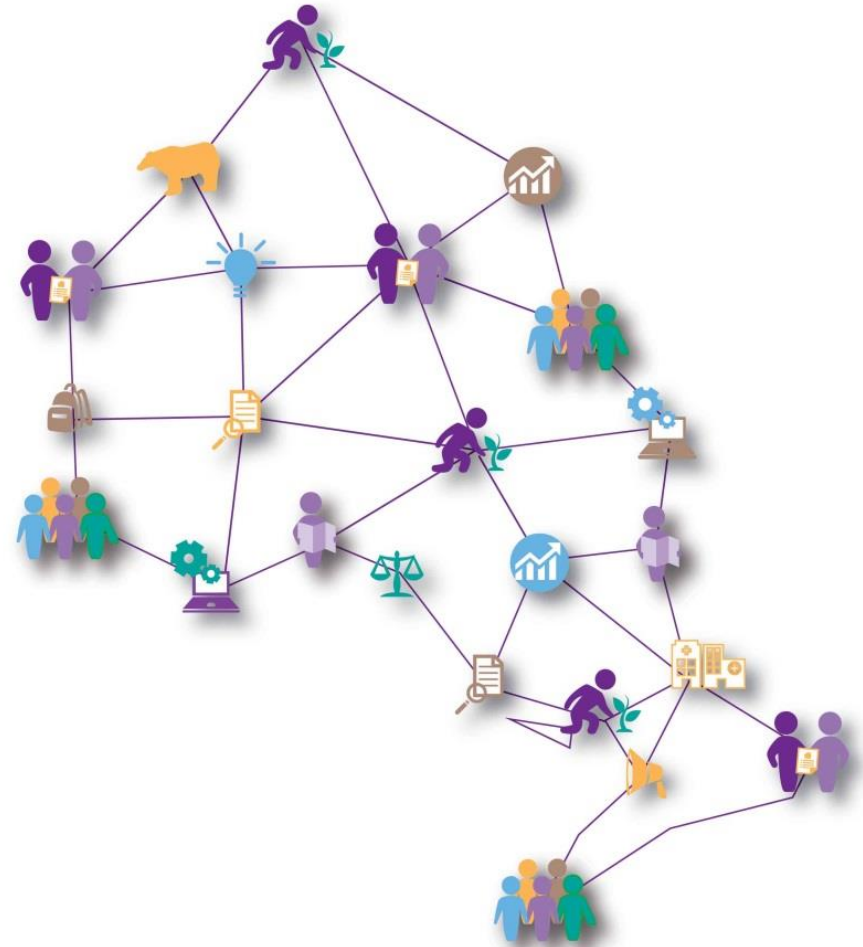


2018-Dec-04

camh



Housekeeping

- The audio is being stream via your computers. For optimal sound, please use external speakers or earphones. If you are still having trouble hearing our presenters, you can dial into **1-800-509-6600 Participant PIN: 95437934#**
- This webinar will be recorded and posted on the **Col's webpage** following the presentation.
- Please also let us know via the chat box if someone is watching the webinar with you!
- Some collected data from the webinar might be used for reporting.
- We would appreciate having your feedback on today's knowledge exchange webinar. You will receive a link to an online survey towards the end of the webinar. **Thanks in advance for the 5 minutes of your time to complete our online feedback survey!**

AGENDA

1

Introduction: About the OHFRN-Col and today's presentation

2

Panel presentations on: The involvement of Persons with Lived Experience (PWLE) in paid staff roles when implementing Housing First

3

Q/A

1

Introduction

But first, a bit about you!

WHO is participating in today's webinar. Please answer the poll:
What is your main role in relation to the addictions and/or mental health sectors?

- ☐ Agency Leadership
- ☐ Direct Service Provider
- ☐ Knowledge Broker/Implementation Staff
- ☐ Person with Lived Experience and/or Family Member
- ☐ Policymaker
- ☐ System Planner (LHINs)
- ☐ Researcher/Research staff
- ☐ Other (please specify in chat-box)

WHICH SECTORS are participating in today's webinar? Please answer the poll.

