

THE ASSOCIATION OF FAMILY
HEALTH TEAMS OF ONTARIO'S (AFHTO)

2020
**BRIGHT LIGHTS AWARD
WINNER**
FOR MENTAL HEALTH SUPPORT
IN PRIMARY CARE:

CENTRAL BRAMPTON FAMILY HEALTH TEAM'S
WEBINAR SERIES
'COPING CONVERSATIONS'

FACILITATED BY OUR MENTAL HEALTH PROGRAM TEAM:

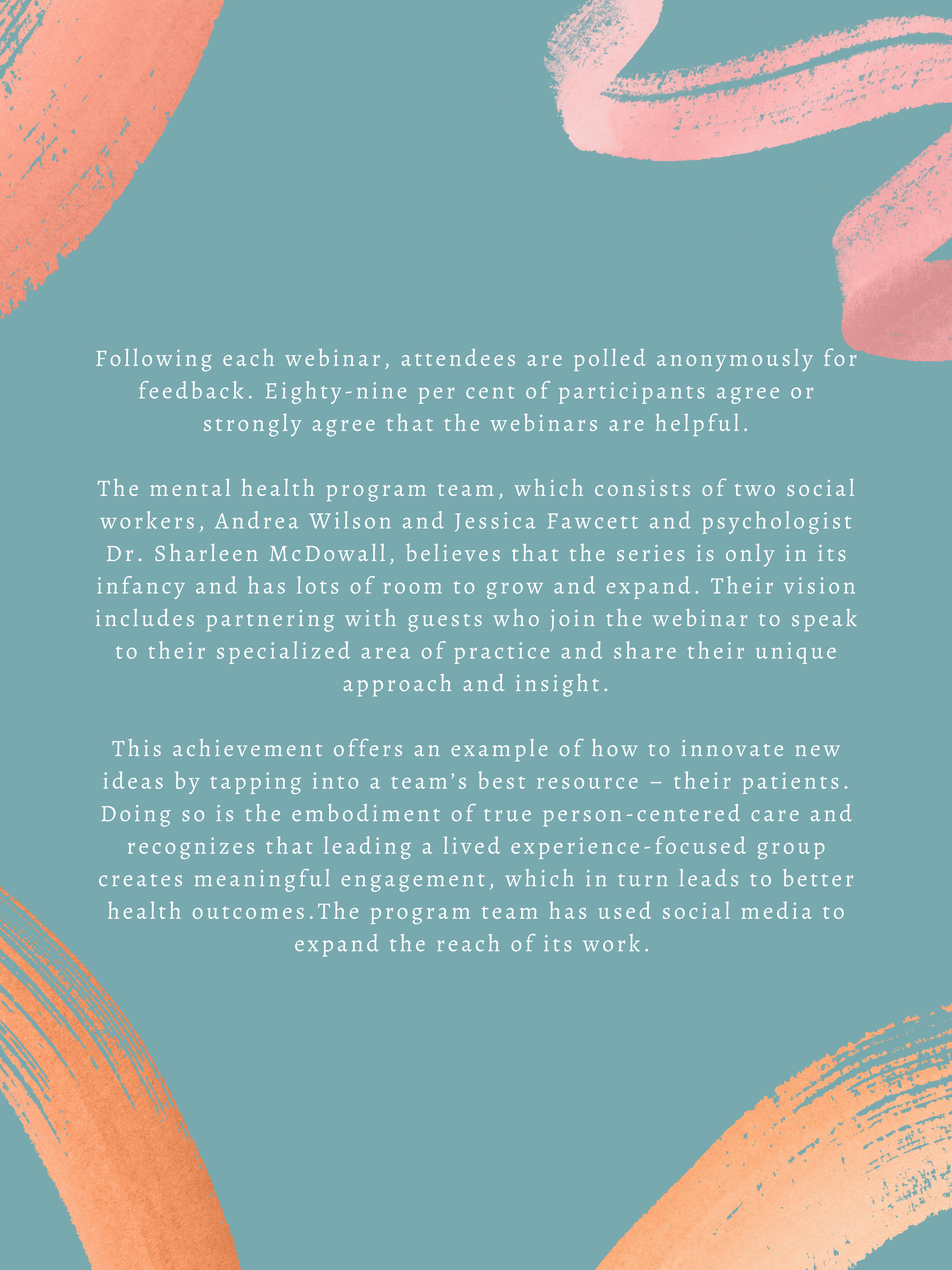
ANDREA WILSON, MSW, RSW
JESSICA FAWCETT, MSW, RSW
DR. SHARLEEN MCDOWALL, C. PSYCH

How it started

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 shared that they missed face-to-face contact. By 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'.

Although it began as a way of continuing to provide care to patients beyond phone contact, 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, Cultivating Fulfilling Relationships among others.

