

# Lived Experience Advisory Panel (L.E.A.P.)

## Helping Us Walk Alongside Our Service Users in Partnerships of Respect, Dignity, and Trust

### What is L.E.A.P.?

L.E.A.P., which stands for Lived Experience Advisory Panel, is a quality improvement initiative through the Canadian Mental Health Association Haliburton, Kawartha, Pine Ridge (C.M.H.A. H.K.P.R.) created in 2016. L.E.A.P. is made up of a diverse group of volunteers who have been C.M.H.A. H.K.P.R. service users. Drawing from lived experiences, L.E.A.P. offers valuable input on C.M.H.A. H.K.P.R.'s programming and services and guidance on matters such as policy changes.

“L.E.A.P. helps us to make sure what’s needed and wanted from service users is understood by staff and placed at the center of everything we do,” says Christine Crough, Manager of Peer Initiatives and Vocational Services with C.M.H.A. H.K.P.R.

As an organization, C.M.H.A. H.K.P.R. is committed to supporting recovery and providing client and family centred care, grounded in self-determination, collaboration, and inclusion. As part of C.M.H.A. H.K.P.R.'s continuous Quality Improvement program, L.E.A.P.'s focus is on ensuring that we are doing all that we can to fulfill these commitments.

L.E.A.P. aims to have all new employees trained in Client and Family Centered Culture of Care as well as increase our Recovery Statement's visibility at all C.M.H.A. H.K.P.R. sites.



### Supporting Recovery

#### To us recovery is defined as...

An experience where you actively engage in your own process, working independently and with others to enjoy a meaningful life in your own community, to fully exercise your rights and freedom as citizens, and to achieve the quality of life you desire.

#### Our approach to recovery is...

Working together in partnerships of empowerment and respect for lived experience, embracing key principles of hope, responsibility, self-determination, and social inclusion.

#### Embracing the recovery approach...

We recognize that you are a unique individual with the right to determine your own path towards mental health, well-being, and a meaningful fulfilling quality of life.



**Canadian Mental Health Association**  
Haliburton, Kawartha, Pine Ridge  
*Mental health for all*

466 George Street North, Peterborough, ON, K9H 3R7 Tel: 705-748-6711  
33 Lindsay Street South, 2nd Floor, Unit C, Lindsay, ON, K9V 2L9 Tel: 705-328-2704  
415 Water Street, Peterborough, ON, K9H 3L9 Tel: 705-748-6687  
info@cmhahkpr.ca @cmhahkpr @cmhahkpr @cmhaeducation  
www.cmhahkpr.ca

## What Have We Done?

Since being launched in 2016, the list of contributions L.E.A.P. has made to C.M.H.A. H.K.P.R. is extensive. One of these contributions includes developing the Client and Family Centred Culture of Care (C.F.C.C.) training model for staff mentioned above. C.F.C.C. training was created to support the development of a client and family centred culture of care within the organization and was delivered to 65 new employees in 2018.

To evaluate the training's effectiveness and the agency's culture of care, L.E.A.P. performs client file (C.R.M.S.) audits as well as audits through the Human Resources Department to determine the number of employees who receive C.F.C.C. training.

In addition to audits, L.E.A.P. asks for service user feedback via surveys which are available at reception at all C.M.H.A. H.K.P.R. sites. The results of the surveys have shown that 81% of respondents felt their C.M.H.A. H.K.P.R. worker asked for, included, and respected their input when making decisions about their care.

L.E.A.P. also collects C.M.H.A. H.K.P.R. staff feedback through surveys regarding the effectiveness of C.F.C.C. training.

In addition to the C.F.C.C. training program, L.E.A.P. has provided recommendations on policy, documentation, service delivery, and system changes, at 33 of C.M.H.A. H.K.P.R.'s Quality Improvement meetings.

Through their efforts, L.E.A.P. has made it possible to change C.M.H.A. H.K.P.R.'s long-standing attitude of 'doing for' to 'doing in partnership with' our service users.

"C.M.H.A. H.K.P.R. is way ahead of other mental health organizations in terms of its view and inclusiveness of the service user." says Alex Wilding, Acting Chair of L.E.A.P. "We hope that L.E.A.P. will lead to a more consistent, respectful, and consultative experience for those coming through the door."

## Join the Lived Experience Advisory Panel (L.E.A.P.)

We are recruiting new members to participate in the Lived Experience Advisory Panel. To apply, applicants are asked to draft a letter answering the following questions:

- Why are you interested in taking part in this panel?
- How was your experience with C.M.H.A. H.K.P.R.?
- What could we do to improve our services?

Send your application letter along with your name, address, phone number and email address to Christine Crough at [ccrough@cmhahkpr.ca](mailto:ccrough@cmhahkpr.ca) or mail to C.M.H.A. H.K.P.R., 466 George Street North, Peterborough ON K9H 3R7.



**Members of L.E.A.P. were recipients of the C.M.H.A. H.K.P.R. Distinguished Service Award**

