

## SERVICE PATHWAY / COMMUNITY ENGAGEMENT COMMITTEE MINUTES

THURSDAY, SEPTEMBER 12, 2013, 9:30-11:30AM, CHILDREN'S MENTAL HEALTH SERVICES

### IN ATTENDANCE:

Melanie Coates - CLPE; Susan Seaman - CSBD; Amy McGuiness - Family Space; Karen Richey - Abigail's; Donaldal Simmons - Hastings and Prince Edward District School Board; Kerry Cole – Community Organized Support Program; Wendy Anderson - CSYN Coordinator, Allison Dall (recorder).

### REGRETS:

Susan Stoddard (resigned), Susan Quaiff, Cason Buikema, Maribeth deSnoo, Terry Swift, Paul Meadows, Cathie West, Jo-anne Munro-Cape, Barb Meilenner, Melanie Dunlop, Bianca Sclipa-Barrett, Beverley Bell-Rowbotham

**COMMITTEE 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 everyone and explained that she would chair the meeting this morning in Susan Quaiff's absence. Committee members introduced themselves and identified the organizations they represent.		
<b>2. Review of Agenda</b>	Nothing was brought forward to add to the agenda. Agenda was accepted by Committee members.		





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	<p>is to present this short “Warm Hand-Off” demonstration video to service providers prior to the Community Service Expo on November 7<sup>th</sup>, 2013, from 2-7 pm at the Quinte Sports and Wellness Centre. Wendy added that the Network received \$500.00 from its United Way proposal to cover the venue.</p> <p>Wendy advised that if the video is not ready in time for November 7<sup>th</sup>, a role play Warm Hand-Off demonstration will be done instead by aspiring actors from our Network. There was a suggestion about doing a presentation around parent engagement so as to rally the service providers instead of showing material they are already aware of and practicing.</p> <p>Discussion reinforced that many of the service providers at the Expo may not have had exposure to the “No Wrong Door / Warm Hand Off” or even less likely to have been trained as they will not all be CYSN members. Wendy suggested that parent engagement strategies may be premature at this point – the Innovation Fund project is just beginning. It was then suggested to wait see who the registered members for the Expo will be and</p>		<p>Wendy will be sending out an invitation, poster and registration package to CYSN members and community partners early next week. Julie London will be doing the same for Community Service Network members.</p> <p>Wendy will look for a candidate – possibly a CYSN co-chair – to introduce the NWD demonstration.</p>

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<p>c) Review and Discussion of “No Wrong Door” Brochure</p>	<p>then gear the presentation them. A further suggestion was made was made for a slide show featuring websites of the participating members of the Expo be developed. It was felt that this could be rotating throughout the duration of the event.</p> <p>It was decided that this will discussed further at our October 10<sup>th</sup> meeting as the registration will be mostly all received by interested organizations.</p> <p>Wendy emphasized that service providers are being asked to promote and refer their clients to the Expo. Connections have been made with Loyalist and the two school boards to promote to their students.</p> <p>Rough draft was distributed via email. It has already been reviewed by the Communication Team for formatting. It is hoped to be ready for distribution to service providers at the Expo. During the Committee review of the brochure the following suggestions were made:</p> <ol style="list-style-type: none"> <li>1. To look at the photo of the mother and daughter and possibly make a change. It</li> </ol>		<p>Wendy will proceed with the video and advise the Expo Working Group about the idea of producing a website slideshow.</p> <p>Wendy will search for a “hands” graphic and will incorporate these</p>

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	<p>was discussed and the consensus of the Committee was to have some hands to make it seem more generic, takes away from it being stereotypical.</p> <ol style="list-style-type: none"> <li>2. The use of the terms information and referral rather than the word standards. (This is under the first bullet of “What is No Wrong Door”).</li> <li>3. Take out the term “direct service staff”. (Second bullet of “What is No Wrong Door”)</li> <li>4. Remove the term “by service providers on behalf of children, youth and their families”. Leave it open. (This is the last bullet of “What is No Wrong Door”)</li> <li>5. Under “Who Should Take No Wrong Door Training”...”for anyone who wants to provide better services”, should say “improved services.”</li> <li>6. It was felt best that under “Who Should Take No Wrong Door Training” examples not be provided as that is limiting. The use of the term “everyone” would be more appropriate. Do not list organizations.</li> </ol> <p>Wendy advised that this pamphlet would be well-suited to the professional section of the</p>		<p>changes into brochure. A Committee email review will occur so that a final draft will be ready for approval on October 10<sup>th</sup>.</p>

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<p>d) Primary Health Care Provider Engagement</p>	<p>CYSN website This means that only a limited number of copies would need to be printed.</p> <p>Wendy reported that she has revised the referral map for the Enhanced 18-Month Well- Baby Visit (this map, originally prepared by Prenatal-6 prior to CYSN restructuring, needed updating). Discussion revealed that this map supports early ID and intervention and is of value to the community. Distribution of this updated map is also an excellent opportunity to engage family physicians/nurse practitioners and make them aware of the Network and NWD.</p> <p>Wendy worked over the summer with organizations listed on the map and has received support from our FHTs, CDCs and QHC members to distribute to primary care providers. These packages will contain the referral map, referral guide by function, and a link to our website to view Checkered Flags, Red Cards and the Mental Health Brochure. The CYSN co-chairs have reviewed the covering letter.</p>		<p>Wendy will distribute these packages in September. She is also making a presentation about the Network to the Prince Edward Family Health Team on September 18<sup>th</sup>.</p>

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<p>e) Planning for Presentation at Community Service Expo on November 7<sup>th</sup></p> <p>f) No Wrong Door Training Plan</p>	<p>As discussed earlier in this meeting, the No Wrong Door/Warm Hand-Off presentation will be looked at more closely once the participating members have registered, so that the presentation can be geared appropriately to the audience.</p> <p>This plan, prepared by Theresa, was reviewed. There was discussion generated in regards to a full-day training session for the Power Trainers. The idea of Power Trainers was strongly supported during an exercise at the June Network meeting. Also the idea of a refresher was discussed, for those that have already taken the training. It was commented that the video would be very helpful in reinforcing this practice in the future. The video could be also used as part of the agency's orientation package for new staff.</p> <p>September, we are looking at extending an invitation to sign up for the Power Trainer.</p> <p>Wendy commented that there is an issue of funding this training which needs to be looked at by the Network.</p>	<p>Advise that requests for Power Trainers will go out in September/October.</p>	<p>Amy McGuiness will connect with Theresa in regards to changes that need to be made to the Training Plan before the next meeting.</p>

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<b>7. New Business</b>	Wendy reminded everyone that the United Way is holding a launch at Centennial Secondary School tonight, September 12 <sup>th</sup> , 5-7 pm. Drew Dudley – from the NWD lollipop video - will be the guest speaker. Cost is \$10.		
<b>8. Next Steps</b>	<p>At our next meeting, we will decide upon a Co-Chair, finalize the brochure, plan for the presentation of the NWD demonstration video/role play on November 7<sup>th</sup>, and work on the training plan.</p> <p>Evaluation will continue. Discussion around how to measure how “No Wrong Door” Training is a making a difference in the community. Brief discussion on doing a Community Blitz a year from now.</p>		
<b>9. Next Meeting</b>	October 10 <sup>th</sup> , 9:30 – 11:30 am, CMHS		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>
<b>10. Adjournment</b>	Meeting was adjourned at 11:33 am		