



Mental Health
Commission
of Canada

Commission de
la santé mentale
du Canada

Introduction to the Guidelines for Recovery-Oriented Practice: Getting Started.

#MHCChopelives

 @MHCC_  /theMHCC  /Mental Health Commission of Canada

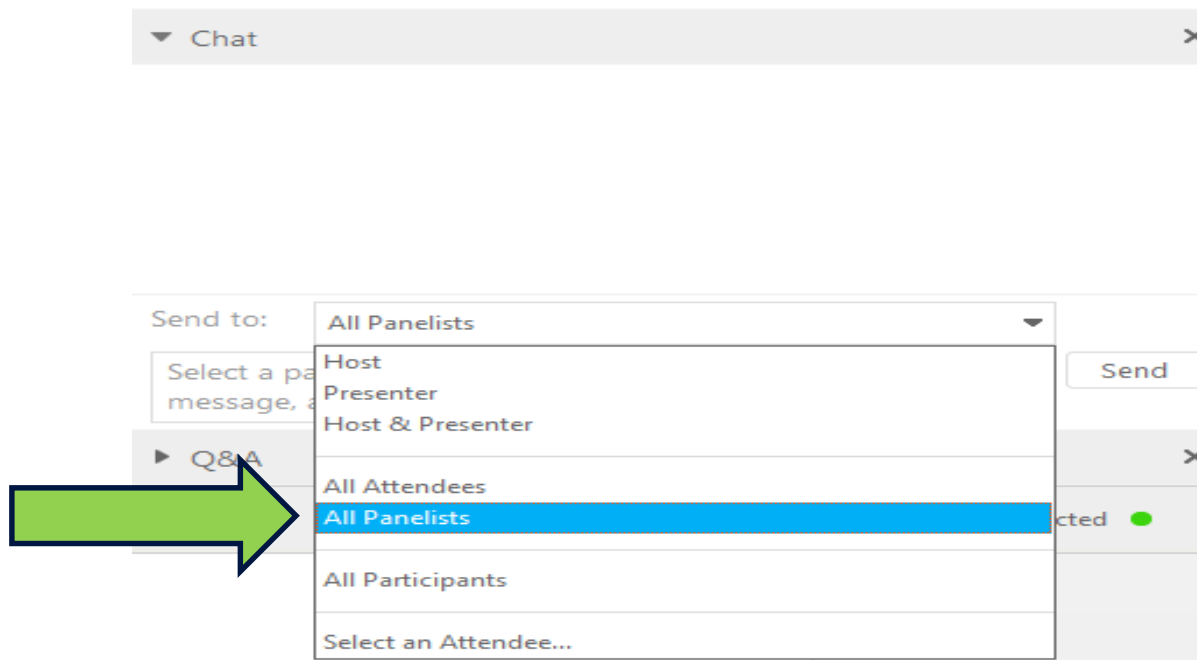
 @theMHCC  /1MHCC



Mental Health
Commission
of Canada

Commission de
la santé mentale
du Canada

Important! Send questions/comments to 'All Panelists'





Mental Health
Commission
of Canada

Commission de
la santé mentale
du Canada

Introductions



Dr. Howard Chodos, former Director of Mental Health Strategy at MHCC and lead author of the Guidelines



Karla Thorpe, Director, Prevention and Promotion, MHCC



Mental Health
Commission
of Canada

Commission de
la santé mentale
du Canada

Mental Health Commission of Canada

Created 2007 by federal government as independent arms length non profit organization with a 10-year mandate to:

- Develop Canada's first Mental Health Strategy.
- Address stigma and discrimination.
- Build knowledge exchange capacity in Canada.
- Expanded mandate: Housing and Homelessness research demonstration project

Commission renewed for an additional 10 years in Budget 2015
(mandate and funding to come)



Agenda

1. Recovery and the Mental Health Strategy for Canada
2. Developing the Guidelines for Recovery-Oriented Practice
3. Over-arching themes in the Guidelines
4. The Six Dimensions of Recovery-Oriented Practice



Mental Health
Commission
of Canada

Commission de
la santé mentale
du Canada

Recovery means

Living a satisfying, hopeful and contributing life even if there may be on-going limitations from mental health problems and illnesses.

