

MEDIA RELEASE

Two Healthy Change Champions Working to Build Healthy, Inclusive, Resilient Communities

May 9, 2013 - Through collaboration with others, Marion Quigley and Shana Calixte are working to create healthier, more inclusive and resilient communities in Sudbury and throughout the North East. In recognition of their outstanding work to both improve access to mental health services and break down barriers caused by stigma, the North East Local Health Integration Network (NE LHIN) has awarded the two mental health leaders its Healthy Change Champion Award.

The recognition awards coincide with Mental Health Week in Canada, May 6 to 12.

“Both Marion and Shana are making a difference for people who are either experiencing a mental illness, in crisis, or taking steps toward recovery,” said Louise Paquette, CEO, NE LHIN. “They are leaders who believe in collaborating with others to shift the system so that it puts people, not organizations, first. Not only that, but these two women are also working to change people’s perceptions of mental illness and break down stigma.”

Marion, the CEO of the Canadian Mental Health Association (CMHA) Sudbury / Manitoulin Branch, has been working in health care for almost four decades, including 20 years in mental health. Over the past year, she has collaborated with other community organizations including Health Sciences North and the Greater Sudbury Police Service to create a new model for Community Crisis Intervention Services.

This new program, which saw Crisis services move from the hospital to a downtown location, opened in October 2012. Now operating seven days a week, it both helps connect people to care who walk into its Cedar Street office or through its mobile unit, which travels to them. The CMHA has been instrumental in providing leadership in moving the model forward, developing and administering training to police, as well as, through the work of its patient navigator. Already this new Crisis Model is making a difference with use up by 100%, reducing the number of patient seeking help in the emergency department (ED), and 60 fewer hours a month spent by police in the ED. (See the impressive results in the background).

Shana is the Executive Director of NISA/Northern Initiative for Social Action, a consumer/survivor initiative located in Sudbury, where she provides organizational leadership, as well as advocacy for mental health consumers. Witnessing the recovery of others through peer support, Shana believes in the power of mutual support to challenge as well as strengthen the mental health system and often speaks about the need to include a health equity lens into peer support work.

Working with the CMHA, NISA rolled out the Sudbury Warm Line to become a regional program serving the North East in 2011. Staffed by those with lived-experience/peers, located in offices in Parry Sound, North Bay, Timmins, Sault Ste. Marie and Sudbury, the Warm Line number of calls have increased from an average of 10 a night to now between 20-40. The Regional Warm Line can serve as an alternative to crisis and emergency services, offering a support that may diffuse a caller’s situation. Community agencies have begun incorporating this number into their client care plans as it provides after-hours service for people needing support. For some of its workers, the Warm Line has been a stepping stone to get back into the workforce.

BACKGROUND

- Know a Healthy Change Champion? Send nominations to the NE LHIN at engagingwithyou@lhins.on.ca.
- The North East LHIN created the **Healthy Change Champion** award in 2012 to recognize outstanding work being done across our region to transform the health care system to become more integrated, easier to access, and to deliver quality care when Northerners need it.
- Regional Warm Line can be accessed 6 p.m. to midnight, seven days a week by calling **1-866-856-9276**.
- The new Crisis Intervention service is:
 - **Shifting care to community and away from emergency department (ED):** with a 12% reduction in ED visits in first 3 months alone for Mental Health (MH) visits; 85% increase in mobile outreach visits; and 100% increase in overall visits in last 5 months
 - **Training police and reducing the amount of time they spend in the ED:** Average 8 diversions per month to community crisis rather than ED; 24% decrease in overall apprehensions under MHA; and produced a savings of 60 hours per month in time spent by officers in ED
 - **Reducing the amount of time people have to wait to access care:** 45 minute average wait for mobile “hand off” or community “pick-up” versus a 3 hour average wait for “transfer of custody” in ED.

LEARN MORE Contact Lara Bradley, NE LHIN Communication Officer, at lara.bradley@lhins.on.ca or 705-674-1492 or 705-207-3254.