

# MENTAL HEALTH FORUM #RESILIENCE February 4-5, 2025



This initiative is made possible through funding from:

Secrétariat aux relations  
avec les Québécois  
d'expression anglaise

Québec



Fondation Lucie  
et André Chagnon



Health  
Canada

Santé  
Canada

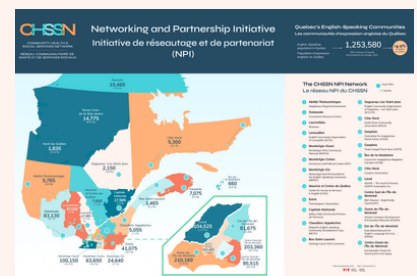


For the third year in a row, the Community Health and Social Services Network (CHSSN) has provided this unique gathering opportunity for attendees to engage with leaders and peers from across the mental health sector. 91 \*Networking and Partnership Initiative (NPI) coordinators, \*\*Partenariat d'assistance aux organismes en santé mentale (PAOSM) project leads and/or their Executive Directors, and others from the larger Mental Health care community attended this year's forum where key themes around resilience, shared strategies, and gaps in services at the national, provincial, and local levels were explored.

On the first day of the event, a dynamic panel of experts delved into the state of mental health on global, national, and local levels. This was followed by a 5 à 7 with 18 kiosks showcasing various mental health organizations and services. The day concluded with a highly appreciated networking dinner where participants could continue their discussions and start to develop relationships.

The second day kicked off with an inspiring keynote by Benoit Chalifoux, a renowned speaker on resilience, setting the tone for further thought-provoking discussions (detailed information on the panel and keynote sessions is available in the subsequent sections of the report). Attendees were then encouraged to leverage their collective expertise, deepen conversations, strengthen collaborations, and exchange valuable insights. They also had the opportunity to network with organizations from across the province, fostering connections and uncovering potential partnerships with mental health service providers.

\*Through a program called the Networking and Partnership Initiative (NPI), the CHSSN supports 23 community organizations serving English-speaking communities across the province in their efforts to collaborate with partners to improve access to health and social services in English. The NPI is designed around networking, representation, knowledge development, partnerships, and outreach.



\*\*The Partenariat d'assistance aux organismes en santé mentale (PAOSM) initiative supports a variety of community-based service providers to extend the reach of their mental health services in order to serve an increased English-speaking clientele:

- 9 organizations supported in the initiative in 2023 -2024 ;
- 16 organizations supported in the initiative in 2024-2025.

Healthier futures  
for all Quebecers

# MENTAL HEALTH FORUM #RESILIENCE



**DAY 1 - FEBRUARY 4TH**

INSTITUT DE TOURISME ET  
D'HÔTELLERIE DU QUÉBEC

## AGENDA

**2:00 PM**

Registration, Networking, Kiosk Bingo

**3:00 PM**

Welcome and Icebreaker

**3:30–4:45 PM**

**Panel and questions Access to Mental Health Services:  
A Journey from National Frameworks to Local Support**

**Facilitator:** Marissa Norton, Vent Over Tea

**Panelists:**

Sylvain Dubé, Executive Director, COSME

Fanny Gravel-Patry, Mental health promotion advisor, CMHA Montreal

Jennifer Johnson, Executive Director, CHSSN

Darley Polony, Interim Executive Director, BGC Dawson

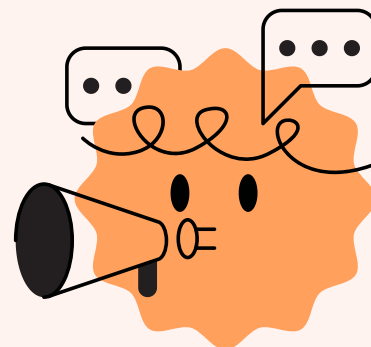
**4:45-5:00 PM**

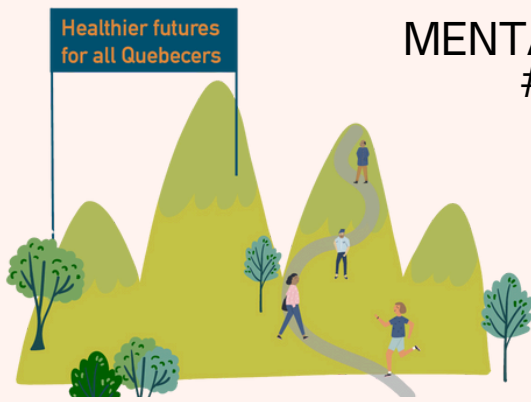
**Shaping a better Pathway to mental health care for  
English-speakers (PMHC framework)**