- ☐ Hospital Mental Health and Addictions
- ☐ Education
- ☐ Community Mental Health and Addictions
- ☐ Cultural and/or linguistic services
- ☐ Addictions only Services
- ☐ Faith based services
- ☐ Housing Services
- ☐ Government
- ☐ Developmental Services
- ☐ Public Health/Board of Health
- ☐ Child Welfare
- ☐ Employment
- ☐ Primary Care
- ☐ Peer Support Services
- ☐ Justice
- ☐ Research/Academia
- ☐ Corrections
- ☐ Non-profit/volunteer
- ☐ Other, please specify in the chat box

WHERE everyone is participating from? Please answer the poll.

Which Local Health Integration Network (LHIN) area are you participating from?

- ☐ 1. Erie St. Clair
- ☐ 2. South West
- ☐ 3. Waterloo Wellington
- ☐ 4. Hamilton Niagara Haldimand Brant
- ☐ 5. Central West
- ☐ 6. Mississauga Halton
- ☐ 7. Toronto Central
- ☐ 8. Central
- ☐ 9. Central East
- ☐ 10. South East
- ☐ 11. Champlain
- ☐ 12. North Simcoe Muskoka
- ☐ 13. North East
- ☐ 14. North West
- ☐ I am participating from outside of Ontario
- ☐ Not sure



The OHFRN-Col

Purpose: To assist communities across Ontario to develop, evaluate, and improve Housing First (HF) programs based on the Pathways model tested, adapted, and shown to be effective in the At Home / Chez Soi Demonstration Project.



Goals:

1. **Build** local capacity for HF programs;
2. **Expand** HF programs across the province;
3. **Promote** high quality implementation of the HF model that includes both fidelity to and adaptation of the model;
4. **Obtain** financial support for HF programs and research; and,
5. **Inform** provincial and local housing and support policies for homeless people with mental illness and addictions.

The OHFRN-Col

Members consist of Ontario HF policy-makers planners, managers, service-providers, researchers, and persons with lived experience, including representatives from the housing, health, and justice sectors. Key partners include the Canadian Alliance to End Homelessness, the Homeless Hub, Service Canada and the Homelessness Partnering Strategy, and local HF programs.



The OHFRN-COI encourages community entities to participant in our Col!

Stay tuned for our second annual HF forum taking place early 2019!

This Col is supported by Evidence Exchange Network, part of the Provincial System Support Program at CAMH.

For more information, visit <http://eenet.ca/housing-first-community-of-interest/>



Today's webinar

This webinar will explore how to involve Persons with Lived Experience (PWLE) in paid staff roles when implementing Housing First.

You will learn about:

- ✓ Getting an organization ready to involve PWLE in paid roles;
- ✓ Hiring, training and supporting staff with lived experience;
- ✓ The perspectives from staff with lived experience;
- ✓ Issues to anticipate with staff with lived experience; and
- ✓ Promoting an inclusive environment for staff with lived experience.
- ✓ Participants from different communities are encouraged to attend and share their stories about implementing Housing First for persons experiencing chronic homelessness.

The presenters



Catharine Vandelinde joined Options Bytown Non-Profit Housing as Executive Director in the spring of 2017. She has over 20 years of professional experience in the areas of housing, mental health, harm reduction, community development, and organizational leadership.



Claude Lurette, joined Options Bytown Housing First Team in April 2018 as a Housing Support Worker – Peer Specialist. Claude had experienced homelessness for 17 years that lead him to The Ottawa Mission in 2017. Living with Bi-polar Disorder as well in recovery from addictions for the past 28 years, Claude became an advisor and mentor with lived experience at the Royal Ottawa Mental Health Sector in 2006 and developed a new Patient Engagement Advisory Council model having only PWLE as members.



Jeremiah Bach is an MPA candidate in the School of Policy Studies at Queen's University, and has worked in the mental health system and disability community for over a decade. He is currently a Peer Support Worker on an Assertive Community Treatment Team at the CAMH in Toronto, and was a Senior Manager with the Mood Disorders Association of Ontario. Jeremiah has held two national positions with the Mental Health Commission of Canada, including Chair of the Peer Support Workers Community of Practice.

The presenters



Lars Cloot is a Peer Supporter at CMHA Ottawa with the Transformation Program in the Housing Team. For the past 6 years, Lars has been working with adults with acquired brain injuries, while journeying through addiction and mental health recovery for the past 4 years, and learning to hold space for others on the way.



