

# Family Caregiver Community of Interest

## Summary: Promising and established practices for family caregiver engagement Webinar series

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### Background

With the Ontario Family Caregivers' Advisory Network (OFCAN) as its lead and supported by the Evidence Exchange Network (EENet), the Family Caregiver Community of Interest (CoI) is a provincial forum for knowledge exchange focused on issues facing family caregivers of individuals with mental health and addictions needs. The goal is to share and build on family caregivers' experiences to help improve program, practice, and policy.

### Our goals:



Collect and share models demonstrating current innovative and established practices for family caregiver engagement.



Map Ontario family caregiver groups to inform future quantitative and qualitative research.



Develop an inclusive, equitable, and well-informed network that will continue to share evidence-informed practices aimed at advancing family caregiver engagement.



Mobilize a body of informed knowledge for family caregiver groups and mental health and addictions service providers to support strong community partners.

## Call for Webinar Submissions

In October 2016, the Family Caregiver Col put out a call for webinar submissions in order to identify and share promising and established practices for family caregiver engagement across Ontario.

By sharing this knowledge through a 3-part webinar series, our objectives were to:

- increase awareness of promising or established practices related to family caregiver engagement in the mental health and addictions system,
- support strong community partnerships between family caregiver groups and service provider organizations, and
- identify the benefits of family caregiver engagement in program, practice and policy.

## Webinar Objectives & Presenters

Date	Webinar	Presenting Agencies	Objectives
February 28 <sup>th</sup> 2017	<b>Breaking Barriers: Family Navigation Program</b>	CMHA Toronto - Family Outreach and Response	<ul style="list-style-type: none"> <li>• Learn about the ground-breaking family support model within the mental health services at St. Joseph's Health Centre.</li> <li>• Gain insight about the adaptability of the model system wide.</li> </ul>
March 29 <sup>th</sup> 2017	<b>Three Perspectives on Family Support</b>	CMHA Muskoka-Parry Sound  Mood Disorder Association of Ontario  Douglas Institute -PEPP Clinic	<ul style="list-style-type: none"> <li>• <i>A rural perspective</i> – The challenges that family members face when seeking support in a rural setting.</li> <li>• <i>Exploring the Family Matters Peer Support and Recovery program</i> – Exploring the Family Matters Program at the Mood Disorders Association of Ontario, including the development, challenges, as well as collaborations that have been used to meet the needs of family members and supporters.</li> </ul>

			<ul style="list-style-type: none"> <li>• <i>Building bridges of hope and care: Family support at PEPP</i> – The development of the family peer support program at the Prevention and Early Intervention Program for Psychosis (PEPP), including barriers in engaging families, and how to build bridges of hope and care in communities.</li> </ul>
April 27 <sup>th</sup> 2017	<b>Using the Pyramid of Family Care to guide family-centered practice</b>	CAMH – Provincial System Support Program  CMHA Peel Dufferin	<ul style="list-style-type: none"> <li>• Learn about the Pyramid of Family Care as a framework to guide program delivery of family support.</li> <li>• Review the evidence on barriers and facilitators to supporting families of individuals with mental health problems and illnesses.</li> <li>• Hear about how the Pyramid of Family Care was used as a framework for service planning, delivery and evaluation of family-centered services at CMHA Peel Dufferin.</li> </ul>

## Webinar Registrants and Participants

Webinar	Registrants	Participants
<b>Breaking Barriers: Family Navigation Program</b>	168	95
<b>Three Perspectives on Family Support</b>	118	55
<b>Using the Pyramid of Family Care to guide family-centered practice</b>	116	50
<b>TOTAL</b>	<b>402</b>	<b>200</b>

## Overall Webinar Series - Evaluation Summary

**73%**

Agreed that it increased their overall knowledge about the Family Caregiver Community of Interest.

**63%**

Agreed that it provided information they will use in their work.

**78%**

Agreed it provided information they will share with others in their workplace or community.