**5:00-6:30 PM**

Popcorning PMHC framework, Kiosk bingo, and Networking

**6:30 PM Networking Dinner**





# AGENDA

DAY 2 - FEBRUARY 5TH

7:30-8:30 AM

Registration and Networking Breakfast

8:30-9:00 AM

Welcome and Icebreaker

9:00-10:00 AM

**Guest speaker- Benoit Chalifoux**  
***Trust and Resilience to Stay the Course at all Times***

In this talk, Benoit Chalifoux will demystify the concepts of trust and resilience, exploring their crucial role in team dynamics. He will unveil three essential pillars for fostering an environment of trust — a foundation that empowers teams to activate organizational resilience. With trust at the core, teams can bounce back and rebuild stronger after challenges. Through a masterful blend of emotion, accessible science, relatable anecdotes, and a touch of humor, Benoit will deliver a compelling and inspiring message.

10:00-10:15 AM

Questions

**10:15-10:30 AM Break**

10:30 AM-12 PM

**Workshopping Pathway to mental health care for English-speakers framework (PMHC framework)**

**12-1:00 PM LUNCH**

1:00-1:15 PM

Mapping App

1:15-2:45 PM

How can I help? What do I need?

**2:45-3:00 PM Break**

3:00- 4:00 PM

Broad learnings – common gaps – systems

4:00-4:30 PM

What's next? Wrap-up



## PANEL DISCUSSION: ACCESS TO MENTAL HEALTH SERVICES - A JOURNEY FROM NATIONAL FRAMEWORKS TO LOCAL SUPPORT

This discussion focused on exploring the state of mental health, mental health needs, and how they are being addressed on the global, national, and local levels. One of the anchors for this conversation was the Canadian Mental Health Association (CMHA) report entitled [The State of Mental Health in Canada 2024](#)



### Summary of Key Points:

• HOW CAN WE COLLABORATE?

#### Use of Data:

- Data is essential for partnerships, creating a knowledge base to make facts relevant.
- Work on developing profiles of people who may need the services.
- Combine anthropology and epidemiology data to better serve individuals' needs.
- Data is fragmented and doesn't always align with reality.

#### Equity & Access

- Persistence is needed to ensure marginalized communities receive services.
- Focus on addressing community issues locally, especially when working with immigrant populations.
- Funding and time are barriers to hiring skilled individuals and providing proper training for effective services.
- Isolation is a key cause of mental health issues. Important to create secure spaces for individuals to break isolation.
- Community organizations are crucial in identifying and addressing barriers that prevent individuals from accessing services in the system

#### Collaboration

- Collaboration is important, especially across organizations beyond a mental health focus, to break barriers.
- Need to humanize the process by understanding the partner organization's context and the people they serve.

## Summary of Key Points (continued):

## Balancing prevention vs. immediate care

- There is a need to connect health care and mental health care, as the two fields often don't communicate effectively.
- Define what prevention and intervention mean. At the basic level, prevention is community care. Each organization may define these things differently. Where does community care fall into prevention, intervention, and mental health practices?
- The issue is not needing more resources, but better knowledge of existing resources.

## Supporting grassroots organizations



- Actively listen to community organizations and create spaces where they are heard.
- Need to find champions within organizations to break barriers and represent marginalized communities.
- Suggestion of turning to the community and individuals around us instead of over-relying on specialists.

## The Q&amp;A discussion highlighted key aspects of community work, including:



- Respecting individuals' choices and **offering help when people are ready to accept it.**
- Rethinking the definition of mental illness, recognizing that non-conformity or **living outside of societal norms doesn't equate to illness.**
- Addressing isolation in rural communities by **promoting integration** (i.e., of English-speaking people into French-speaking communities) **and resource sharing.**
- Empowering newcomers to **use their existing skills.**
- Acknowledging that community workers don't need to have all the answers but should **listen and work within their limits.**
- Emphasizing the need for **creating your own data and statistics** to better understand and serve your communities.

