Summary results

1. If you were managing a mental health service in your community, what would be your top three priorities for community mental health?

Variable	Count
a)	52 responses
b)	49 responses
c)	45 responses

behaviourly trouble children

being able to talk and give them help

When the feeling started what happened

24/7 availability

adjust how the illnessif dealth with depending on each person

give people a purpose

caring staff

more engaged counselors more follow through

groups after school

walk in clinic

decrease waitlist

more awarness of services offerred

building a rapport

more engagement

easy/quick access

bullying

prove how important mental health is through presentations

prove how important mental health is through presentations

apealing

old people

prevention

promote awareness of mental illness

stability

lead them to the right direction no matter what the issue

education

children

available spaces to meet

providing info on different mental health illnesses

check ups on students or person

making more people and parents aware of the program.

sense of belonging created

shelter

try to involve the famiy (if safe)

crisis support

community input (about what works and what doesnt)

negative impacts on the community

interaction with others who have gotten better because they seeked help

to help out as many people as possible

looking int who has family history or reason to need help

everyone is at risk ad suceptable

giving people the proper help

sustainability

something like a personal setting.

community

reading material

inform people about how the services will help

course for unstable parents

getting children rides

Coping styles that work for them

in school access

help get rid of the stigma that surrounds mental health

get people engaged in people, like other human beings

easy to access facilities

longer services

decrease wait time

help more youth

presentations for class

make it easier for youth to connect

ensuring they know its a safe place

walk in clinics

come into school more

the resolution of a problem

anxiety

accomodate to those with exstensive problems

make it available

understanding

teens

safety

promote at schools about the services available (presentation)

privacy

to be a meanigful support for kids who are having trouble

suicide prevention

fmily work

quick service

making services easily accessed

support

being free at all times and no waiting list

education

water

be open to all age groups

more availabilities

psychologist

community awarness (that differenthelp options are aailable)

children at risk

make sure yung people feel safe in the community

putting info out there

destroying negative stigmas associated with mental health

open doors, aplace to talk

resources

young adults

awareness

easy hours

different therapy types/staying with the same counsellor

patient/client wait times

Raise awarness about help options

Adolescent development therapy/info

Finding out whats really wrong because someone might not be telling the full truth

Why the person may feel the way they do

support groups

the youth has a constant resource to go to if they need help

lets skip meantal health, get community, people develop mental issues, they are not gonna do something new

available personnel

less wiat time

so there qualified staff

less wait time

coming into schools

decrease waitlist

making kids feel comfortable

lower wait times

going into the community more

confidentiality

depression

open doors

assist everyone that needs help

reduce stigma

friendly

kids

support/mechanisms

make access for students/kids easier

support

The well being o fkids in highschool

youth stigma

dealing with teens with depression, drugs, etc.

Having some one you connect well with

recognition among schools and workplaces

awarness

helping youth and adults with mental illness, counselling

support

food

Make the community feel safe and open to opinion

mental health awarness

counselling/therapy

different counselling options(groups, one on one)