Lisa Medd, Housing Program Manager, CMHA, Ottawa. Lisa Medd is a Program Manager at CMHA Ottawa, with the Housing Team. Lisa has been with CMHA Ottawa for 18 years holding different positions, and she has 30 years working in housing advocacy, poverty reduction and mental health.



Michelle Bilek, Coordinator, Training and Technical Assistance Program, Canadian Alliance to End Homelessness. Michelle is a long time community advocate and activist for a socially responsible society. She is a woman with lived experience of poverty and homelessness and this is the foundation of her drive to challenge the status quo. She dedicates her time on a number of local organizations centering on Poverty Reduction, Homelessness, Diversity, Equity and Inclusion, Violence Against Women, and Food Security as a board and committee member.



Canadian Mental
Health Association
Ottawa
Mental health for all

Association canadienne
pour la santé mentale
Ottawa
La santé mentale pour tous

Peer Support and Housing First

CMHA Ottawa

Dec 2018

Introductions

Lisa Medd, Program Manager,
Housing Team



Lars Cloot, Peer Supporter,
Transformation Program, Housing Team

CMHA Ottawa, Housing First

- Embraced **Housing First** since early 90's
- **Housing**: Early 2000's initial MOHLTC funding for Rent Supplements and purchasing scattered site Condo Units ... grew with additional SCPI and HPI funding and more MOHLTC rent supps
- **Supports**: Intensive Case Management, with growing array of integrated health and social supports
- **Fidelity**: Pathways HF Fidelity review in 2012 – strong assessment with challenges related to insufficient rent supps and no peer component
- Evaluations of the Sandy Hill Housing First program for people with PSU
- Expanded rent sup program to ICM and ACTT partners and building a HF Community of Practice

CMHA Ottawa, PWLE/Peer Roles

- Volunteer Peer matching program from early 2000's
- Peer staff for contract projects: e.g. Photovoice, Money Matters
- Peer Greeters for Concurrent Disorder program, Peer Office Support Workers
- Consumer Engagement Committee in 2015 morphed into Peer Engagement Advisory Council (PEAC) with expanded mandate
- Funding for .8 FTE Peer Support position with MOHLTC "Transformation" program – just hired!

Organizational Capacity Building

- CMHA Ottawa Strategic Plan 2016-19, influenced by Consumer Engagement Committee
- Peer Support Implementation Group – Model of Peer and Family Peer Support (2017)
- Purchase of Service with Psychiatric Survivors Ottawa (operations)
 - To keep us true to formal peer support and peer values
 - Coaching for Peer Supporter(s) , Community of Practice
- Purchase of Service with Robyn Priest (organizational development)
 - Meetings with Managers & Directors at CMHA and with MHCSS partners and staff
<https://www.robypriest.com>
 - Introduction to Peer Supervisors Training

<http://www.centreforinnovationinpeersupport.com/training-offered-by-the-centre.html>

Peer Support: The Model We Aim to Embrace

Formal or “Intentional” Peer Support

Peer Support is a naturally occurring, mutually beneficial support process, where people who share a common experience meet as equals, sharing skills, strengths and hope; learning from each other how to cope, thrive and flourish. Formalized Peer Support begins when persons with lived experience who have received specialized training, assume unique, designated roles within the mental health system, to support an individual's expressed wishes. (OPDI)

Confidentiality of Peer Supporter/ Peer relationship

Peer Supporter separate from clinical and housing team – client files not available

Documentation limited to contact info (date, place, length of time and general themes)

Peer Supporter has Peer Supervision/Coaching and Peer Community of Practice with CSI organization

Job Description, Posting, Interviews

- Job Description developed in partnership with PSO, with similar salary range (.8 FTE because of limited funding)
- PWLE of mental illness/addictions/hospitalization/homelessness or precarious housing
- Trained in Peer Support, WRAP with preferably some peer support experience
- Strong commitment to Peer Support values and evidence of being job ready
- Posting with PSO's newsletter, OPDI, CMHA Ontario in addition to Charity Village
- 2 stage interview process with PEAC member on first panel and PSO rep on second
- Candidates equipped with detailed backgrounder before interview
- Hard copy questions provided to interviewees at beginning of interview