## KEYNOTE BY BENOIT CHALIFOUX: TRUST AND RESILIENCE TO STAY THE COURSE AT ALL TIMES

Benoit Chalifoux, MBA, EMBA, is an international speaker on soft skills, sales, and diversity. He has delivered over 1,000 conferences worldwide, teaches at business schools, authored a bestselling book on interpersonal skills, and serves as President of the Board of Directors of Montreal's Centre d'Apprentissage Parallèle de Montréal (CAP), supporting mental health through art therapy. [Website link](#)



### Keynote Presentation Takeaways:



- **EMBRACE IMPERFECTION:** Imperfection drives innovation and creativity at work.
- **SET BOUNDARIES:** Involves having tough but empathetic and honest conversations.
- **VULNERABILITY:** Be open about not knowing things, admitting mistakes, asking for help, and engaging in difficult discussions. Vulnerability includes uncertainty, risk-taking, and emotional exposure.
- **REFLECTION:** Focus on doing the right thing, not just doing things right.
- **BUILD BRIDGES:** Foster connections instead of creating divides.
- **CURIOSITY:** Activate curiosity as a key skill in your work.
- **EFFECTIVE QUESTIONS:** Ask questions that evoke emotions, values, and meaningful experiences.
- **TAILOR SUPPORT:** Everyone experiences and needs different support for grief.
- **EMPATHY AND COMPASSION:** Show empathy by connecting, and lead with compassion. Understand the progression from pity to sympathy to empathy to compassion.
- **POSITIVE SOCIAL CONNECTIONS:** The number of positive social connections is the top predictor of a long, healthy life.



### Keynote Q&A Session Takeaways:

- **Incorporating resilience:** Factors of resilience to activate include flexible thinking, emotional flexibility, positive social connections, and an optimistic, realistic approach. Barriers to resilience include a lack of trust and respect.
- **Balancing empathy and helping:** Understand the person's needs, then approach them with compassion and serve them appropriately.
- **Balancing inner boundaries and serving others:** Communicate honestly and vulnerably about your capacity. Acknowledge when you can't fully handle someone's needs.
- **Dealing with a negative staff member or participant:** Have one-on-one conversations to understand their perspective, shield others, assess if they fit the role, and engage them by asking for their input.
- **Reducing burnout in the community sector:** Encourage self-empathy and self-compassion. Reflect on how you treat yourself and find mentors, allies, or anchors to lean on.

*The keynote session left attendees feeling inspired and able to reflect on how to incorporate #RESILIENCE into their work.*

# 05

# Mapping App

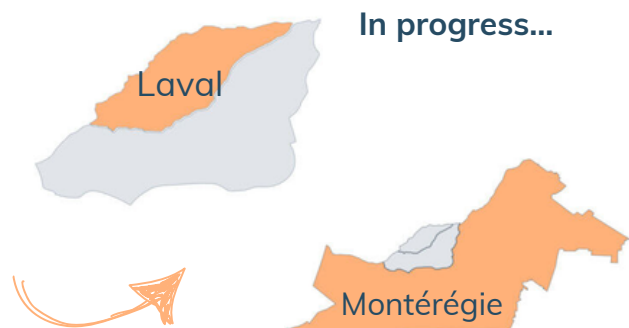
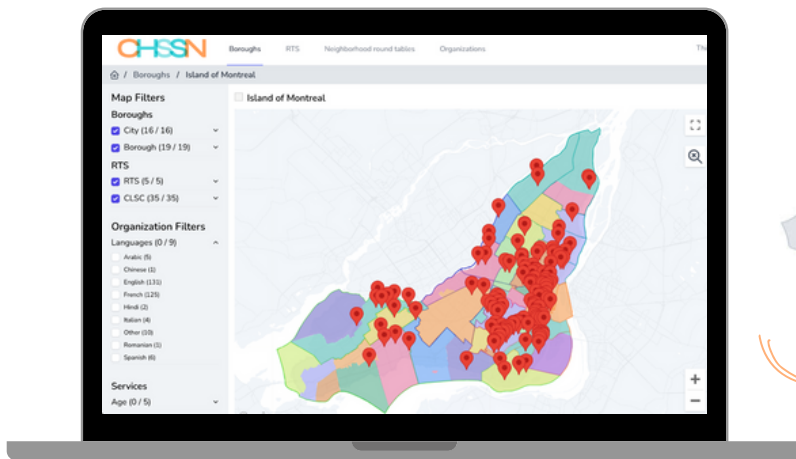
## CHSSN'S MAPPING APP: CAPABILITIES AND WHAT'S NEXT

The [mapping app](#) addresses the fundamental disconnect between how health data and resources are presented in reports and how to make them more relevant, useful, and meaningful to CHSSN and its member organizations.

This tool can provide:

- A visible illustration of the service gaps while providing concrete data to back it up
- A directory of organizations to facilitate greater inter-organizational collaboration
- Organizations with actionable data on the constituency they serve

Forum attendees were given a tour and tutorial on how to use the CHSSN's Mapping App, and had the opportunity to ask questions.



Work is ongoing in the Laval and the Montérégie regions to expand the existing Island of Montreal map with the eventual goal of covering the entire province of Québec for Mental Health organizations.

