup> Community Service Expo</p> <p>b) Review and finalize “No Wrong Door” Brochure</p>	<p>Wendy advised that promotion of “No Wrong Door/Warm Hand-Off” will be happening with service providers prior to opening doors to the public. Kelly Mathieson has agreed to lead. Loyalist students are currently working on a three-minute “warm hand-off” video demonstration. A preview will occur on October 24<sup>th</sup>. Amy McGuinness and Melanie Coates will attend.</p> <p>Committee members reviewed this brochure at our last meeting and were to send further input to Wendy. A comment was made about more women than men’s hands on the front page but overall picture was thought to represent the philosophy of Warm Hand-Off better than the previous mother/daughter photo. This brochure will target service providers. Committee members agreed that the brochure should move forward, and be ready in time to distribute to service providers at the Expo. Communication Team are developing a quick presentation for members to use to help increase CYSN awareness.</p> <p>No Wrong Door Training has come to a bit of a stand-still. Although 19 people were trained in March, Wendy has been unable to assemble a team to train HSCA. Each trainer</p>		<p>Amy and Melanie will join Wendy at CMHS to review the “No Wrong Door/Warm Hand-Off” video on October 24<sup>th</sup> at 1 pm.</p> <p>Wendy will arrange for design and printing of brochure. Communication Team will take one last look before it goes to print.</p>
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	<p>committed to two sessions and some have provided more than others at this time. The thought is that we may need more trainers. We also need to develop the power trainer sessions. We may have to set something up to appeal to people who want to be trained. Funding, venue and refreshments will have to be discussed further.</p> <p>Discussion around formalizing process to get a commitment from agencies. Idea was raised to have agencies sign a contract committing to No Wrong Door/Warm Hand-Off Training; i.e., free up staff trainers from regular duties to run sessions.</p> <p>The need for training was identified at the Prince Edward Family Health Team AGM. Doctors shared concerns with Wendy about challenges making referrals to community agencies. Where agencies were identified, Wendy followed up with the directors. See <a href="http://www.hpechildrenandyouth.ca/2013/09/prince-edward-family-health-team-offers-a-primary-care-perspective-on-service-pathways-and-poverty/">http://www.hpechildrenandyouth.ca/2013/09/prince-edward-family-health-team-offers-a-primary-care-perspective-on-service-pathways-and-poverty/</a>.</p> <p>Paul commented on Quinte Health Links. Currently they are looking at providing community services to keep certain patients</p>		
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	<p>out of the emergency rooms. This is to help deal with complex patients.</p> <p>Moving forward with training, to get the training off the ground it is necessary to determine what organizations are interested, look at funds, a date and developing a formal commitment from those being trained. The training package may need to be tweaked. Wendy to speak to Theresa for suggestions.</p>		<p>Wendy to discuss with Theresa Dostaler how the training for Power Trainers will differ from regular training the trainer sessions.</p>
<p><b>6. New Business</b> a) Southeast Region Parent Engagement Project Update</p>	<p>Wendy met with the other three coordinators. This is to be a simple project – review of research, community consultation/training, define parent engagement and develop strategies for all four communities. Wendy had asked the Network for any resources they would like to share as well as trainer recommendations. Once the final report is shared with planning tables, each community will come up with its own plan. Community consultation/training will target a mix of service providers. No dates have been set yet. Funds must be spent by March 30, 2014.</p>		<p>Wendy will make the group aware of any issues that may arise between now and next meeting via email.</p>
<p><b>7. Next Meeting</b></p>	<p>Thursday, November 14<sup>th</sup>, 2013</p>		<p>If you are attending or not, contact: <a href="mailto:sqpeccs@kos.net">sqpeccs@kos.net</a> <a href="mailto:wanderson@cmhs-hpe.on.ca">wanderson@cmhs-hpe.on.ca</a></p>
<p><b>8. Adjournment</b></p>	<p>10:50 am</p>		