Orientation, Training, Supervision, Coaching

- Orientation to CMHA & Housing Team, to PSO and programs, to partner ICM and ACTT referring organizations
- Trainings Planned: Advanced Facilitation, Advanced Peer Support, Peer Zone
- Day to day supervision with Housing Manager at CMHA with regular supervision meetings
- Peer Coaching by PSO
- Peer Support Community of Practice

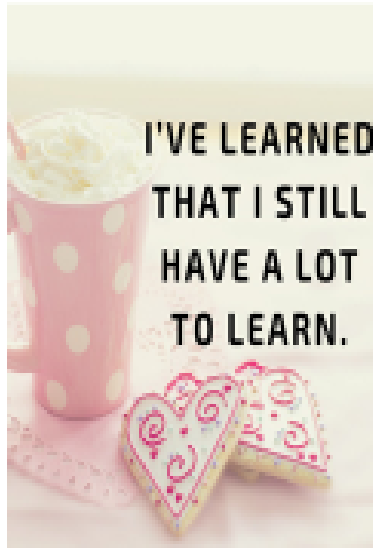
Lar's First Two Weeks!

Peering Into CMHA

- CMHA laid a ground work for the Peer role by consulting with Psychiatric Survivors Ottawa (PSO), who provides Peer Support Training
- My life experience had led me to take this training in the past at PSO, as well as WRAP
- I expected to be thrown into the field from day one with the training I had previously taken, but I didn't know that they had more in mind for me.
- CMHA expected that they wouldn't have the expertise on Peer Support, so they arranged for me to have support for my role through PSO. Lots of support!
- I've had the opportunity to sit in on experiences at PSO, to meet my fellow Peer Supporters, both paid and unpaid, and to meet my Peer Support Supervisor, who will mentor me on a reflective practice.



Peer Support is Intentional



- Tongue twister: Intentional peer support begins with an organization whose intention it is to support their peer supporters.
- CMHA is dedicated to changing the way all their employees look at Peer Support, and this shows in their willingness to review and update their policies and procedures to reflect the kind of relationship Peer Supporters have with their clients.
- Every person I met at CMHA knew that a Peer Supporter was being hired and asks eagerly about how the position is unfurling and what it's like to work with clients – except I call them peers. There's still a lot for everyone to learn!

The involvement of persons with lived experience in paid staff roles

Catharine Vandelinde
Executive Director

Claude Lurette
Housing Support Worker
Peer Specialist

November 28th, 2018





Let's start a revolution



Why peer work?



What does it look like in
real life?



It's a full partnership



What about boundaries?



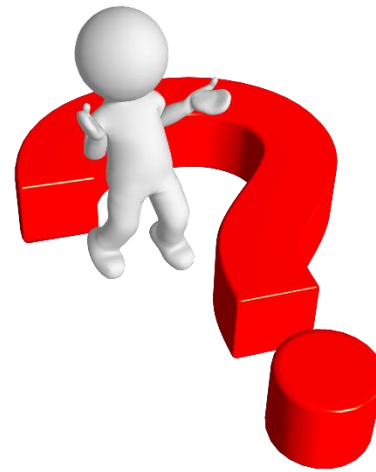
Intentional Peer Support Work



Questions?

Catharine Vandelinde
Options Bytown Executive Director
cvandelinde@optionsbytown.com

Claude Lurette
Options Bytown Housing Support Worker
Peer Specialist
clurette@optionsbytown.com





Incorporating PWLE Roles

(OHFRN-Col) Webinar:
The involvement of persons with lived
experience in paid staff roles

December 4, 2018

Jeremiah Bach

MPA Candidate, Queen's University



Slides

1. Differentiating between positions: Roles with PWLE in them vs. PWLE Roles
2. Working from a place of lived experience:
Experience - > Knowledge -> Practice
3. Macro Organizational: Consulting with leadership about PWLE roles
4. Mezzo: Working with managers on supervising people in PWLE roles
5. Micro: Working with team on incorporating PWLE Roles

1. Differentiating between positions

Roles with PWLE in them vs. PWLE Roles

- PWLE in traditional roles/disciplines have huge value as well. Inform their practice modality with lived experience. Up to discretion of practitioner, usually based on therapeutic disclosure
- Explicit PWLE roles, are ones where practitioner is working from **modality of lived experience**, and may pull in aspects of traditional disciplines.