## App Features:

- User-friendly, simple, non-technical interface
- Services and coverage information updated and managed by member organizations
- Interactive, data visualizer 'map'
- Access facilitated for non-member organizations and government officials









# Participant Reflections

Attendees were asked to reflect on the following questions, and the **needs** identified have been categorized below:



## What do we need? (NPI Coordinators)

- What challenges are you currently facing that you'd love support with?
- Is there a specific skill or resource you're looking for?
- What kind of collaboration would be most valuable to you right now? (e.g., brainstorming, partnerships, skill exchange)

### Mental Health Support and Services

- General mental health funding
- English mental health services
- Mental health services for people with special needs
- Mental health services for families
- Addiction services, reducing stigma
- Autism Spectrum Disorder (ASD) support/activities
- Adapting mental health services to seniors

### Youth Engagement and Support

- Support groups for youth
- Reaching larger groups of youth
- Teen trauma/covid recovery
- Youth graphic designers for rebranding
- Youth engagement resources
- Mental health crisis support for under 18
- Youth workers
- Workshops to suggest to schools (on use of screens, social skills, addiction, anxiety)
- Attention-deficit/hyperactivity disorder (ADHD) information/support to families
- Social Emotional Learning (SEL) programs (4-6 years)
- Employment services for youth

### Family Support

- Parental support for ages 5-12
- Family support groups
- Services for families of people with special needs
- Postnatal and prenatal care
- Perinatal Mental Health support
- Desensitization of parents towards mental health
- Access to mental health services, including online, for English-speaking families
- Respite

### Cultural and Language-Specific Services

- English-speaking presenters
- Access to Employment services for English-speakers
- French lessons
- Official guidelines regarding rights to access services for newcomers on temporary work permits
- Data, more resources for English immigrants, families, youth
- English-speaking Black mental health facilitators



## Outreach

- English mental health services to be provided locally
- Rural outreach strategies
- More participation in programs
- Mobilization of community members

## Access to Resources and Information

- Access to space for activities
- Knowledge of private practices (psychologists, etc.)
- Activity professionals (theatre, cooking, etc.)
- Directory of organizations and providers delivering services in English, and what those services are
- Training opportunities
- Better marketing and advertising
- Data-sharing and resource-sharing

## Community and Organizational Partnerships

- Better partnerships with youth-focused French organizations/institutions
- Partners for intergenerational activities
- Compatible partners to serve and provide activities and facilitation to youth
- Co-working spaces for organizations in Montreal to meet and connect monthly
- Connect with holistic healers who work in the community (Verdun/Sud-Ouest)
- Connect with other English-speaking services in our region/area (Verdun/Sud-Ouest)
- Access to mental health services at a distance for English-speakers in rural/remote areas (Bas-Saint-Laurent)
- Partners and service providers who can offer in-person mental health workshops in rural/remote areas (Bas-Saint-Laurent)
- Help with interpreting data from research projects
- Knowledge sharing (research collaborations)



## What do we need? Continued..

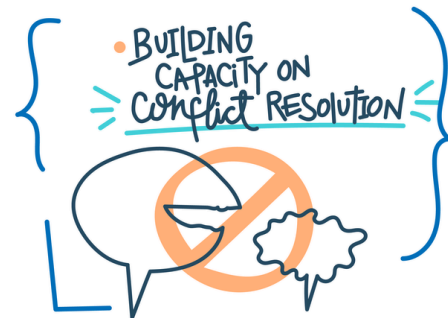
- What challenges are you currently facing that you'd love support with?
- Is there a specific skill or resource you're looking for?
- What kind of collaboration would be most valuable to you right now? (e.g., brainstorming, partnerships, skill exchange)

## Transportation and Accessibility

- Transportation (for youth, families, etc.)
- Accessible, affordable spaces for people with limited mobility
- Rural support and services (snow removal, etc.)

## Diversity and Inclusion

- 2SLGBTQIA+ teen safe spaces
- Outreach, trust, and connection to diverse communities
- Diverse mental health practitioners



## Capacity Building and Training

- Training to support youth well-being
- Workshop training for staff
- Skill exchange so we can support our community on our own
- Workshops to suggest to schools
- Diversity training
- Not-for-profit marketing training
- How to assess needs of vulnerable isolated individuals (needs assessment training)
- Volunteers (Bénévoles d'Expertise)

To follow up on the immediate needs communicated by attendees during the 'What do I need/How can I help' exercise, **CHSSN created a database of services, supports, and expertise that were noted down on post its as items organizations self-identified being able to HELP with.** The goal is for organizations to use this information in a timely manner to connect with other organizations who may offer a service, support, or expertise that can be leveraged, partner where needed, and continue moving forward with existing collaborations and information sharing.