**HOPE.
DIGNITY.
INCLUSION.**



Mental Health
Commission
of Canada

Commission de
la santé mentale
du Canada

Recovery has become the dominant organizing principle in many countries

The 2003 publication of President George W. Bush's New Freedom Commission on Mental Health's report, *Achieving the Promise: Transforming Mental Health Care in America*, marked the coming of age of recovery as the dominant ideology shaping mental health policy. In the nearly 10 years since, **recovery has become the unquestioned organizing principle of public mental health services...**

Braslow, "The Manufacture of Recovery," 2013



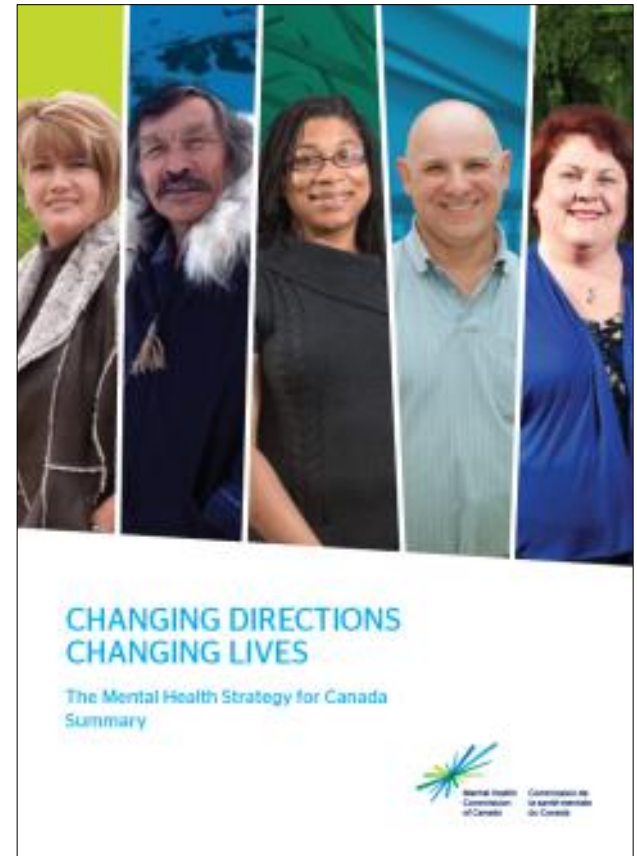
Mental Health
Commission
of Canada

Commission de
la santé mentale
du Canada

The Mental Health Strategy and Recovery

Drawing on multiple sources

- Advocacy by people with lived experience
- Pioneering work by practitioners in various fields, notably PSR
- Policy initiatives in other countries that recognized the importance of recovery to improving mental health systems
- Growing evidence base on recovery



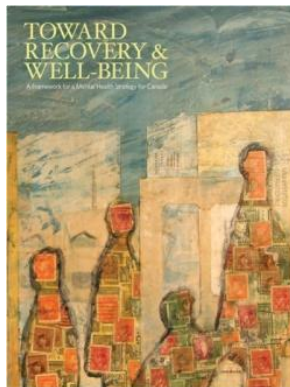


Mental Health
Commission
of Canada

Commission de
la santé mentale
du Canada

Phased process used to develop and act on the Mental Health Strategy for Canada

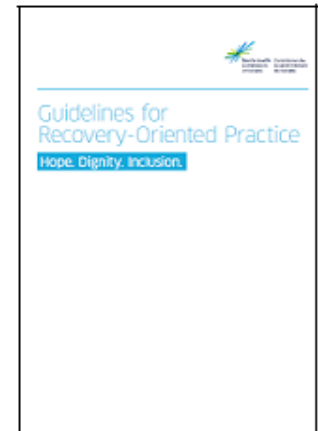
Framework:
Vision &
broad goals



Strategy:
Priorities
for action



Promoting
Recovery
Practice



Strategic Direction 2



Mental Health
Commission
of Canada

Commission de
la santé mentale
du Canada

Foster Recovery and well-being for people of all ages living with mental health problems and illnesses, and uphold their rights.