causes of mental health

being available

ability to come to the centre at all times

erasing stigma

making it known

educating others
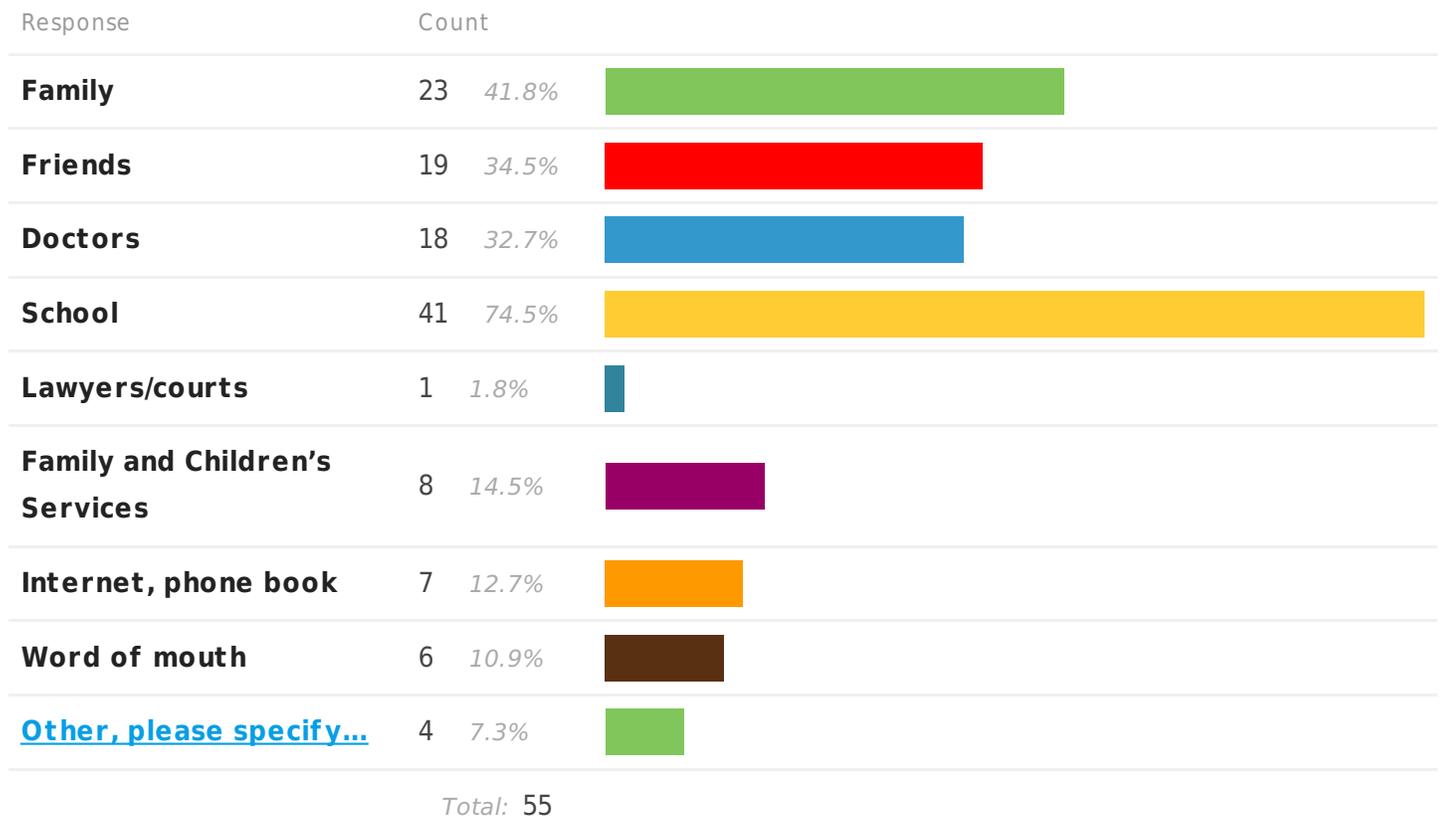
awarness

education

Youth

Communication

easy transportation

transportation, money - ways to actually be able to get help

caring

for people to know they are not alone when they have problems

2. How did you learn about child and youth mental health services/resources in Lanark, Leeds & Grenville?

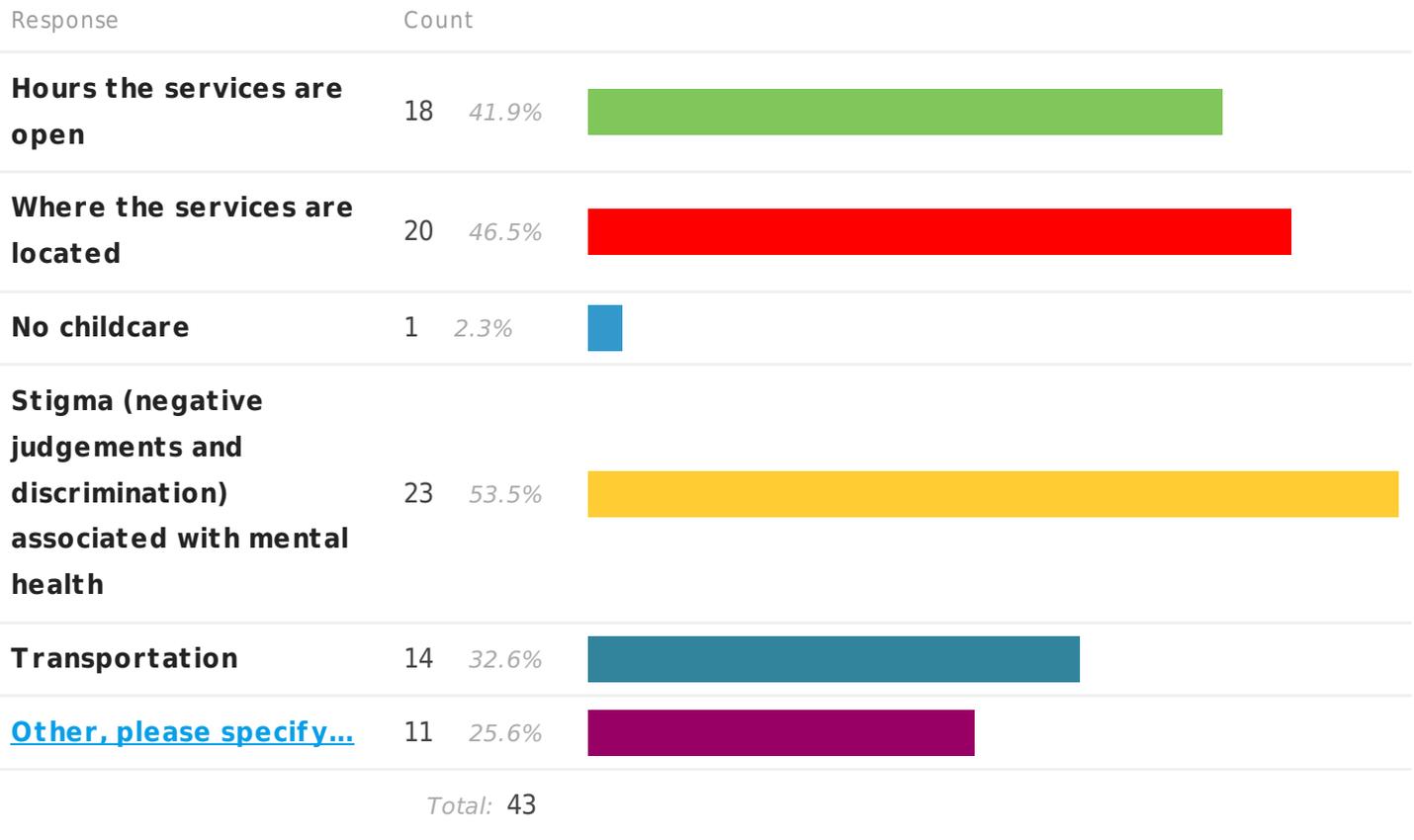| Response	Count		
Family	23	*41.8%*	
Friends	19	*34.5%*	
Doctors	18	*32.7%*	
School	41	*74.5%*	
Lawyers/courts	1	*1.8%*	
Family and Children's Services	8	*14.5%*	
Internet, phone book	7	*12.7%*	
Word of mouth	6	*10.9%*	
Other, please specify...	4	*7.3%*	
	Total:	55	

This is the first time ive heard of it, wait does open doors count? Ive been in open doors.

teachers

barley heard of it

presentation

3. If you have found (or continue to find) it difficult to find or use mental health services in the last several years, what are the specific things that have gotten in the way?

Response	Count		
Hours the services are open	18	*41.9%*	
Where the services are located	20	*46.5%*	
No childcare	1	*2.3%*	
Stigma (negative judgements and discrimination) associated with mental health	23	*53.5%*	
Transportation	14	*32.6%*	
Other, please specify...	11	*25.6%*	
	Total: 43		

confidentiality

constantly apts were re-scheduled at the apartment

no real connection between counselor and students, counselors are more "to the book" than understandng their parents on a personal level.

not enough time with worker

couldnt find time at the moment

im too old

You have to fit a certain criteria before someone will help you

not wanting help

finding that it doesn't help

4. How long did you wait to receive help from child and youth mental health services?

Response	Count		
Less than a week	4	*8.5%*	
One week to a month	15	*31.9%*	
Between one month and six months	15	*31.9%*	
Between six months and a year	7	*14.9%*	
More than a year	3	*6.4%*	
More than two years	3	*6.4%*	
		Total: 47	