Organizations are encouraged to update their respective profiles on the CHSSN [Mapping App](#).

If you have not yet filled in the questionnaire for the mapping app, please contact Jennifer at [jcooke@chssn.org](mailto:jcooke@chssn.org)

## How can we help?

- What skills, knowledge, or services do you offer that could help others?
- Do you have any resources (templates, guides, frameworks) you're open to sharing?
- What's one thing people often reach out to you for advice on?

## How Can I Help: Database

How can I help?	Organization name
Support group for caregivers	AMI-Quebec
Online support groups (depression, anxiety/OCD, BPD, hoarding, queer group, youth mental health 18-30)	AMI-Quebec
Information & referrals	AMI-Quebec
Counselling for caregivers, family, friends of people living with mental illness in person and online	AMI-Quebec
Workshops on mental health for schools, youth	AMI-Quebec
Information and workshops for 5-25 year olds affected by a family member's chronic illness, disability, mental health issues (online or in-person, Montreal)	AMI-Quebec
Workshops on mental health for organizations	AMI-Quebec
Education & outreach on mental health in Montreal	AMI-Quebec
Workshops on meditation, introduction to Bipolar Disorder, communication, aging with mental illness, etc. (online or in person in office)	AMI-Quebec
Afro-positive mental health support	Black Healing Centre
List of BIPOC care practitioners	Black Healing Centre
Training for community care practitioners	Black Healing Centre
Accessible space for workshops, therapy, body work	Black Healing Centre
One-on-one mental health support	Black Healing Centre
Collective care circle for black folks	Black Healing Centre
Good communications strategy	Black Healing Centre
How to organize community-centered wellness retreats	Black Healing Centre



**amiquébec**

Allié.e.s en santé mentale  
Allies in mental health





## How Can I Help: Database (continued)

How can I help?	Organization name
Collective care circle for black folks	Black Healing Centre
Good communications strategy	Black Healing Centre
How to organize community-centered wellness retreats	Black Healing Centre
Mental health experts for neurodivergent people and caregivers (psychotherapists, drama therapist, counsellors, couple and family therapist, social worker)	Centre of Dreams and Hopes
Play therapy for neurodivergent children/teens/adults and parents/caregivers (play therapist and family therapist)	Centre of Dreams and Hopes
Information & referrals	Community Perspective in Mental Health (PCSM-CPMH)
Partnership with community at large	Community Perspective in Mental Health (PCSM-CPMH)
Long-term, individual and group support	Community Perspective in Mental Health (PCSM-CPMH)
Sexologist	Community Perspective in Mental Health (PCSM-CPMH)
Group support	Community Perspective in Mental Health (PCSM-CPMH)
Long-term follow-up	Community Perspective in Mental Health (PCSM-CPMH)
Mobile team	Community Perspective in Mental Health (PCSM-CPMH)
Phone support ("comment ça va")	Community Perspective in Mental Health (PCSM-CPMH)
18-100 years old	Community Perspective in Mental Health (PCSM-CPMH)
Café 50+	Community Perspective in Mental Health (PCSM-CPMH)
Hockey group	Community Perspective in Mental Health (PCSM-CPMH)
In-person support (one-on-one)	Community Perspective in Mental Health (PCSM-CPMH)
Nurse	Community Perspective in Mental Health (PCSM-CPMH)
Youth program	Community Perspective in Mental Health (PCSM-CPMH)
Activity for our vulnerable community 'passion plein air'	Community Perspective in Mental Health (PCSM-CPMH)
Camp	Community Perspective in Mental Health (PCSM-CPMH)
Quebec-wide 'match-making' for organization program needs and Elan artists	English Language Arts Network (ELAN)
Community digital arts hub-affordable sound recording & production (Montreal)	English Language Arts Network (ELAN)
Funding for artists to provide arts workshops in schools across Quebec	English Language Arts Network (ELAN)
Online artist listing-searchable, Quebec-wide (schools, older adults)	English Language Arts Network (ELAN)
Online guides for supporting mental health through the arts (youth & older adults)	English Language Arts Network (ELAN)
Online list of funding for community organizations (Quebec-wide)	English Language Arts Network (ELAN)
Drop-in sessions to get to know artists in your area (mostly Montreal)	English Language Arts Network (ELAN)
Professional Development in youth mental health for artists	English Language Arts Network (ELAN)
Podcasts: arts & youth mental health, creative care	English Language Arts Network (ELAN)
Peer support for caregivers	Friends for Mental Health
Support group for caregivers	Friends for Mental Health
Lending library	Friends for Mental Health
Information & referrals	Friends for Mental Health
Workshops for caregivers	Friends for Mental Health
Courses on different mental health issues for caregivers	Friends for Mental Health
Counselling for caregivers, family, friends of people living with mental illness in person and online	Friends for Mental Health
Courses for workers (intervenants)	Friends for Mental Health
Respite activities for caregivers	Friends for Mental Health
Workshops on mental health for schools, youth	Friends for Mental Health