2. Working from a place of lived experience:

Experience - > Knowledge -> Practice

Experience:

- Going through experiences of MH/A

Knowledge:

- Developing a perspective, grounded foundation, and analysis of experience
- This includes self, others, and community

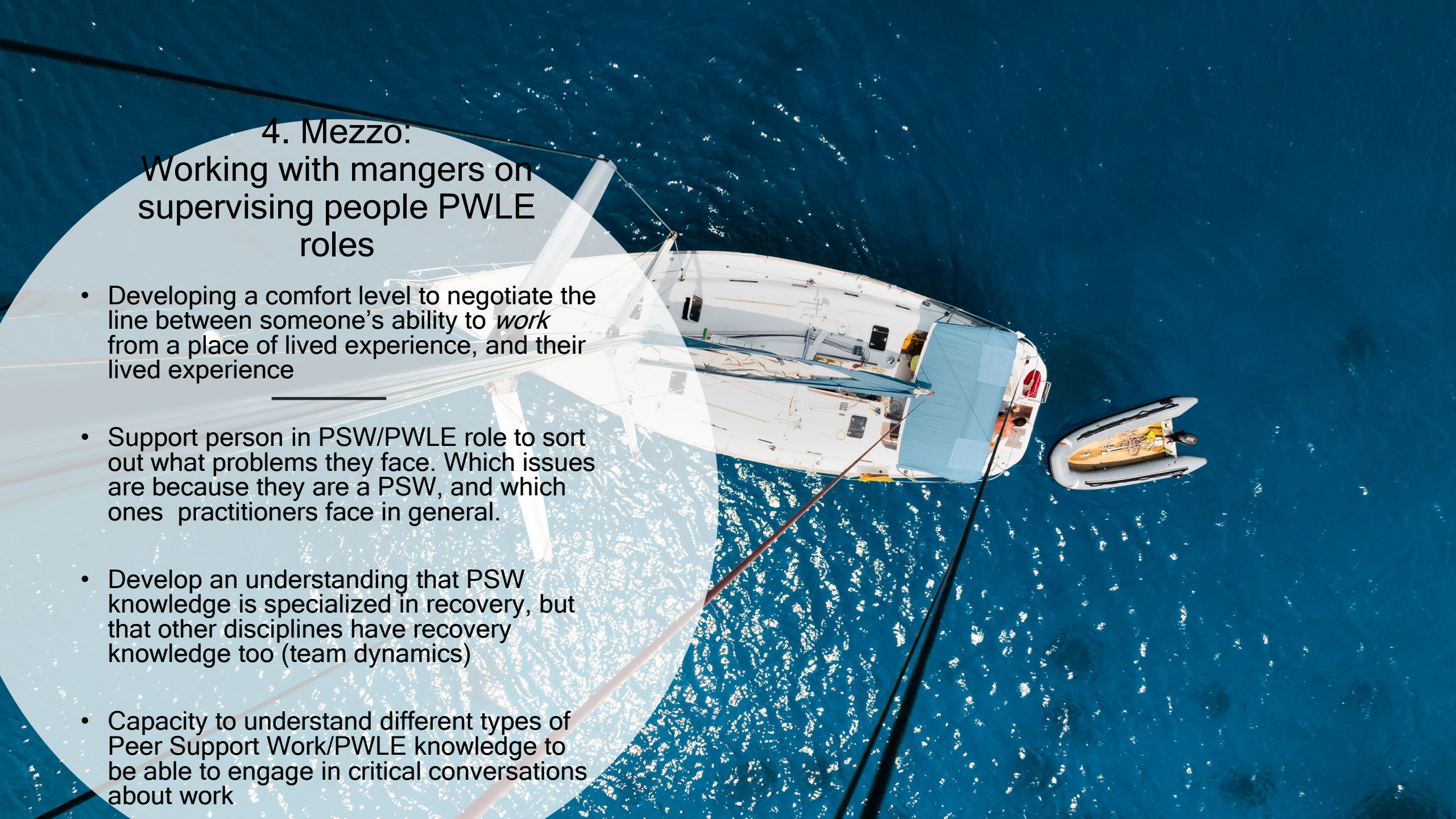
Practice:

- Turning a knowledge base in to relevant tools so support other people/organization

