

# Guidelines for Enhancing the Engagement of People With Lived Experience Across the HSJCC Network

PROVINCIAL HSJCC 2021 VIRTUAL CONFERENCE  
NOVEMBER 16, 2021

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# Guidelines for Enhancing the Engagement of People With Lived Experience Across the HSJCC Network

## AGENDA

- Introductions
- Audience Poll
- Project Overview
- Outline of Guidebook
- Understanding Meaningful Engagement
- Audience Discussion and Q&A

Please take a moment to complete our audience poll.

# Guidelines for Enhancing the Engagement of People With Lived Experience Across the HSJCC Network

## PROJECT BACKGROUND

### Provincial HSJCC

The provincial leadership mechanism to support the HSJCC Network in line with the Ontario government's policy framework *A Provincial Strategy to Coordinate Human Services and Criminal Justice System in Ontario* (1997).

### PWLE Advisory Committee

- Convened April 2020
- Goal: Improve the representation and active involvement of persons with lived experience in the human services and justice sectors at all levels of HSJCC work.
- Objectives
  - Identify common challenges and issues relating to the engagement of persons with lived experience in the HSJCC Network
  - Provide guidance for HSJCCs to improve the active engagement of persons with lived experience on their committees
  - Promote best practices and key considerations for improving the experience of persons with lived experience involved in the HSJCC Network
  - Provide advice on ongoing Provincial HSJCC projects and initiatives

### HSJCC Secretariat

Staff responsible for implementing the objectives and workplan of the Provincial HSJCC and supporting the HSJCC Network infrastructure, including support to this Advisory Committee

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## PROJECT BACKGROUND

### Project Priorities

1. Identify strategies that may attract persons with lived experience to engage with the HSJCC Network, and to optimize their guidance and contributions to the organization.
2. Identify key issues that may interfere with or inhibit persons with lived experience engaging with the HSJCC Network, and develop remedial solutions to address such issues.
3. Identify supports that may be required by persons with lived experiences arising from their engagement with the HSJCC Network

### Project Outcomes

1. Persons with lived experience provide expertise and guidance to the Provincial, Regional, and Local Levels of the HSJCC.
2. Increased understanding of how prejudice and discrimination resulting from involvements with the mental health care and justice systems impact on the issues addressed by the HSJCC Network.
3. Best practices are developed to attract persons with lived experience to participate at all levels of the HSJCC Network, in a manner that is safe and supported.

### Project Outputs

1. **Two surveys:** (1) Regional and Local HSJCC C-Chairs; (2) HSJCC members with lived experience
2. **A guidebook** for HSJCCs to improve the engagement of persons with lived experience

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## SURVEY RESULTS

### Survey 1: HSJCC Engagement of People With Lived Experience

Audience: Chairs/Co-Chairs of Local and Regional HSJCCs

Total respondents: 26

Committees with PWLE Members: 8

Committees without PWLE Members 18

Number of PWLE Members: 9

### Survey 2: HSJCC Engagement of People With Lived Experience

Audience: Current HSJCC Members who identify as having lived experience

Total respondents: 8

### Key topics:

- Current levels of engagement with people with lived experience
- Strategies for attracting new members
- Barriers to engaging people with lived experience
- Supports that improve the experience of members with lived experience

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## SURVEY RESULTS

**Chair Survey: What would be the most helpful support the Provincial HSJCC could provide to Local and Regional HSJCCs to improve the engagement of people with lived experience on their committees?**

- Training and education opportunities for people with lived experience (e.g. mentoring; one-on-one support)
- Support with providing honoraria (e.g. funding/budget; standard protocols; guidance and direction)
- Connection opportunities for people with lived experience (e.g. peer support circle; forums)
- Resources for committees (best practices for recruitment; strategies to address challenges like confidentiality and conflicts of interest)
- Recruitment/Orientation package
- Education about representation, barriers and strategies

**Member Survey: What supports could HSJCCs provide that would improve the experience of members who identify as persons with lived experience on their committees?**

- Honoraria
- Training and education
- One-on-one support
- Other: wifi, coverage for travel expenses