The background is a solid teal color. It is decorated with several thick, expressive orange brushstrokes. One large stroke is in the top left corner, another is in the top right, and two more are in the bottom left and bottom right corners, creating a modern, artistic feel.

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

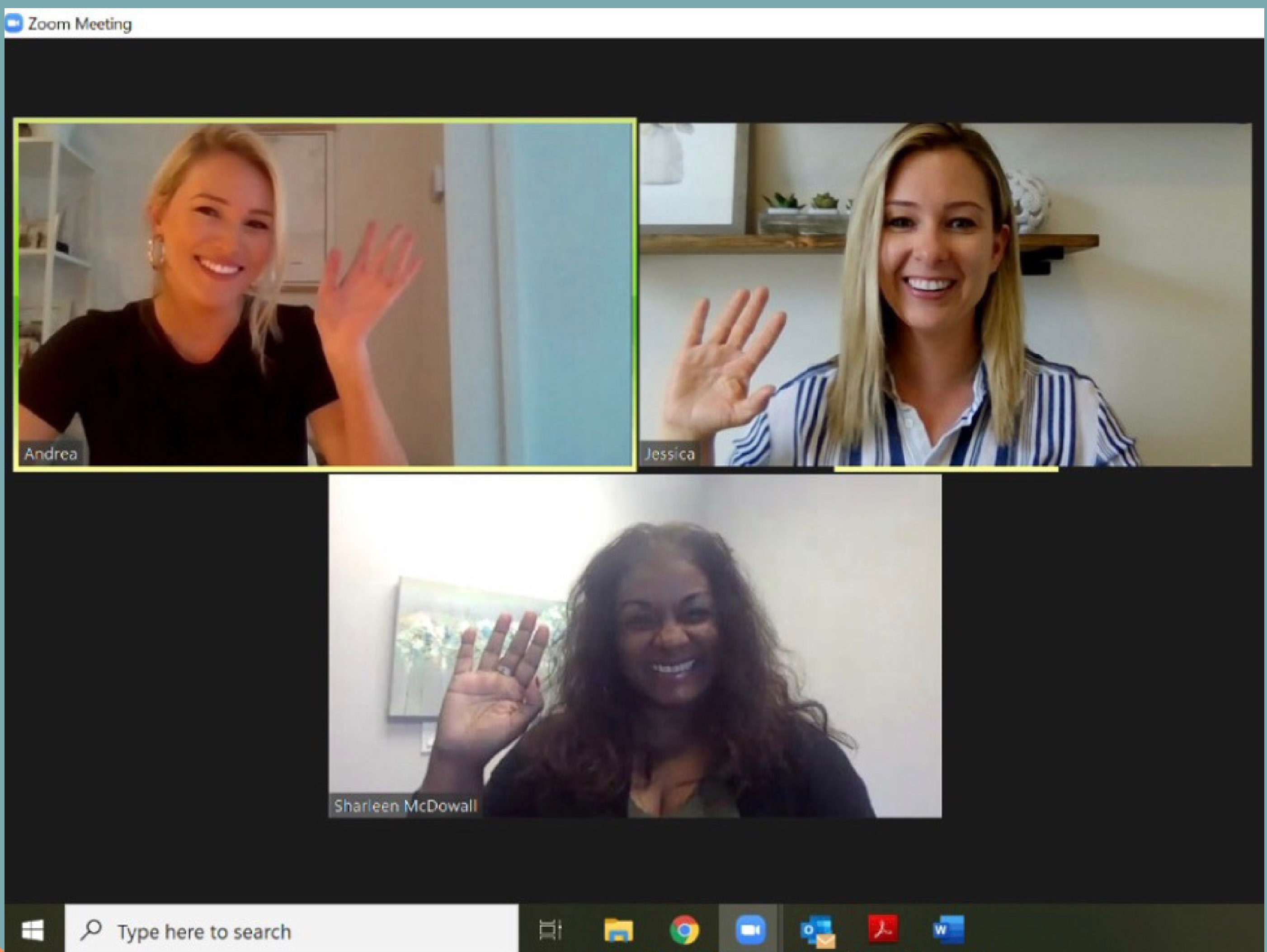
The mental health program team, which consists of two social workers, Andrea Wilson and Jessica Fawcett and psychologist Dr. Sharleen McDowall, believes that the series is only in its infancy and has lots of room to grow and expand. Their vision includes partnering with guests who join the webinar to 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.

The facilitators

Andrea Wilson, MSW, RSW

Jessica Fawcett, MSW, RSW



Dr. Sharleen McDowall, C. Psych



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.

Congratulations to this team effort that supports registered patients of Central Brampton Family Health Team, BramEastFamily Health Organization, and the community at large!