Recommendations

- 2.1.1 Implement a range of recovery-oriented initiatives in Canada, including the development and implementation of recovery guidelines.
- 2.1.2 Promote the education and training of mental health professionals, health professionals, and other service providers in recovery-oriented approaches.



Mental Health
Commission
of Canada

Commission de
la santé mentale
du Canada

The Guidelines for Recovery-Oriented Practice

Canada's first comprehensive reference document for understanding recovery and promoting a consistent application of recovery principles.



Building a common understanding, shared language and knowledge

- Help transform culture and practice
- Promote the centrality of people with lived experience and their caregivers to all aspects of the mental health system
- Identify principles, values, knowledge, skills and behaviours that underlie recovery
- Assist in implementing a recovery-orientation at all levels of the mental health system

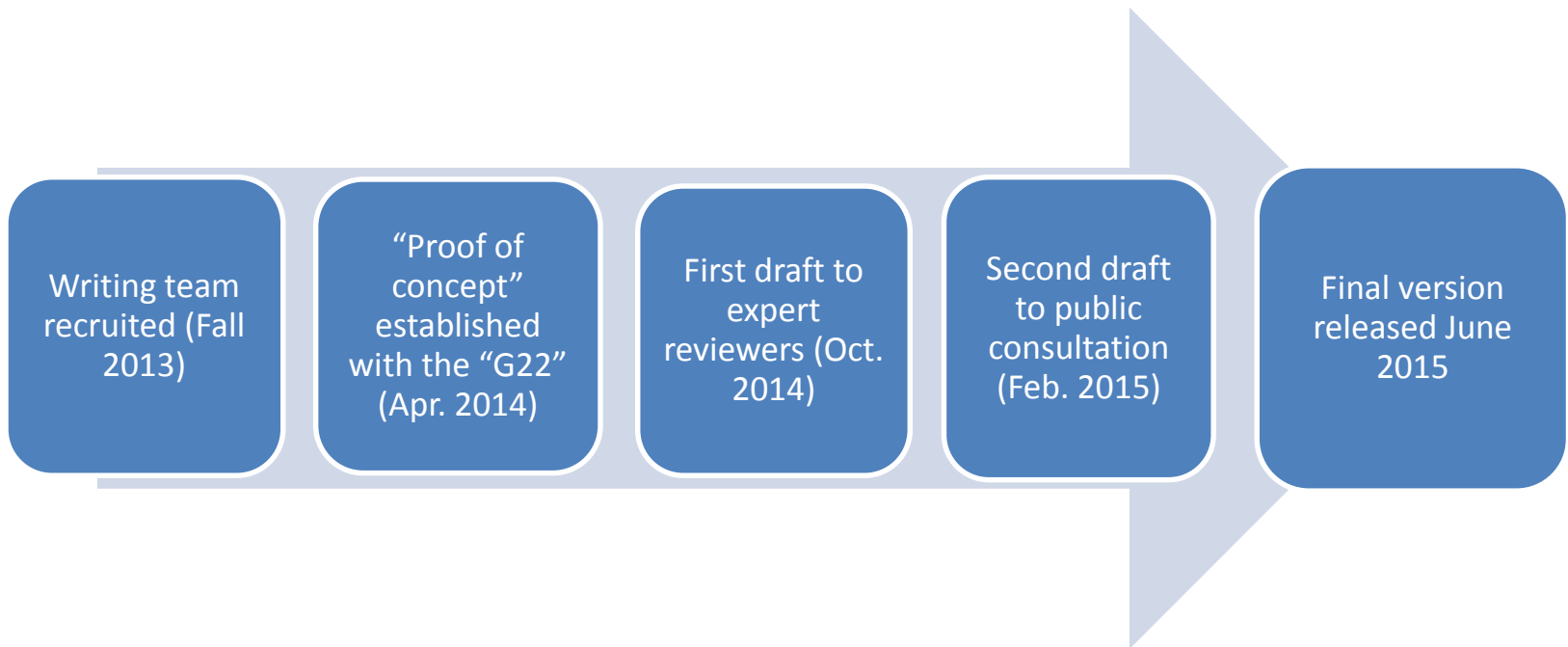


Mental Health
Commission
of Canada

Commission de
la santé mentale
du Canada

Developing the Guidelines

Adapted from an Australian framework



Parallel process used to develop the First Nations, Inuit and Métis chapter



Mental Health
Commission
of Canada

Commission de
la santé mentale
du Canada

Six Dimensions of Recovery-Oriented Practice

1. Creating a Culture and Language of Hope
2. Recovery is Personal
3. Recovery Occurs in the Context of One's Life
4. Responding to the Diverse Needs of Everyone Living in Canada
5. Working with First Nations, Inuit, Métis
6. Recovery is about Transforming Services and Systems



Essential Elements for Practice

Each Guideline contains:

Core Principles	Foundational aspects for each Guideline.
Values	Values and attitudes that shape behaviour.
Knowledge	Can be intellectually understood or learned.
Skills and Behaviours	Manifested as observable actions.
Good Practice Reflective Questions	Support practitioners to think through challenges presented by recovery-oriented practice.
Good Leadership Reflective Questions	Support manager and leaders to think through questions about activities and governance.
Opportunities	Activities to support implementation.
Resource Materials	Additional references.

Promoting a Culture and Language of Hope and Optimism

The culture and language of recovery-oriented practice communicates positive expectations and promotes hope so that people feel valued, important, welcome and safe.

CORE PRINCIPLES

- » Everyone delivering mental health services, treatments and supports can make a significant contribution to a person's recovery by building respectful person-centred relationships and conveying a culture of hope and personal empowerment.
- » Hope is supported by using positive language, maintaining a focus on strengths, building resources and helping people sustain relationships.
- » Providing the opportunity for people to express their goals and self-direct their care helps to build hope.

