

B.C.'s Mental Health Reform



Consumer Involvement and Initiatives

Consumers have direct, personal experience with mental illness and the mental health system.

Involving consumers meaningfully in the design, delivery and evaluation of mental health services and training, groups of consumers can do many things for themselves that were formerly provided only by the formal service system.

This fact sheet summarizes best practices in consumer involvement and initiatives, and highlights innovative examples in B.C.



BEST PRACTICES



**BRITISH
COLUMBIA**

Ministry of Health and Ministry
Responsible for Seniors

How to Involve Consumers

Effective consumer involvement requires:

- meaningful opportunities for involvement
- democratic decision-making processes that value and actively include the views and opinions of a variety of consumers
- training, education and support for consumers
- advocacy and outreach.

BEST PRACTICES

RIVERVIEW HOSPITAL CHARTER OF PATIENT RIGHTS

The Riverview Hospital Charter of Patient Rights was launched in November 1995. The 45 rights in the charter are consistent with mental health reform, the Canadian Charter of Rights and Freedoms, and the United Nations Principles for Protection of Persons With Mental Illness. The charter not only informs patients of their rights, but also encourages and supports involvement of patients in their own care and treatment. In addition, it empowers staff in their patient advocacy role, especially with vulnerable patients who may find it difficult to verbalize or assert their rights. The values reflected in the charter now provide guidelines for the way the hospital delivers care. Several regions in B.C. have expressed interest in implementing similar rights in their own areas.

BEST PRACTICES

MOVIE MONDAY

Movie Monday is a free weekly event at the Eric Martin Pavillion in Victoria organized by a consumer. Movies are shown on a 12-foot screen. Popcorn and pop are available for sale. Movie Monday provides consumers with an opportunity to participate as a viewer and/or as volunteer. Consumer-produced videos, slide shows and other graphic arts are frequently shown before the feature. The purposes of this project are to provide free quality entertainment for consumers and their guests; provide a place for people with mental illness and people without mental illness to interact; and support informed public discussion about mental illness and related issues.

BEST PRACTICES

SALMON ARM ADULT MENTAL HEALTH SYSTEM PROGRESS REPORT

Consumers in Salmon Arm initiated the Salmon Arm Adult Mental Health System Progress process in September 1997. Consumers and other allies wanted a way to provide the local adult mental health system with information about its strengths and areas for improvement. A steering committee collected information from 120 community members and, based on this information, was able to identify key findings and develop recommendations for ongoing system improvement.