5. Are you aware of the following services?

Variable	Yes	No	
Mental health walk in clinic	26 *63.4%*	15 *36.6%*	*Total:* 41
24 Hour/7 day per week crisis services	27 *65.9%*	14 *34.1%*	*Total:* 41
After hours crisis line	27 *65.9%*	14 *34.1%*	*Total:* 41
Residential treatment	11 *26.8%*	30 *73.2%*	*Total:* 41
Short-term care/Family Aid (Respite services)	18 *47.4%*	20 *52.6%*	*Total:* 38

6. How important are these mental health services to you?

Variable	Very important	Somewhat important	Not important	Unknown		
Mental health walk in clinic	31 *58.5%*	14 *26.4%*	4 *7.5%*	4 *7.5%*	*Total:*	53
24 Hour/7 day per week crisis services	30 *56.6%*	14 *26.4%*	3 *5.7%*	6 *11.3%*	*Total:*	53
After hours crisis line	29 *54.7%*	12 *22.6%*	6 *11.3%*	6 *11.3%*	*Total:*	53
Residential treatment	12 *23.1%*	20 *38.5%*	8 *15.4%*	12 *23.1%*	*Total:*	52
Short-term care/Family Aid (Respite services)	17 *34.7%*	12 *24.5%*	8 *16.3%*	12 *24.5%*	*Total:*	49

7. If you used the services mentioned above, what worked really well?

Response	Count
	24 responses

24/7 day per week crisis services they were there when i needed, them and helped solve the issue

mental health walk in clinic

having someone to talk to

Being able/having the option to go to a walk in clinic without prior questioning/appointments

the crisis services made me feel like i could always get help

i had a counselor that i would talk to once a week

i dont have to put my problems on my friends/family

kids help phone: very good and easy to get a hold of someone, very respectful and understanding.

i have not used any of them, but i think it is extremely important to have these for people whom need it.

mental walkin clinic, having someone who I could talk to without stress, someone who is empathetic and understanding people that care

ease of access

the after hours crisis line was a big help, as well as residential treatment

24/7 services works very well for me because than i for sure have time to get to meetings

weekly counselling sessions @ open doors perth

the short term care/ family aid

i have not used any i believe, but would like to with more information. i've had a rough go and people to talk to sounds amazing/helpful.

haven't needed to use it

24/7 crisis support because it is more of a struggle at later hours.

What really worked was how fats the short term care help was.

I've used mental health walk in clinic and it really worked well for me.

Mental health walk in clinics would be helpful because a mental illness is not planned so walking allow you to go when your feeling most suicidal.

walk-in clinic

individual counselling

8. What are the current challenges to receiving quality mental health support?

Response	Count
	47 responses

Its not a popular trend among teens, negative views and such.

Well if there is something horrible going on at home and I can't talk to my parents about it or use the phone there is no way to solve it.

Family not agreeing with me to see a counsellor and sometimes not seeing the counsellor everyweek (hard to talk about what has happened in the past how ever long

It was finding somewhere and someone to introduce me and sign me up until the school set it up for me.

The current challenge is having it when its not needed, but not having it when it is needed. Meaning the appointments are few and far between, so when I'm in crisis Im not sure what to do.

umm.... I have no idea...

finding a counselor you really connect with

long waitlist
intake apt during school time

if the child doesn't want support

- wait times
- severe mental health
- agencies not seeing youth because their is no parental involvement

-going
-telling ur story
-waitlist

- counselors saying i do not need counselling
- wiattimes
- being passed around from counsellor to counselor

-acceptance of it
-asking the client what they want to talk about
-matching client to counselor

- wait time
-parents
-anxiety in sharing
- friends
- confidentiality
- judgmental counselors

youth not being open to it
- youth feeling judged

having to wait to see/talk to someone

being able to express my feelings and thoughts.

i dont like to talk about my problems that much

a lot of kids make fun of/use stereotypes when mental health is brought up at school, so id like that to be addressed.

having friends/family to support you-knowing of ways to help.

i dont know

I'm told by doctors that im crazy and tell me to have a good life cuz supposedly theres nothing they can do for me.

the stigma associated with it trying to keep it as private as possible.