MENTAL HEALTH PRACTITIONERS AND PROVIDERS...

Values and Attitudes

- Respect and value a person's inherent worth and importance.
- Affirm a belief in a person's capacity to recover, thrive and lead a meaningful and contributing life.
- Celebrate each person's effort and achievements.
- Commit to embedding optimism and the expectation of positive outcomes in language and relationships.

Knowledge

- Understand the core concepts of recovery and the role people with lived experience have played in its development.
- Maintain knowledge of current issues in recovery literature and research, including from broader fields such as positive psychology and organizational culture change.
- Learn from research undertaken by people with lived experience.
- Understand the research on stigma and discrimination and its implications for hope and optimism.
- Learn and respect the recovery lexicon, and understand the significance of language in promoting hope.

Skills and Behaviours

- Communicate expectations for positive outcomes as well as hopeful messages about recovery.
- Create a welcoming and accepting environment for growth through the use of non-judgmental listening, genuineness and warmth.
- Utilize hopeful and strength-based language in interactions and in written communication.
- Encourage consideration of culture, social connections and roles, physical activity, sexuality, creative expression and connection to faith communities as potential sources of meaning and hopefulness.
- Support people to explore the impact of external barriers such as limited access to housing or poverty on feelings of hope.
- Encourage connections with peer supporters who can relate to people's challenges and ignite hope.
- Invite people to recall previous achievements and reflect on positive experiences.
- Reframe setbacks in the context of learning opportunities and the prospect for longer-term recovery outcomes.

REFLECTIVE PRACTICE QUESTIONS

Recovery-oriented Practice

- Do you engage people early in setting personal recovery goals and help people monitor indicators of progress toward their goals?
- How do you model hope and provide ongoing opportunities to discuss, celebrate and promote people's recovery stories and their ability to learn from successes?
- Is there encouragement for team members to learn to be optimistic, use hopeful language and communicate positive expectations?



Five common themes across all dimensions

1. A recovery approach stands on two pillars
2. Taking a holistic approach
3. No single path
4. Continuous learning
5. Building partnerships



Recovery pillars

Recovery approaches stand on two pillars:

Recognizing that each person is a unique individual with the right to determine his or her own path towards mental health and wellbeing

Understanding that we live our lives in complex societies where many intersecting factors (biological, psychological, social, economic, cultural and spiritual) have an impact on mental health and wellbeing.