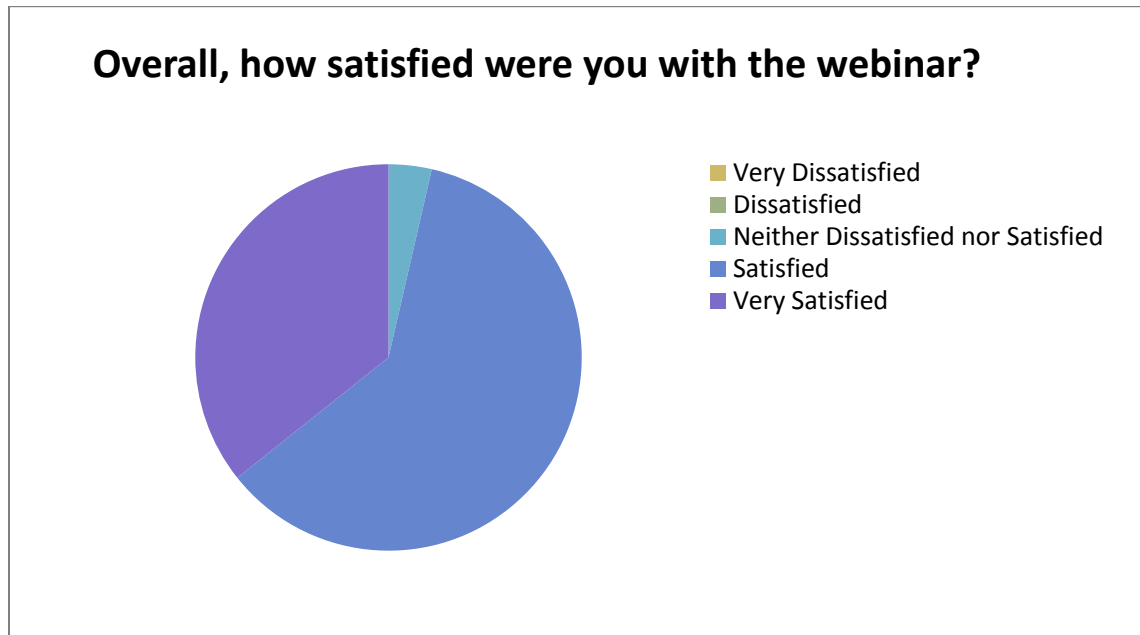
**87%**

Agreed it was well organized.

**83%**

Agreed it was well presented.

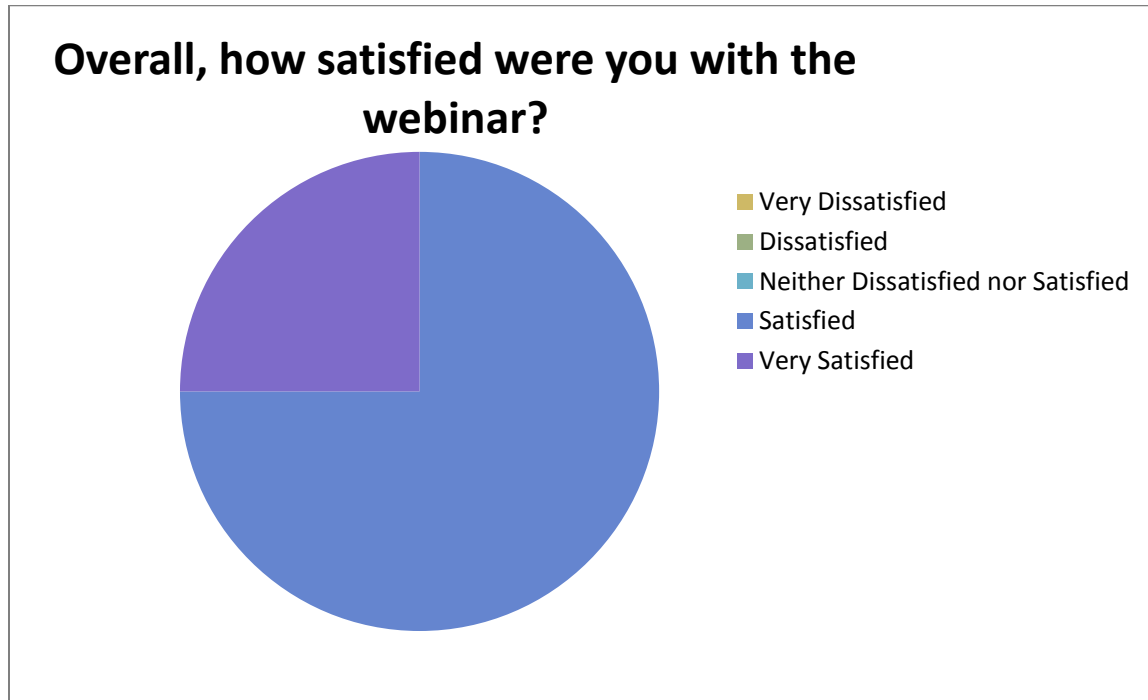
## Evaluation Results – Webinar 1: Breaking Barriers



