

# BRIGHT LIGHTS AWARDS



2020

## **Award: Mental Health and Addiction Support in Primary Care**

Central Brampton Family Health Team

### **Achievement: Coping Conversations webinar series**



Central Brampton FHT created a webinar series, *Coping Conversations*, to stay connected with their patients as a result of restrictions due to the COVID-19 outbreak.

Many patients of the FHT's mental health program team reported feeling disconnected and said they missed face-to-face contact. In listening to their concerns, the program team identified the underlying need for barrier free (no waitlist, no cost, no travel, and confidential) mental health groups that were relatable and meaningful to lived experience. These concerns planted the seed of what would become Coping Conversations.

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Although it began as a way of connecting with mental health patients, this weekly webinar series has evolved into a supportive community of people who not only gain insight and understanding about themselves and their own wellbeing, but also gain peer support in the way in which participants share their lived experience. Topics include Self-Awareness, Navigating Family Dynamics, Building Better Boundaries and Cultivating Fulfilling Relationships.

Following each webinar, attendees are polled anonymously for feedback. Eighty-nine per cent of participants agree or strongly agree that the webinars are helpful.

The mental health program team, which consists of two social workers and a psychologist, believes that the series is only in its infancy and has lots of room to grow and expand. Their vision includes partnering with guests who join the webinar to speak to their specialized area of practice and share their unique approach and insight.

This achievement offers an example of how to innovate new ideas by tapping into a team's best resource – their patients. Doing so is the embodiment of true person-centered care and recognizes that leading a lived experience-focused group creates meaningful engagement, which in turn leads to better health outcomes.

The program team has used social media to expand the reach of its work. They launched an Instagram account specifically for mental health, independent of the FHT's main account. The account has attracted a following across Ontario, Eastern Canada, and the U.S.

## Key Facts:

- Created in response to needs expressed by patients during COVID-19
- Provides safe space to gather information and ask questions
- Webinars available via video & audio, video only, and audio only
- 89% of participants agree or strongly agree that webinars are helpful
- Collaborating with local partners will allow team to expand range of topics and number of participants

## Contact Information:

- Andrea Wilson [awilson@cbfht.ca](mailto:awilson@cbfht.ca); Jessica Fawcett [jfawcett@cbfht.ca](mailto:jfawcett@cbfht.ca), Central Brampton Family Health Team