Mental Health
Commission
of Canada

Commission de
la santé mentale
du Canada

Taking a holistic approach

The Guidelines address multiple aspects of a “holistic” approach:

1. Respecting the whole person
2. Responding to everyone’s mental health needs
3. Acknowledging all the factors that affect mental health
4. Striving for an integrated journey of recovery
5. Ensuring that organizations and systems are fully recovery-oriented
6. Engaging all of society



Holism 1:

Respecting the whole person

- View people in the context of their whole selves and lives.
- Accept that identity and personhood are not limited or defined by a person's mental health status.
- Appreciate the complexity of needs and aspirations across cultural, spiritual, social, economic, emotional and physical realms.



Holism 2:

Responding to everyone's mental health needs

- A recovery approach is applicable to all service providers, regardless of setting or type of mental health problem being addressed.
- Recovery-oriented practices are responsive to people at different stages of life, from diverse backgrounds and sexual orientations, with different abilities, of all religious beliefs and spiritual practices, language groups and communities.
- Recovery-oriented practice is grounded in principles that encourage and enable respect for diversity...



Holism 3:

Acknowledging all the factors that affect mental health

- Everyone's mental health and well-being is affected by biological, psychological, social and economic factors, as well as family context and cultural background, personal values and spiritual beliefs.
- Recovery-oriented services address and seek to overcome the adverse impacts on mental health and well-being of disparities relating to the social determinants of health.
- The experience of other forms of discrimination [...] can compound the effects of stigma and discrimination experienced by people with mental health problems.



Holism 4:

Striving for an integrated journey of recovery

- Recovery-oriented practice enables people to choose from amongst a full range of treatments, supports and services that would benefit them.
- Everyone delivering mental health services, treatments and supports can make a significant contribution to a person's recovery by building respectful person-centred relationships and conveying a culture of hope and personal empowerment.
- Recovery-oriented approaches are inclusive, participatory and seek involvement of everyone to advance mental health and well-being.



Holism 5:

Ensuring that organizations and systems are fully recovery-oriented

- A recovery orientation permeates the vision, mission and culture throughout organizations delivering mental health services.
- By embedding, modelling and communicating a culture of hope in everything they do, mental health providers can make a significant contribution to a person's recovery journey.



Holism 6:

Engaging all of society

- Working to reduce disparities in how these determinants of health affect people's opportunities in life and health outcomes will involve efforts at many levels of Canadian society. Such an objective cannot be the exclusive responsibility of the mental health system in general or of recovery-oriented mental health services in particular. It [...] will require a collaborative effort across systems, sectors and services to accomplish.
- The values and principles that drive a recovery orientation also reflect many key collective aspirations we share as a society ...



No single path

- Recovery-oriented practice acknowledges the unique nature of each person’s journey of wellness and everyone’s right to find their own way to living a life of value and purpose in the community of their choice.
- Hope has many expressions – there is no standardized path of recovery or single definition of what it means for each person.
- There is no “right way” for people to understand themselves as individuals and as citizens, or to behave in relation to their family, community, culture or background...



Continuous learning

Three dimensions:

1. Respecting, learning from and reflecting lived experience
2. Encouraging self-reflection
3. Acknowledging the diversity of collective experience



Mental Health
Commission
of Canada

Commission de
la santé mentale
du Canada

Learning 1:

Respecting, learning from and reflecting lived experience

- Recovery-oriented practice affirms a person's right to exercise self-determination, to exercise personal control, to make decisions and to learn and grow through experience.
- The experience and insights of people living with mental health problems and their families are at the heart of recovery-oriented culture.
- The knowledge people gain through their experience, as well as the expertise of local peer and family organizations, play a critical role in improving services..
- Many professionals working in mental health also bring their own experience with mental health problems or illnesses...



Learning 2:

Encouraging self-reflection

- Recovery-oriented practice encourages learning and using mistakes or setbacks as opportunities for insight and personal growth.
- Building recovery-oriented partnerships requires practitioners to have personal insight, undertake ongoing critical reflection and maintain openness towards continuous learning.
- Supporting recovery [...] involves reflecting on the way we think about mental health problems and considering the implications for the relationship between providers and those who seek access to supports and services.