Amis de la santé mentale  
Friends for Mental Health



elan

english language arts network



## How Can I Help: Database (continued)

How can I help?	Organization name
Long-term housing for persons living with a mental health challenge (Monteregie)	Our Harbour
Potential funding sources	Our Harbour
Sample governance documents	Our Harbour
Local community contacts/networks	Our Harbour
Fundraising strategy	Our Harbour
Mental Health resources/references	Our Harbour
Referrals to other resources as needed/appropriate	Our Harbour
Workshops/presentations on the importance of good mental health (i.e. high school)	Our Harbour
Handbook for the non-profit community (10 models: fundraising, tutorship, communion, evaluation, etc.)	Our Harbour
workshops on community engagement	Phelps Helps
HR resilience mentorship	Phelps Helps
Board liaison and relationship mentorship	Phelps Helps
Access to free gender gear for 2SLGBTQ+ youth	Project 10
2SLGBTQ+ youth workshops (queer sensitivity, inclusive language, etc)	Project 10
Accompaniment to medical appointments for 2SLGBTQ+ youth	Project 10
Support with gender affirming care for 2SLGBTQ+ youth	Project 10
Hair removal subsidies for 2SLGBTQ+ youth	Project 10
Resources about HRT, gender gear, name changes, etc for 2SLGBTQ+ youth	Project 10
One on one free peer support for 2SLGBTQ+ youth	Project 10
Political links (local, regional, national)	Réseau communautaire en santé mentale (COSME)
Links to Sante Quebec (national, regional)	Réseau communautaire en santé mentale (COSME)
Administrative links (quebec)	Réseau communautaire en santé mentale (COSME)
Links with French organizations (regional and national)	Réseau communautaire en santé mentale (COSME)
Strategies for how to think differently - problem solving, solutions	Réseau communautaire en santé mentale (COSME)
Governance support to other organizations	Tyndale St-Georges
Academic support ages 5-17 (Sud-Ouest)	Tyndale St-Georges
Family support services (Sud-Ouest)	Tyndale St-Georges
Grants/funding advice	Tyndale St-Georges
Weekend drop-in programs 5-17 (negligence prevention)	Tyndale St-Georges
Parent education & workshops (Sud-Ouest)	Tyndale St-Georges
Parent support group (Sud-Ouest)	Tyndale St-Georges
Employment service (Sud-Ouest)	Tyndale St-Georges
Workshops about addictions for staff members of an organization	Unidentified organization 1
Workshops about supporting family members of addiction for participants	Unidentified organization 1
Free virtual active listening (phone & video) available anywhere	Vent Over Tea
Collaborative virtual events & workshops (discussions, fitness, wellness, mental health panels, art, active listening)	Vent Over Tea
Dissemination of events/information on your organization on social media	Vent Over Tea
Group facilitation workshops (active listening & handling sensitive disclosures)	Vent Over Tea
In-person active listening in: Montreal, West Island, Sherbrooke/Estrie, Vaudreuil-Soulanges	Vent Over Tea
Active listening workshops for organizations, schools, individuals	Vent Over Tea
Mental health resource guides (including student guides) for Montreal and Sherbrooke (Estrie)	Vent Over Tea
Volunteers with professional expertise	Volunteer Bureau of Montreal



**PHELPS AIDE**  
**PHELPS HELPS**



Centre communautaire  
**Tyndale St-Georges**  
Community Centre



**Centre d'action**  
**bénévole de**  
**Montréal**

**Volunteer**  
**Bureau of**  
**Montreal**



# Identifying Gaps

Forum attendees participated in an exercise to begin fleshing out and identifying the gaps that they face in their day-to-day work. The most common gaps identified were related to capacity building and training, and insufficient mental health supports and services in English for specific population groups such as rural communities.

## Common Gaps

### Mental Health Support and Services in Rural Communities

In rural communities, the lack of English-speaking medical professionals limits access to mental health care for those who struggle with language barriers, leaving individuals feeling isolated and underserved. Local services are frequently lacking in these areas, and the available English-language services do not always meet the unique needs of these regions. One-on-one services in English are crucial for providing personalized and effective support, but their scarcity in these areas makes it challenging for individuals to receive the care they need. This situation underscores the importance of developing more inclusive and accessible mental health services that can bridge these gaps.