### Comments:

- *“I will be using the recording for days to come with my colleagues.”*
- *“Useful to get a glimpse of a program that is trying to provide support for families of persons struggling with mental illness.”*
- *“The considerations of how to position a program within hospital setting were useful.”*
- *“The patient experience really drove home what the program is about.”*

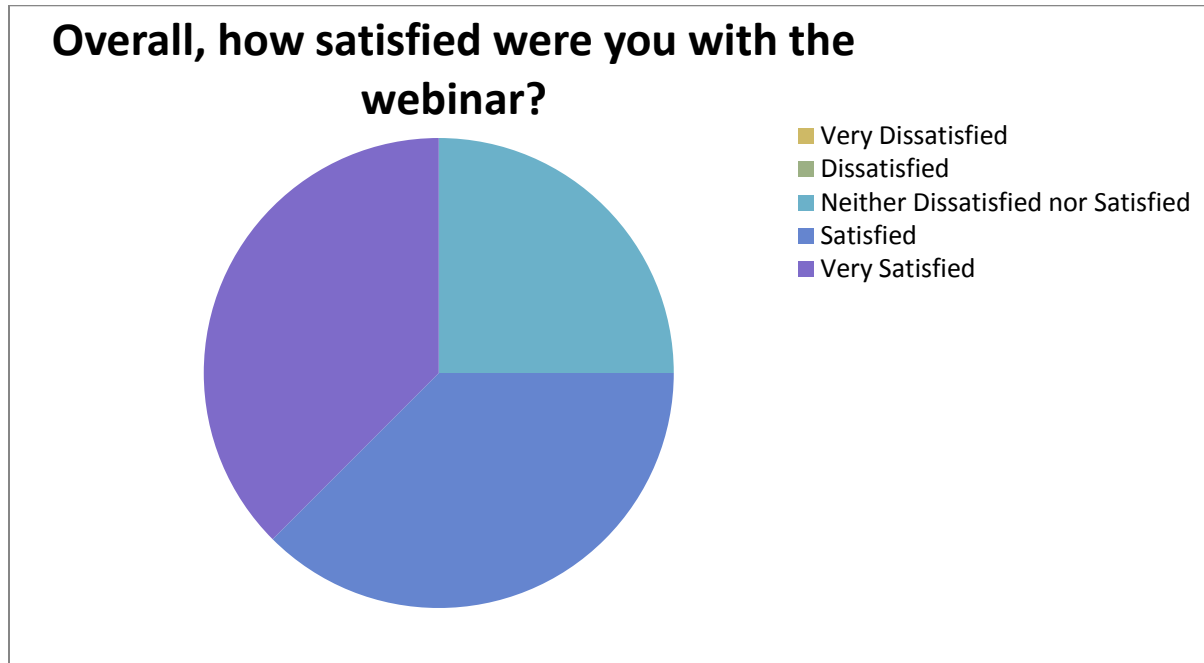
## Evaluation Results – Webinar 2: Three Perspectives on Family Support



### Comments:

- *“Hearing the specifics about how each program incorporated peer support into delivery and family education/support was useful.”*
- *“Data from the PEPP was very interesting and the presentation was very thoughtful.”*
- *“First presentation on MDAO was very informative and useful as it was accessible to everyone.”*
- *“Since I am already engaged in family support work, I would appreciate greater depth.”*

## Evaluation Results – Webinar 3: Using the Pyramid of Family Care to guide family-centered practice



### Comments:

- *“The examples of what worked and feedback received by families were helpful”*
- *“Useful to hear about resources and connections in the community (OFCAN, research sources, etc.)”*
- *“Could be improved by including more information on engaging caregivers.”*
- *“Provided a good general understanding of the tool.”*

## Where to find the recorded webinars?

### **Webinar 1: Breaking Barriers: Family Navigation Program**

<http://eenet.ca/resource/breaking-barriers-family-navigation-program-promising-and-established-practices-family>

### **Webinar 2: Three Perspectives on Family Support**

<http://eenet.ca/resource/three-perspectives-family-support-promising-and-established-practices-family-caregiver>

### **Webinar 3: Using the Pyramid of Family Care to guide family-centered practice**

<http://eenet.ca/resource/using-pyramid-care-guide-family-centred-practices-promising-and-established-practices>

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### **Find more information on the Community of Interest initiative:**

<http://eenet.ca/initiatives/coi>

### **Keep up to date with the Family Caregiver Community of Interest:**

<http://eenet.ca/initiative/family-caregiver-community-interest#about>

### **Join the Family Caregiver EENet Connect group!**

<http://www.eenetconnect.ca/g/caregivers>