Mental Health
Commission
of Canada

Commission de
la santé mentale
du Canada

Learning 3:

Acknowledging the diversity of collective experience

- Respecting peoples' experience means being open to diverse perspectives on mental health and wellness.
- A recovery approach is well suited to enabling bridges to be built across cultures and traditions.



Building partnerships amongst all those providing and using services

- A fundamental shift implied by recovery-oriented practice involves seeing a person and their family not as the “object” of service but as a collaborative “partner” in a journey of recovery.
- Most of a person’s recovery journey occurs outside mental health services [...] This means that there is a broad range of groups, supports and services that are in a position to contribute to recovery, and building partnerships with them is core to recovery-oriented practices.



Building partnerships amongst those engaged in the mental health system and others in the community

- Recovery-oriented practice encourages the formation of multisector partnerships...
- Advancing recovery includes collaborating with national, provincial and regional initiatives to advance fair and equitable treatment for all...
- Creating inclusive services that are able to meet diverse needs can be advanced through collaborative partnerships with community leaders that offer opportunities for mutual learning.



Mental Health
Commission
of Canada

Commission de
la santé mentale
du Canada

Six Dimensions of Recovery-Oriented Practice

1. Creating a Culture and Language of Hope
2. Recovery is Personal
3. Recovery Occurs in the Context of One's Life
4. Responding to the Diverse Needs of Everyone Living in Canada
5. Working with First Nations, Inuit, Métis
6. Recovery is about Transforming Services and Systems



Dimension 1

Creating a Culture and Language of Hope

- Hope stimulates recovery and acquiring the capabilities to nurture hope is the starting point for building a mental health system geared to fostering recovery.
- A single, overarching Guideline that describes how to communicate positive expectations and to promote hope and optimism in order to create a service culture and language that leads to a person feeling valued, important, welcomed and safe.



Dimension 2

Recovery is Personal

This chapter contains four Guidelines:

1. Recovery is Person-First and Holistic
2. Affirming Autonomy and Self-Determination
3. Focusing on Strengths and Personal Responsibility
4. Building Collaborative Relationships and Reflective Practice



Dimension 3

Recovery Occurs in the Context of One's Life

This chapter sets out the Guidelines required for recovery-oriented practice to address the multiple factors that contribute to mental health problems and illnesses; it contains four Guidelines:

1. Recognizing the Value of Family, Friends and Community
2. Supporting Social Inclusion and Advocacy on Social Determinants
3. Addressing Stigma and Discrimination
4. Building Partnerships with Community



Dimension 4

Responding to the Diverse Needs of Everyone Living in Canada

This chapter contains four Guidelines:

1. Responsive to the Diverse Needs of Everyone Living in Canada
2. Responsive to Needs Across the Lifespan
3. Responsive to the Needs of Immigrants, Refugees, Ethno-cultural and Racialized Communities.
4. Responsive to Gender Differences and to the Needs of Lesbian, Gay, Bisexual, Two-Spirited, Transgender and Transsexual People, their Families of Choice and their Communities.



Dimension 5

Working with First Nations, Inuit and Métis

- There is common ground between recovery principles and shared Indigenous understandings of wellness that provides a rich opportunity for learning and for strengthening mental health policy and practice.
- At the same time, recovery-oriented practitioners must recognize the distinct cultures, rights and circumstances of First Nations, Inuit and Métis, and understand how recovery for Indigenous peoples is uniquely shaped by Canada's history of colonization.



Dimension 5

Working with First Nations, Inuit and Métis

- This chapter contains one Guideline which describes how recovery-oriented practice learns from Indigenous understandings of wellness and cultural safety and provides specific guidance on how service providers can best respect, work with and learn from First Nations, Inuit and Métis.