3. Macro Organizational: Consulting with leadership about PWLE roles


- PSW/PWLE roles as a discipline and importance of avoiding tokenism in organization
- Managing internal and external messaging about PWLE roles
- Developing partnerships with other organizations w/ PWLE roles to foster positions, continued learning, and strengthening of Discipline of PSW and PWLE field





4. Mezzo: Working with managers on supervising people PWLE roles

- Developing a comfort level to negotiate the line between someone's ability to *work* from a place of lived experience, and their lived experience
- Support person in PSW/PWLE role to sort out what problems they face. Which issues are because they are a PSW, and which ones practitioners face in general.
- Develop an understanding that PSW knowledge is specialized in recovery, but that other disciplines have recovery knowledge too (team dynamics)
- Capacity to understand different types of Peer Support Work/PWLE knowledge to be able to engage in critical conversations about work



Micro: Working with team on incorporating PWLE Roles

- Focusing on discipline of PSW/PWLE. Drawing parallels to other roles
- Not focusing as much on “We now have PWLE on team” that should be assumed already
- Role of education of PWLE role in application of recovery, anti-oppression, critical thinking



DIFFERENT
THE SAME



Involvement of Persons with Lived Experience in Paid Positions

MY LIVED EXPERIENCE, MY ROLE AT THE CAEH, THE
WORK OF THE CANADIAN ALLIANCE TO END
HOMELESSNESS

My Lived Experience...

- Living Poor family: addictions, mental health issues, violence and loss of employment
- First experience of Homelessness at 11 years old
- Beginning of precarious housing from 19-25 years old: couch surfing, sleeping in my car.
- Worked multiple jobs and finished first post secondary education at 28 years old and received my second degree and teaching certificate in my 30's.
- Employed In Psychosocial Oncology, Geriatric Psycho-Social work, High School Teacher, Tutor, Political Strategist and Organizer, Candidate.
- Serve on numerous Boards of Directors and Committee's in the Region of Peel.
- Became involved with the Canadian Alliance to End Homelessness in 2013. Participated as a Person with Lived Experience at their first National Conference on Ending Homelessness.
- Attended subsequent CAEH Conferences and continued my work locally through the Build For Zero project through the CAEH
- Applied to work with Wally Czech in the Training and Technical Assistance Program providing HF to communities throughout Canada.



CANADIAN ALLIANCE TO END HOMELESSNESS: WORK WITH PERSON'S WITH LIVED EXPERIENCE

At the Heart of making a shift to end homelessness is empowering, engaging, and listening to people with lived experience. This is a key part of our culture and values.

- PWLE interwoven throughout the organization: Staff, Advisory Committees, Board of Directors
- Lived Experience Council: Incorporates a dozen of persons with lived experience throughout Canada to advise and participate in policy decisions, programing. (Right to Housing, National Housing Strategy)
- Women's Homelessness Advisory Committee: Has several women with lived experience shaping policy and dialogue for street involved women, women fleeing violence, VAW sector
- Every year at our National Conference on Ending Homelessness we offer a Lived Experience Scholarship program
- Lived Experience as presenters at the CAEH Conference: This year we had over 30 sessions that incorporated PWLE within their presentation.
- Other ceremonial aspects of the conference are led and facilized by PWLE: Sacred Fire, Grand Entry, Film Festival, Lived Experience Lounge