1- creating a personal connection with counsellor
2 - stigma around mental illness
3 - fear of others making me an outcast in society

i think there is a lot of stigma about mental health so people are intimidated to use the facilities offered.

a challenge is being 100% honest with your worker because u are afraid

the stigma

not enough time spent with workers, more people needing support then there are people.

i used to feel rushed in my meetings but now i feel happy with the services i have.

absences in social workers delaying appointments

transportation and hours

having to wait to receive the help you need.

location, availability, finding time

I think the first step is always the hardest - knowing you need the help, Then being able to reach out for the help. Hardest = talking about it.

getting the courage to go and talk about it availability

the knowledge of those who're helping/suporting u.

I have not experienced it personally, but I hear that others have had to deal with long wait times or not having services close to their area.

finding a place open all times

cost

The best resources for me are not free and i cant afford the help i need.

Transportation

-people not wanting help because its hard to connect to a stronger; people want to be helped by those that are close to them.

- lack of knowledge about mental illness.

My counselor keeps counseling my appointments.

- therapy does ot help - need variety of techniques
- you dont stay with the same counsellor etc. for a long time
- having to pay to go to a psyhiatrist
- people put their opinions into their therapy
- dont ask you what you want

after the intake, the wait time to be seen

its good

9. How would you change the existing mental health service system in your area?

Response	Count
	43 responses

Maybe have them in the schools interacting a bit more with students

I wouldnt change it because if you need help there are a lot of people to help especially teachers, thats where my help started.

Making sure they are able to meet with you once a week.

make them more available to us more frequent.

Their skills should be required to learn Dialectal behavioural therapy and teach it to certain people who need it. Giving the youth resources and coping methods when away from the people who can help them.

we have a mental health service system?

updated building: more modern/not at the top of a long flight of stairs

- come to my school
- more presentation for me/my family
- have more youth groups
- younger staff
- seeing students regularly

- less wait time
- more involved in schools

- come to school
- class presentations
- less judgmental counselor

- by coming to my school
- less waittime
- walk in clinic

make it more accessible
child could do referral
groups on mental health

come into schools more - do presentation to lessen the stigma
-transitions with client

groups being offered less wait times

- better hours
-just youth counseling not parent
- after school groups for anxiety
counselors not cancel on clients repeatedly

make the process quicker to receive the service

having younger counselors to talk to so they can kind of relate

i would try to decrease the stigma associated with mental health

nothing

i would make them more known of.

dont

i dont know

I would make it so that a student in need would not have to wait so long to be assigned a long term counselor.

nothing, the local services work great for me and my family

i would have more of them, also have more events to help raise awareness

I think it is a great, i just think schools should have their own office just for the school, make sit more accesible for kids.

i would add to it and get more workers involved

make youth more aware

give transportation

- being available to anyone at anytime
- no charge (free/no money) (if it costs money)
- being more out there approaching certain students who need your help.

continue to educate people about importance of mental health

Make it more open/connect more with the town

i would make it a lot open, and available to everyone in the community

i would put a crisis intervention centre in with the existing services.

i would add more opportunities for things like group therapy.

make it more clear who and what it is. Everyone tells you about the help out there, but noone tells you where.

make it more aware

I feel like they treat me like a child, I want to access services for teens or young adults.

- have younger counselors to help connect with younger people
-treat mental illness like a common, because many people suffer from mental illness, it is not rare.

I would make it more accessible and more open.

I wouldn't change anything, I really love our health service in Kemptville.

I like it

wouldn't change

10. What would make that experience better for you and other youth?

Response	Count
	39 responses

alot of teens probably feel like their best choice is to ignore their problems and not expose it. They need to know about the relief of counselling.

I think that having maybe a text where you really cant handle anything and theres noone to talk to so

someone would come and bring you to one of the services or just have a counselor come to talk.

When we have something to talk about we say it dont have to try and remember until next session or deal with it by yourself.

Give more opportunity to work with youth but do not force youth do come.

uhhhh....???

Counselor could ask what you want instead of choosing what thing is best for you.

- more groups (circles) would decrease stigma

more one on one and less wait times

- doing more fun things with a counselor
- meetings with counselor and school

supportive, non-judgmental counselors

- more relationship building with clients

having the place happy and colourful

being able to have the connection with the person your talking to.