### Capacity Building and Training

There are several key capacity building and training gaps that need to be addressed to improve organizational effectiveness and service delivery. First, onboarding and retention training is crucial to ensure that new employees are equipped with the skills and knowledge to succeed while promoting long-term retention. Additionally, a comprehensive understanding of the healthcare system is essential for staff to navigate and utilize available resources effectively. There is also a need for specialized training in conducting needs assessments to ensure that services meet the real needs of the population served. Another gap is the lack of empowerment among staff to make referrals and adequately serve people, which hinders the overall impact of services. Training and support for managing board relations are also important to strengthen governance and organizational capacity. Lastly, organizations require more focused training to advocate for English services to French-speaking partners, ensuring that services are accessible and inclusive for all linguistic groups.



## Additional gaps identified

### Access to Resources, Tools, and Information

- Lack of effective/efficient data collection systems
- Guide for services in English (directory of all services)

### Community and Organizational Partnerships

- Community organizations collaborating with the health care system
- Intergenerational activities/connections
- Community collaboration in silos due to language (EN/FR)

### Youth Engagement and Support

- Trauma resources for kids
- Engaging youth to participate
- Addiction support for youth in the regions

### Family Support

- Perinatal mental health
- Parental supports 5-12 year old

### Transportation and Accessibility

- Accessible spaces
- Lack of access to transportation to existing services

### Outreach Support

- Outreach and participant engagement

### Funding

- Funding cuts for housing shelters

During the forum, many connections were made between attendees allowing for their respective organizations to begin exploring new opportunities on shared interests and needs, and also to build on existing collaboration projects. Some of the new partnerships that resulted from the networking opportunities that the forum provided are described below.

## Some Short-Term Outcomes:

- A partnership was formed between two organizations to build a new website
- A collaboration is planned on the creation of an 'accessible meetings spaces' spreadsheet
- An attendee received helpful advice on outreach and needs assessments that they will take with them to implement into their work
- A partnership was formed between two attendees who have decided that they will work together as one helps people accessing services, and the other works with caregivers (by providing workshops).
- CHSSN is serving as a holding space for organizations to share information, tips and tricks
- The Mapping App is serving as a connector between organizations



“Progress is more important than perfection”

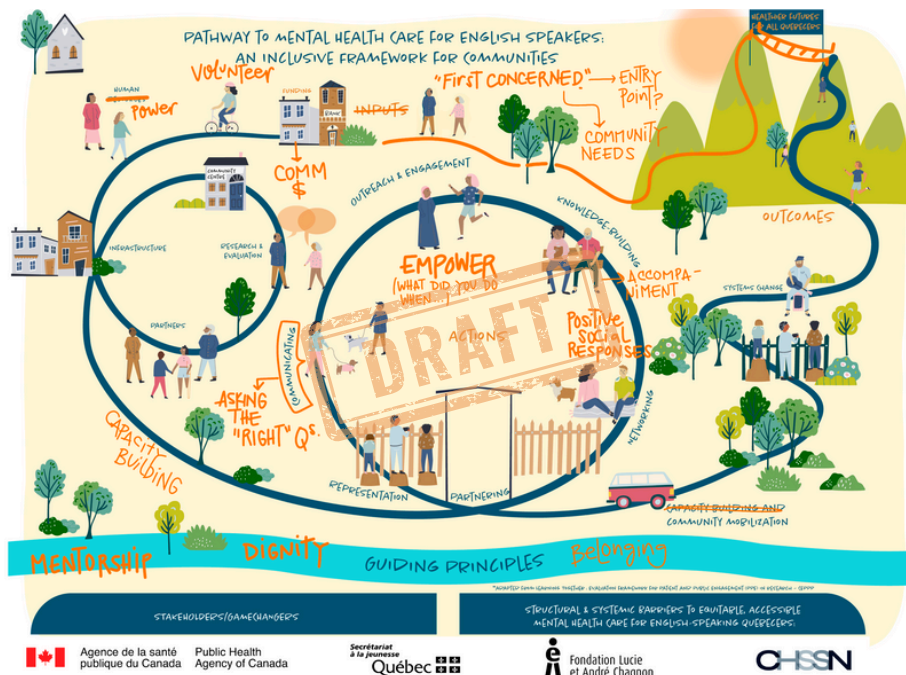
## Participant Commitments:

At the close of the forum, attendees made several key commitments to strengthen their collaboration and support the growth of their organizations. These included working alongside an Executive Director (ED) to **review how needs assessments are conducted**, reaching out to various organizations to **order necessary materials**, and **establishing an ED club** within the next four months to address HR issues, funding opportunities, and other relevant topics. Additionally, an attendee committed to **completing their organization's profile on the CHSSN's Mapping App** and to **creating a space for ongoing dialogue** and brainstorming to foster further collaboration.

