

## **Every Door is the Right Door**

Towards a 10-Year Mental Health and Addictions Strategy

A discussion paper

For more information go to:

[http://www.health.gov.on.ca/english/public/program/mentalhealth/minister\\_advisgroup/minister\\_advisgroup.html](http://www.health.gov.on.ca/english/public/program/mentalhealth/minister_advisgroup/minister_advisgroup.html).

To comment Email:

[info@moh.gov.on.ca](mailto:info@moh.gov.on.ca).

***Every Door is the Right Door* is a consultation paper developed by the Minister's Advisory Group. It sets out a framework for the proposed strategy, which was introduced at a Summit on Mental Health and Addictions (July 13 and 14, 2009). The public is being asked to provide input through a series of roundtables and other public forums. The Minister is seeking the views of Ontarians who are familiar with mental health and addiction services as well as those who are not.**

The report recognizes that for too many years, people with mental illnesses and/or addictions have been marginalized and stigmatized. Mental health and addiction services have been the distant cousins of the health care system: planned and managed separately from other health services. But there is no health without mental health.

This proposed approach aims to integrate people with mental illnesses and/or addictions into their communities and to integrate mental health and addiction services with the rest of the health system – to make every door the right door for people with mental illnesses and/or addictions. The vision is that every Ontarian enjoys good health and well being, and Ontarians with mild to complex mental illness and/or addiction live and participate in welcoming, supportive communities.

### **The Goals:**

- Improve health and well being for all Ontarians
- Reduce incidence of mental illness and addiction
- Identify mental illnesses and addictions early and intervene appropriately
- Provide high quality, effective, integrated, culturally competent, person-directed services and supports for Ontarians with mild to complex mental illnesses and/or addictions.

The proposed approach is guided by principles of respect for people with mental illnesses and/or addictions and their diverse strengths and needs. It is also based on the strong belief that people with lived experience must be active partners in their own recovery, and that all service providers have a responsibility to collaborate to provide seamless care.

The report stresses that everyone in Ontario with mental illness or an addiction should be hopeful about their future because services can be evidence-based, strengths-based and provide opportunities for healthy development and recovery. The system should make every effort to reduce the health, economic, and social harms associated with mental illnesses, problematic substance use and harmful gambling.

It can be innovative, and work to reduce or eliminate the underlying social factors that contribute to mental illness and addiction.

### **Transforming the System, Transforming Lives**

<b>Where We Are Now</b>	<b>Where We Want to Be</b>
Prevention is overlooked	Prevention and early identification are priorities
The system helps only people who reach services	The system reaches out to the whole population and all who need help
Services focus on treatment	Services focus on healthy development, recovery and harm reduction
Care is disease or provider-centered	Care is person-driven and family-centered
People with mental illnesses and/or addictions have limited support to manage their own care	People with mental illnesses and/or addictions are empowered and supported to manage their own care
Care is reactive and episodic	Care is proactive and ongoing
Providers and programs work in isolation	Providers and programs work collaboratively
Services plan and operate in separate silos	Services are integrated and coordinated
There is a sense of isolation and frustration	There is a culture of improvement and innovation
The system uses data and measurement for reporting	The system uses data and measurement to improve services

# Making Every Door the Right Door

## The report recognizes that:

- There is a fragmented system of services with people going through too many doors and struggling to find the services they need.
- Services are not integrated and they do not work together to meet people's needs.

*To make every door the right door for people with mental illnesses and/or addictions, the following seven directions are proposed:*

**1. Act Early:** Identify mental health and addiction problems early and intervene appropriately. We see an Ontario where a wide range of people and places – individuals, family members, peers, family health providers, schools, workplaces and communities – are able to identify the signs of mental illness and addiction and take action, helping people find the best door for help and care.

**2. Meet People on their Terms:** Develop a range of evidence-based, person-directed services. People with mental illnesses and/or addictions are empowered to be active partners in their own recovery making informed decisions about their care. The system offers a broad range of approaches to care including: healthy development, psychosocial rehabilitation, recovery, harm reduction and trauma-informed services.

**3. Transform the System:** Provide access to a seamless system of comprehensive, effective, efficient, proactive and population-based services and supports by reevaluating current resources. The system provides a range of evidence-based services that are coordinated with other health services, and with other services that people with lived experience use, such as education, social services, housing and employment programs.

**4. Strengthen the Mental Health and Addictions Workforce:** Ensure we have the right people with the right skills in the right places. Sharing knowledge and promoting respectful evidence based services for people with mental illnesses and addictions is about taking a competency approach to care. Recognizing the value of life experience as well as academic training can help build a stronger and more efficient workforce.

**5. Stop Stigma:** Bring mental illness and addiction out from behind closed doors. Ontario eradicates stigma in the health system, in public services, and in society. We create healthy, supportive communities.

**6. Create Healthy Communities:** Fostering the development of supportive communities is a shared responsibility that requires the commitment of all segments of society and cooperation of all government ministries.

**7. Build Community Resilience:** Take a strengths-based approach to protect people from mental illness and addictions. Strengths such as family and friends, problem-solving skills, coping style, social skills and being connected to the community can help build resilience and protect people from mental illnesses and addictions. Communities are active partners in promoting health and wellness, and social inclusion.

For more information about our InfoNotes contact Dawn Berry Merriam at 705-743-5915 or email [dawnbm@pspc.on.ca](mailto:dawnbm@pspc.on.ca).



A United Way Member Agency