If more people knew about different types of disorders, mental health issues that arent talked about so kindly (ex. depression, shizophrenia, etc.)

i like everything they already after

someone whos been through the same stuff.

nothing, its good

if they had more understanding of what the youth is going through

if i didnt feel like i was on a time constraint

to end the stigma around mental illness and respect from others who do not understand

you wouldnt feel like an special case as much, like it would feel a lot more casual, if they had it in schools. more kids would want to go because they would feel more comfortable.

statistical education to prove that it is normal

getting to spend more time with the worker and some group sessions.

choosing the positive or negative topics

awareness

be easier to get help and someone to talk to.

Being there for as many youth as possible. I prsonlly have been waiting over a year for the help i need, im still on a list.

Staff more specialized at dealing with specific age groups

like a teen group/get together

better people to talk too, more happy/friendly environment to be in.

other youth talking about their experiences, and how they have been affected by mental health

Make it look less sad. Having mental illness doesnt mean things always suck you can still have a laugh and go out and be sad the next day.

Different free resources for young adults

- to feel sense of accomplishment

If the counsellor opened up more

When we get into counseling it does take a bit to get in, my experience would be better if I could get in quicker.

- have way more counsellors and psychiatrists
- provide different techniques for therapy, art, songs, animals
- change the atmosphere to be more positive
- have a walk in area

more youth groups and crisis care groups

come to house

11. What kinds of things (i.e. your main concerns) would you like support with?

Response	Count
	26 responses

depression/anxiety

my main concern is losing my kidney

"

reducing stigma

mental illness

depression, anxiety, dealing with death

dealing with stress, working through past problems, anxiety

- my future
- my family
- my place in society

i dont need support, but would like to see more people reaching out to others who do.

-anxiety
-coping strategies
- depression

anxiety in senior student

dealing with anxiety and depression

more activities for people with anxiety

suicidal ideation, anxiety, depression, eating disorder

Depression, anxiety, i need a counselor, finding the right medications for me.

Bein able to talk to someone like they aren't there. Rant like theres no tomorrow, flush everything i have locked in my head out.

my mental illness (depression) counselor dont help whatsoever

self-esteem

anxiety
self-harm

suicide

- feeling of loneliness to more of a push towards inclusion.