Emphasizing the importance of solidarity, attendees committed to **taking the time to bond and work together, trusting the process**, and embracing the notion that **progress is more important than perfection**. They also acknowledged the value of **setting realistic expectations, committing to self-care, and prioritizing mental health** in their roles.

During the forum, attendees were introduced to a draft visual tool, shaped from their feedback last year. The tool summarizes the principles, roles, and ways of working together towards an accessible and equitable mental health care pathway for the English-speaking population (especially groups vulnerable to mental health struggles and disproportionately affected by the gaps and barriers to accessing adequate mental health services). Attendees had several opportunities to interact with and provide feedback on it through workshops and dialogue.

## “DRAFT: Pathway to Mental Health Care for English Speakers: An Inclusive Framework for Communities”



An updated version of this tool will be disseminated in the near future!

## Some high-level feedback on the tool from the forum sessions:

- **CONSISTENT LANGUAGE:** Make terms like “funding” more consistent for all audiences.
- **NON-LINEAR REALITY:** Acknowledge the messy, iterative nature of real-world processes.
- **GUIDING PRINCIPLES:** Reframe principles as a “compass” or “guiding star.”
- **CLARIFY THE PROCESS:** Walk through steps more clearly, showing how everything connects.
- **FOCUS ON TEAM CAPACITY:** Aim to make the team more connected, resilient, and confident.
- **PRACTICALITY OF TOOLS:** Ensure tool/model is useful, feasible, and trainable for staff.
- **CLARIFY ROLES:** The model should define roles within the organization more clearly.
- **MACRO VIEW:** Consider broader perspectives as one model may not fit all.
- **INCORPORATE REFLECTION:** Make reflection part of every stage, not just after outcomes.
- **INCLUDE AND ENGAGE YOUTH:** Consider including youth as key inputs in the process. Ensure youth understand and engage with the work.
- **CONFLICT RESOLUTION:** Include training on handling conflicts constructively.
- **BUILD TRUST:** Address issues like low pay to build trust in systems.

## Recommendations from CHSSN's 2024 Forum on Mental Health:



### 2024-2025 Corresponding Accomplishments

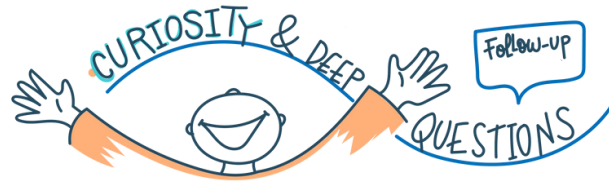
- ✓ **Pathway to Mental Health Care Framework (update title) completed**
- ✓ **Mapping App launched - April 2024**
- ✓ **CHSSN's Mental Health Forum #RESILIENCE, February 4-5, 2025**
- ✓ **PAOSM Learning Exchange - October 2024**
- ✓ **Elevate Your Momentum Workshops with Roen Higgins**
- ✓ **A two-part Helpers Need Help Too training by Molinny**

- ✓ **Suicide prevention training offered by the Centre de Prévention du Suicide de Montréal**

#### Additional, Related Accomplishments

- ✓ In-person networking lunch held for partner organizations in the greater Montreal area, December 2024
- ✓ Information shared, in meetings and events, with partner organizations about the English-speaking mental health community and realities
- ✓ Information shared and trainings provided related to youth mental health
- ✓ Regular meetings with the CHSSN Mental Health Advisory Committee

## To do:



**Work together towards closing the gaps identified at the forum by:**

- ☐ **Following up on connections made and partnering**
  - To come: survey to capture outcomes from the forum
- ☐ **Working towards enabling more inclusive and accessible mental health services by using tools such as:**
  - The CHSSN Mapping App to identify who provides specific supports and services, what they are, and where they exist
  - Sharing tools and resources from multiple organizations
  - The “Pathway to Mental Health Care for English Speakers: An Inclusive Framework for Communities” and integrating it into planning processes
- ☐ **Continuing to build human resources capacity by:**
  - Identifying, organizing, and attending training opportunities and webinars such as CHSSN's Mapping App Workshops (March and April, 2025)
- ☐ **Committing to taking care of our own mental health by:**
  - Being gentle with ourselves
  - Acknowledging and embracing our imperfections
  - Accepting ourselves as works in progress in our roles
- ☐ **CHSSN to continue advocating for mental health services in the English-speaking community**
  - Groups continue to share their realities through participating in CHSSN and other community events and meetings

