



“SHIFTING FROM CRISIS TO QUALITY” SURVEY QUESTIONS

1. What age group do you fall into?
2. What community, city, town, or region of Ontario are you from?
3. Do you know where to go to access mental health services?
4. If you will be transitioning to adult mental health services in the near future, is your child and youth service provider working with you on a transition plan?
5. If you’ve already transitioned out of child and youth services, did your service provider work with you to ensure you had a transition plan in place?
6. What gaps do children, youth, and families face when transitioning between services?
7. What do you feel child and youth mental health service providers could do to help children, youth, and families bridge the gaps you identified in the previous question?
8. Would it be helpful to take a “compatibility test” to help you find a counselor or therapist who is a good match for you as you’re transitioning into adult services?
9. Do you think the age limit for child and youth mental health services should be raised from 18 up to 25?
10. Do you identify as being part of a marginalized group or community? (Please note: if you answer ‘yes’, you will access additional questions).
11. How can child and youth mental health service providers better serve you in regards to your identity as someone from a marginalized group or community?
12. As a marginalized youth, do you believe it is necessary to be treated by a health professional/ clinician who identifies similarly to you, in order for you to feel comfortable?
13. Have you ever felt marginalized in your experience in child and youth mental health services (either in terms of the treatment you received, or your broader experience with a service provider)?
14. Do you believe that undergoing cultural safety/diversity education should be required for child and youth mental health service providers, in order for them to become more aware of the mental health issues affecting marginalized youth in particular?
15. Do you identify as being from a rural, remote, or northern community in Ontario? (Please note: if you answer ‘yes’, you will access additional questions).

16. Have you heard of any mental health services outside of your community that you wish you could access within your community (but cannot)?
17. How do you travel to your mental health services?
18. How long does it take you to get to appropriate mental health services?
19. If you don't have access to mental health services within your community, do you think using telephone/internet-based counseling and therapy services is a good option?
20. If you don't have access to mental health services in your community, what are you doing to manage without those service?
21. Which of the following is needed in order for youth to be able to effectively collaborate with child and youth mental health service providers? (Please select all that apply).
 1. Meaningful relationships
 2. Transportation to and from the service provider
 3. Opportunities for youth to participate in skills development training
 4. A safe space
 5. Open and honest conversations
 6. The opportunity to lead initiatives
 7. Immediate access to support from counselors/therapists during risky conversations
22. What else (other than the options identified in the previous question) is needed in order for youth to be able to effectively collaborate with child and youth mental health service providers?
23. If you collaborated with your child and youth mental health service provider, was it a positive or negative experience?
24. Should young people be paid or receive an honorarium for collaborating with child and youth mental health service providers?
25. Are there ways child and youth mental health service providers can compensate youth other than through payment or honorariums?
26. What do you want your family and adults at your school to know about mental health?
27. What can child and youth mental health service providers do to help improve adults' understanding of mental health, in the ways you identified in the previous question?
28. How can child and youth mental health service providers work together with both families and school to support your mental health and well-being?
29. Is face-to-face counselling and therapy still relevant and helpful to youth?
30. Instead of, or in addition to, face-to-face counselling therapy, what other services and treatment options should be available to children and youth? (Please select all that apply).
 1. Telephone-based or video conferencing services (e.g., Skype or Facetime)
 2. Digital services (e.g., texting, chat)

3. Experiential or exposure therapies (e.g., adventure-based learning opportunities where young people experience an outdoor activity)
 4. Play, music, art, or sports therapies
 5. Other (please specify)
- 31.** How can services be designed or made available in a way which makes it easier for youth to access?
 - 32.** What types of services are you most likely to access on evenings and weekends?
 - 33.** When you're struggling with how you feel (emotionally or mentally), and you know you need help, what's the most helpful thing that child and youth mental health service providers can do to help you?



QUESTIONS ASKED DURING CONSULTATIONS IN TORONTO

1. Share a time you needed support for your mental health. What did you do to try to get support? Did you get the help you needed? OR Share a time you felt supported and or unsupported in your community on your mental health journey.
2. Do you think you face any unique barriers to accessing mental health supports because of a stage you are in (for example, transitioning into adulthood) or a community you belong? Why do you think you (and others like you) face these barriers?
3. Building on question 2, what can we do to make mental health services easier to access for these communities? For everyone?
4. FLASH ROUND: Tomorrow, the Youth Action Committee is meeting with the Minister of Children and Youth Services, Minister Michael Coteau, and we'll be asking him to take our messages to the Premier of Ontario, Kathleen Wynne. And over the next two days, the Youth Action Committee and The New Mentality will be speaking to hundreds of folks who directly provide child and youth mental health services, to tell them about what we're hearing from youth. We want to relay your messages about what needs to be done to make the mental health system work better for you!
5. What do you want us to tell Minister Coteau?
6. What do you want us to tell service providers?