Dimension 6

Recovery is about Transforming Services and Systems

This chapter contains four Guidelines:

1. Recovery Vision, Commitment and Culture
2. Acknowledging, Valuing and Learning from People's Experiential Knowledge and from Families, Staff and Communities
3. Recovery-Promoting Service Partnerships
4. Workforce Development and Planning



Using the Guidelines

A Basis for Reflection

Present a set of values, attitudes, knowledge and skills that form a comprehensive approach and a basis for reflection about aligning resources and organizational culture.

Guidelines are adaptable according to circumstances and can help to:

- Build step-by-step plans that build on current strengths
- Advance changes already underway
- Set new goals
- Develop procedures, benchmarks and measure outcomes



Mental Health
Commission
of Canada

Commission de
la santé mentale
du Canada

Recovery is everyone's responsibility

A recovery orientation provides a universal lens for evaluating and guiding our collective efforts to create a mental health system that is person-centred, person-directed and responds to everyone's mental health needs.

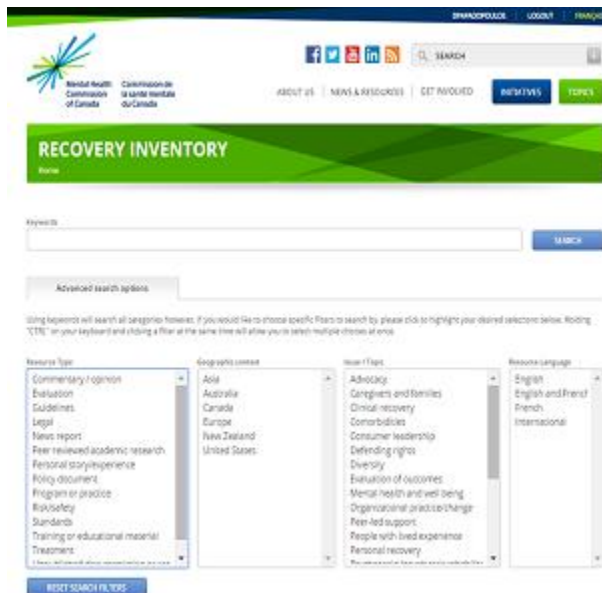
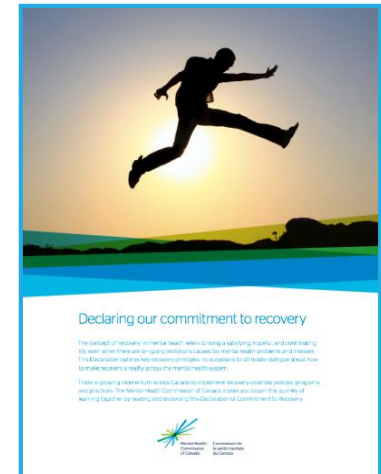


Additional Resources

www.mentalhealthcommission.ca/English/recovery

Recovery Declaration:

- Build a shared understand of recovery concepts.
- Stimulate discussion and engagement.
- Encourage individual and organizational commitment.



Recovery Inventory:

- 1,300+ recovery-oriented policies, programs, practices, and research articles, as well as personal accounts
- Search by keyword, resource type, topic, geographic location, and language



Mental Health
Commission
of Canada

Commission de
la santé mentale
du Canada

Next Recovery-Oriented Practice Webinar

Date: Thursday, February 18, 2016 at 1:00pm to 2:00pm ET

**BUILDING RESPECTFUL PERSON-CENTRED RELATIONSHIPS AND CONVEYING
A CULTURE OF HOPE AND EMPOWERMENT**

To rewatch or share this webinar visit:
www.mentalhealthcommission.ca/English/recovery





Mental Health
Commission
of Canada

Commission de
la santé mentale
du Canada

How did we do?

Please fill out the survey
that opens **after** you leave
the webinar





Mental Health
Commission
of Canada

Commission de
la santé mentale
du Canada

Thank you!

Karla Thorpe

Director, Prevention and Promotion
kthorpe@mentalhealthcommission.ca

Howard Chodos

Former Director, Mental Health Strategy
Lead author, Guidelines for Recovery-
Oriented Practice

#mhcchoplives

 @MHCC_

 /theMHCC

 /Mental Health Commission of Canada

 @theMHCC

 /1MHCC