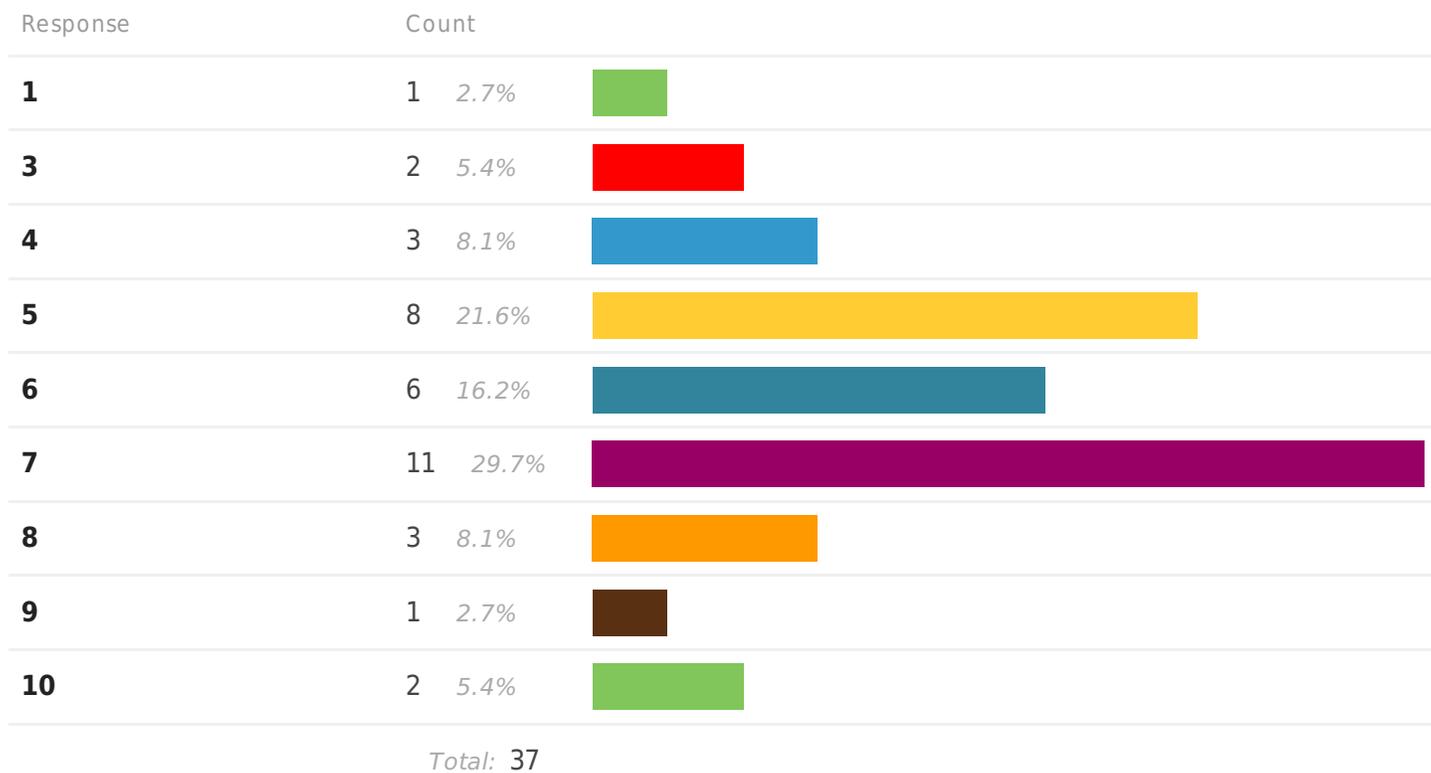anxiety, depression, coping methods

mental illnesses

getting help with depression

mental health, boys, foster mom, anxiety

steps to improve mood

12. How would you rate the awareness of mental health and mental health services in your community?

Response	Count		
1	1	2.7%	
3	2	5.4%	
4	3	8.1%	
5	8	21.6%	
6	6	16.2%	
7	11	29.7%	
8	3	8.1%	
9	1	2.7%	
10	2	5.4%	

Total: 37

13. What can we do to improve that?

Response	Count
	32 responses

eliminate stigma through community engagement - presentations guest speakers etc.

having assemblies to inform students

find people that understand you more

do more presentations with more range on different mental health problems.

talk about it more

have people understand mental illness

cant

no clue

more awareness campaigns

go to more schools, support students to come forward for help and to end the stigma

i think that there are people who are trying to raise awarness but I also think that we should hold more events to get people involved and aware.

have offices in schools to make it more accessible for kids.

education, more face to face access.

put more into schools and more group sessions in the town

i find sometimes i used to feel rushed during meetings. the person im with now makes me feel like my needs are important.

assemblies in school

Have more counselors out there and available to talk to people. (no waiting list) a big struggle is waiting for the help you need.

Get it out there more. Have bigger ds.

not sure

have more accessible locations, local help lines, crisis centres that arent in Ottawa only.

school programs like DARE (drug awarness), but for mental health instead.

Try and get kids more comfortable with going to the clinics

make it known what kemptville actually has instead of being vague and saying so many options, but not stating the specifics.

tell classes

awarness opportunities for adults

marketing

-gett the word out
- promote the services
-use social media to teach people about mental illness

end the stigma

- more youth guest speakers

-posters with services listed

-teach about mental health in school, mandatory course

improve intake and diagnostic abilities

nothing, get known

raise awareness in schools

14. Any other thoughts or comments?

Response	Count
	14 responses

Your help to members in the community is important, thank you.

I like how everything is private and no parents needed for registration, and how they come right to the school during school hours so no one has to know.

Are you sure I should be taking this? Really, why am I writing this?

really enjoyed the focus group

no

these services have helped me alot

keep sending jessie

nope

surveys to assess general mental health and need for supoprt

I have my doctor in Carleton Place, having help in Perth (where I live) would be great also. Put ypurelf more out there and please no waiting lists!

thanks

the stigma around mental illness creates a barrier and results in people not wanting to get help. So, mental health services should try and eliminate the barrier.

- workshops on mental health fro teachers
- have students share their stories with teachers
- a psychiatrist at school
- a room for relaxing where people can go when they are really down
- tea @ school for anxious people
- more support at school

I have had a lot of help, and feel like I have learned quite a bit and can manage very well.