

LITTLE STEPS BIG GAINS. Summer has come and gone, and with it, many incremental changes at Richmond Mental Health and Substance Use. Person and Family Centred Care is more visible with information boards in all program settings. The Advisory Network is launched, and PFCC Advisors are visible in many activities across services. Education for clients, family, and care providers includes Advisors as partners. Watch for highlights of upcoming PFCC Workshops in our next edition.

Award of Merit



Teamwork

In June, the Richmond Mental Health & Substance Use Team, Family Advisor Committee, and CEAN Advisor Network was awarded the Vancouver Coastal Health, Team Award of Merit, for Person and Family Centred Care. Family and patient advisors participated with team members to accept the award at the reception in Vancouver.

Our Stories

In each edition of our newsletter we include stories from individuals who have been affected in a person and family centred way. Some are from clients, some from family, and some from care providers. We share these stories as examples of the Richmond Mental Health & Substance Use Services becoming more person & family centred.

"As a patient representative, I really didn't know what to expect. I was treated with notable dignity and respect. I was pleasantly surprised to be treated like a colleague instead of as a person with a mental illness. These (interview) panels have significantly aided in my recovery, allowing me to participate in real world business activities after many years living solely in the therapeutic world. My thanks to all involved for the positive experiences and for reducing stigma around mental illness."
... Patient Advisor

"The Case Manager and Doctor were always there to help. The Case Manager especially made me feel that I could contact her at any point and she offered many helpful ideas on how to deal with things, or stepped in to help if I was unable to take care of things. I feel my mental health would have suffered if they were not there to assist with my family."
... Adult Mental Health client

"Just clone the wonderful people you have – from the staff at reception, recreation, doctors, case managers, the kitchen staff, and volunteers! A big thank you for their dedication and hard work! You are the gems and unsung heroes of our community. Each one of you have made a huge difference in the quality of life of the patient and caregiver."
... Older Adult family member

New York

7th International
Conference for
Patient and Family
Centered Care
July 2016



And we were there!

Three days of jam-packed networking, evidence, best practice, and stories confirmed and inspired the vision embodied by Richmond Mental Health and Substance Use. Highlights included the importance of sharing stories and embedding the PFCC core concepts of dignity & respect, information sharing, participation, and collaboration in every aspect of service from design to evaluation.

Grind for the mind



Brave hikers challenged themselves to reach the top of Grouse Grind!

A huge thank you to the Donors and the Richmond Foundation for supporting Person & Family Centred Care at Richmond.

Our Partners

You too can be a partner...

The Richmond Mental Health & Substance Use Person & Family Centred Care Partner Network has launched. We currently have 15 active partners who are attending monthly networking meetings for sharing their experiences of partnering, and gaining support from colleagues.

Our partners have been participating in opportunities to work with teams and leaders for person & family centred care planning and implementation.

Partners say the experience is rewarding and is actively reducing stigma.

To become a partner please contact the Community Engagement Advisor Network at www.vch.ca/ce and click on *Join Us* or e-mail ce@vch.ca or click on the link below...

CLICK HERE

Family Support!



The Family Support Group on the Mental Health Inpatient Unit has been expanded! There are now two sessions held on the first and third Wednesday of every month in the afternoon at the Richmond Hospital. The group offers support, empathy, and tips on how to navigate the mental health & substance use system of care.

Please contact the Inpatient Unit 604 244 5549 if you are interested in knowing more.

How do we know...



Thank you to everyone who took the time to complete our survey this spring. We will be using the information to plan further Person & Family Centred Care.

Community Cares



Advisors brought donor support alive at a recent Community Cares fundraising event hosted by the Richmond Foundation. The gala event provided opportunity to share the successes of person and family centred care, what it is, and why it matters.



**Person & Family
Centred Care**

VCH-Richmond Mental Health
& Substance Use

Vancouver
CoastalHealth

**Richmond Mental Health
and Substance Use Services**