PERSONS WITH LIVED EXPERIENCE: TRAINING AND TECHNICAL ASSISTANCE PROGRAM

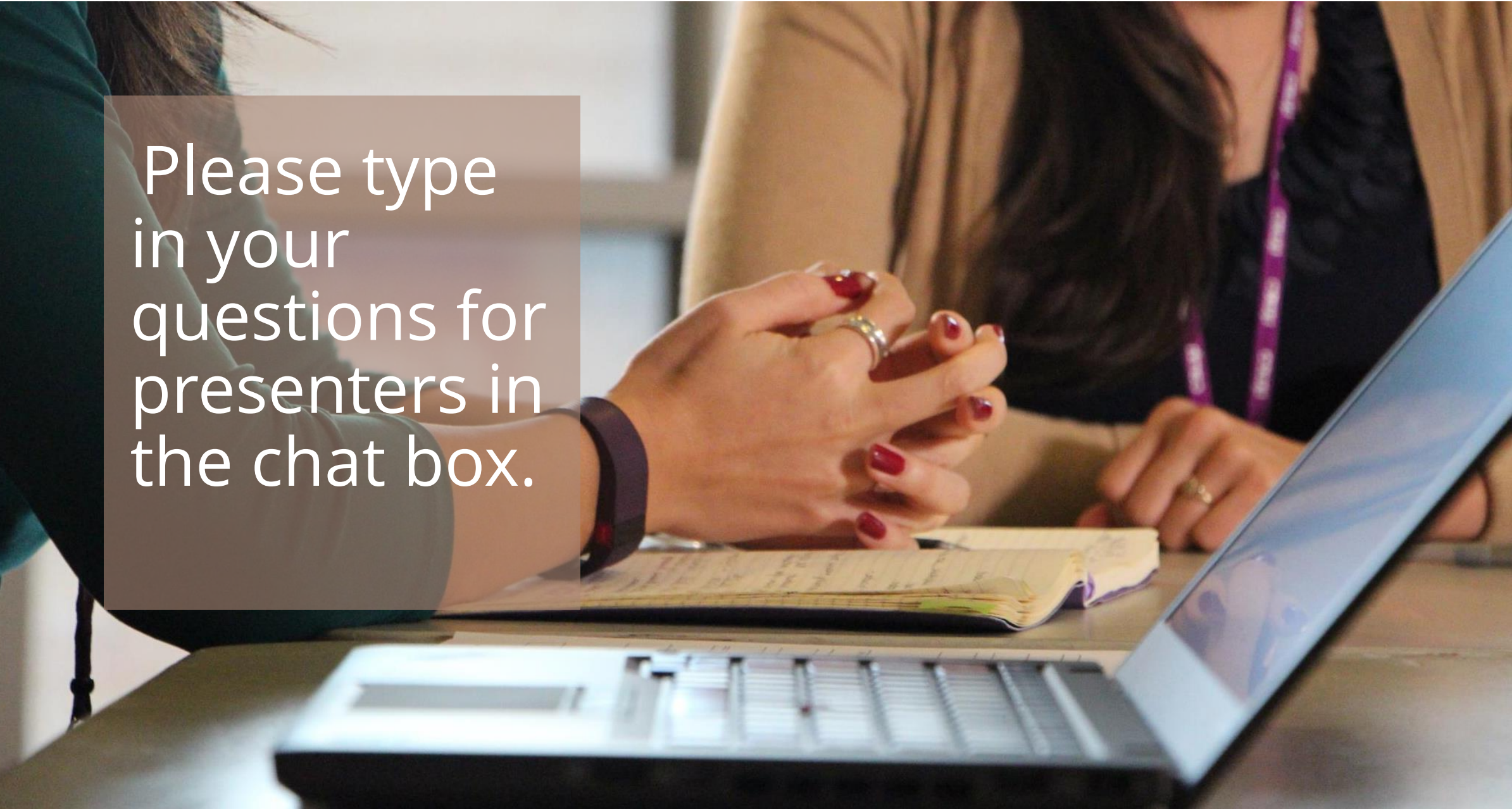
- The TTA offers customized Housing First Training and Assistance to communities, programs and front line workers throughout Canada
- Training topics are chosen and customized based on the needs of the community
- Training faculty are experts in their field: front line workers in their community bringing their best practices throughout Canadian communities
- Numerous Faculty Trainers are persons with lived experience and bring that passion and perspective to their work.
- 2 specific peer trainers who are leaders in the PWLE movement and advocacy provide our Peer and PWLE Training to communities.





3

Questions?

A close-up photograph of a person's hands clasped together over a laptop keyboard. The person has dark red nail polish and is wearing a silver ring on their left ring finger and a black wristband on their left wrist. A purple lanyard is visible around their neck. The background is blurred, showing another person's arm. A semi-transparent brown rectangle is overlaid on the left side of the image, containing white text.

Please type
in your
questions for
presenters in
the chat box.

Thank You!

camh

Thanks to all participants for joining today's webinar.

The OHFRN-Col would also like to give a special THANKS to our presenters for today's presentation!



Please take a few minutes to answer our survey on today's webinar and give us suggestions on future webinar topics:

https://www.surveymonkey.com/r/ohfrncoi_pwleinpaidroles

The recording of today's webinar will also be posted the Col's webpage shortly.

STAY TUNED FOR MORE WEBINARS FROM OUR COI!