QUESTIONS ASKED DURING CONSULTATIONS IN THUNDER BAY

1. What are the ways you have felt supported or unsupported while seeking help?
2. What do you need to navigate through the mental health system? While you were going through the system or seeking help, what could have made it better?
3. If your community was given significant funding for mental health, what would you want your community to do with it?



SUMMARY OF THE YOUTH ACTION COMMITTEE'S 2017 CONSULTATIONS

In the fall of 2017, the Youth Action Committee of Children's Mental Health Ontario and The New Mentality held two youth consultations: one in Thunder Bay in October, and one in Toronto in November.

Between these two consultations, the YAC heard from more than 100 youth from across their province. We heard some stories about where the mental health system supported them. But we also heard about the ways in which the system let them down, the barriers they faced, and most importantly, we heard their ideas about how to improve the system.

EMERGING THEMES

Access to Services in Northern, Rural, and Remote Communities

Youth expressed the challenges they experienced accessing mental health services in Northern Ontario, rural communities, and other remote areas throughout the province. Not only are there very long wait times for services in these areas (sometimes months or years!), but when these services don't exist in your community, you have to try to access services in another community—and this comes with additional barriers (for example, transportation time and costs, having to leave your home and family, missing school etc.).

Indigenous Youth and Indigenous Communities

In Toronto and Thunder Bay, we heard about the unique challenges faced by Indigenous youth and Indigenous communities. There often aren't any culturally appropriate services for Indigenous youth in many parts of the province, and there are not enough opportunities to work with Elders and First Nations mentors and counsellors. And for Indigenous youth living on reserve, there is often very limited access to services within their communities—or even close to their communities. The various challenges experienced in these communities make the need for mental health services even greater.

Agencies' Ability to Meet the Needs of Groups Facing Heightened Risk

The YAC heard from many young people who face a range of face identity-, language-, culture-, and race-based barriers to receiving mental health treatment. Often, services aren't designed to meet a diverse set of needs, and staff do not necessarily possess the knowledge or training to ensure they can meet

the needs of these youth. For example, there are limited French services in most parts of the province, and youth feel that often counsellors and therapists need more training to help ensure their services are LGBTQ+ friendly.

Family and Peer Support and Mental Health Education

A recurring theme was how valuable peer and family support was to youth, and how challenging their experiences were when they didn't have that support. Organized peer support groups within agencies can be incredibly valuable. And even just having better understanding of mental health and mental illness can help friends and family be more supportive. Ensuring school curriculum has mental health education within it, that schools offer training for teachers and workshops for parents, and for workplaces to offer training for adults will all help improve how we understand and relate to young people facing mental health challenges.

Transitional-Aged Youth

Many youths expressed frustration with being turned away from services because of their age, and being expected to find your own support once you turn 18. At this age, youth acknowledge they aren't children, but also don't feel like adults. For many youth, they don't have any transition supports, and it is easy to get lost between services and organizations.

Funding

Of course, a key barrier to providing youth with the services they need continues to be funding. Youth are simply having a hard time accessing a mental health service and staff at mental health agencies that are already stretched too thin. Many if not all of these problems that contribute to our broken system won't be resolved without more funding.



METHODOLOGY/PROCESS

The purpose of conducting a survey was to collect data around solutions for the problems or gaps identified in the previous years' committees' consultations in Toronto and Thunder Bay. Using the database, *Survey Monkey*, the 2018 YAC designed a survey titled ***Crisis to Quality*** which consisted of 33 questions. The questions included multiple choice and open-ended formats, which all fit under the following categories identified as themes from the previous years' committee' consultations in Toronto and Thunder Bay:

1. Transitions in services
2. Anti-oppressive practices
3. Serving youth in rural, remote, and Northern communities
4. Collaborating with youth
5. Mental health education

The questions were developed by the 2018 YAC members with the help of Kimberly Moran (CEO of CMHO) who shared some common questions she had received from services providers that were incorporated into the survey.

The survey was distributed using social media (Twitter and Facebook) in addition to phone calls and emails sent through members of the YAC, CMHO and The New Mentality network. Individuals under the age of 30 were invited to take part in the survey. The survey was launched on June 8, 2018 and remained open until June 25, 2018 at 11:59pm.

THE NEW MENTALITY
DISABLE THE LABEL

