

10th Canadian Conference on Collaborative Mental Health Care

Recommendations from the Consumers Auditing the Conference

Preamble: The conference Planning Committee asked a number of consumers (10 agreed) to audit the conference and provide feedback as to how well the conference achieved the goal of “advancing the consumer voice”. Consumer feedback forms were provided and a post-conference debriefing and feedback luncheon were held. The complete summary will be provided to the Winnipeg group planning the 2010 Conference. Following are some brief thoughts and key recommendations arising from this process.

Brief Reflections

- Felt welcomed
- Interesting and relevant keynote speakers and workshops – challenging, enlightening, informative, thought-provoking
- Good experience but tiring – not enough breaks
- Affirming
- Able to network
- Empowering of consumers in Hamilton
- Should advertise more – did they really want consumers

Recommendations for Future Conferences

1. Sponsorship (inclusive of all costs) for consumer representation from each province.
2. Organize a consumer interest group meeting at conference to facilitate networking and the development of a national consumer voice and reference group.
3. Consumers to organize themselves so that there be consumer involvement and voice at all conference activities.
4. Intentional inclusion of consumer groups who have potential to experience greater marginalization, i.e. older adults, children/youth/young adults and those who have experienced incarceration.
5. Keynote presentation on the theme that consumer groups are advancing: “peer support at every point of entry”.
6. Consumer invited presentations, workshops and story boards.
7. Consider avenues to break down the distinction between consumers and providers, as many providers are also consumers and vice versa.

Much appreciation to those who so generously shared their time and wisdom with us!