# Guidebook Overview



# Guidelines for Enhancing the Engagement of People With Lived Experience Across the HSJCC Network

## GUIDEBOOK OVERVIEW

### Background

1. History
2. The HSJCC Network
3. Understanding meaningful engagement – beyond tokenism

### Strategies for Improving Engagement

1. Laying the groundwork for meaningful engagement
2. Recruitment and Orientation
3. Access and Equity
4. Compensation and Support
5. Privacy and Confidentiality

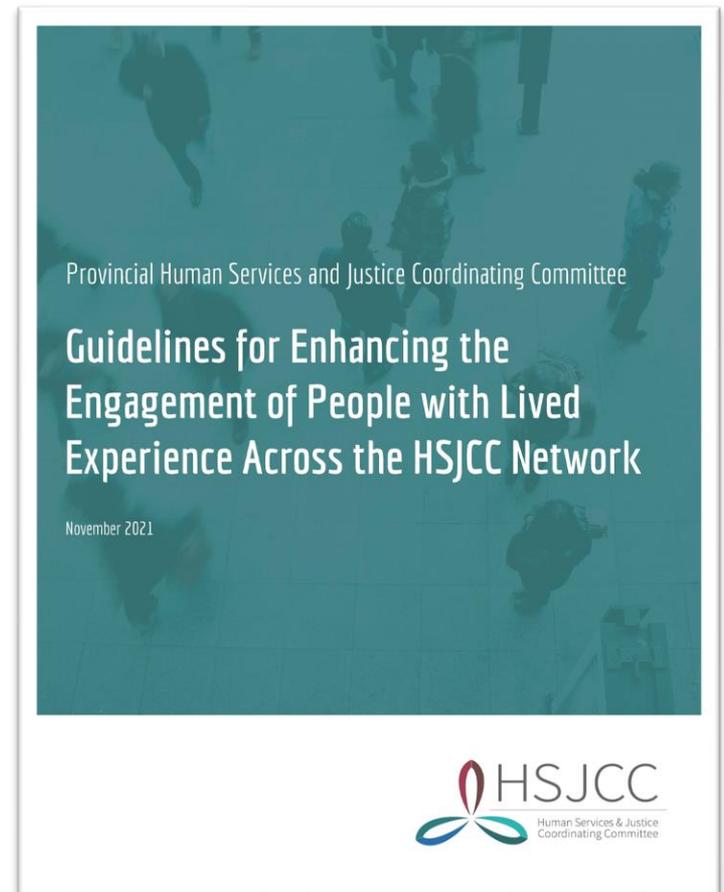
### Appendix

Glossary

Additional Resources

Sample Honoraria Policy

Sample Confidentiality Agreement



# Guidelines for Enhancing the Engagement of People With Lived Experience Across the HSJCC Network

## GUIDEBOOK OVERVIEW

### Strategies for Improving Engagement

- 1. Laying the groundwork for meaningful engagement**
  - a) Clarifying your goals for engaging persons with lived experience
  - b) Building in flexibility for meaningful engagement
  - c) Creating a plan for improving meaningful engagement
- 2. Recruitment and Orientation**
  - a) Attracting new members
  - b) Connecting with groups that represent persons with lived experience
  - c) Orientation for persons with lived experience
- 3. Access and Equity**
  - a) Addressing accessibility concerns for HSJCCs
  - b) Addressing equity issues
  - c) Removing barriers to participation
- 4. Compensation and Support**
  - a) Guidance for providing honoraria
  - b) Education and training opportunities
- 5. Privacy and Confidentiality**
  - a) Information sharing and sensitive topics
  - b) Addressing confidentiality concerns

# Guidelines for Enhancing the Engagement of People With Lived Experience Across the HSJCC Network

## GUIDEBOOK OVERVIEW

### Next Steps

- Guidebook release: November 22
- Local and Regional HSJCCs to review, discuss and develop action plan
- HSJCC Webinar
- Follow up with co-chairs and committees
- Evaluation

For more information on how to get involved with the PWLE Advisory Committee, contact Tasha at [trennie@ontario.cmha.ca](mailto:trennie@ontario.cmha.ca)

# Understanding Meaningful Engagement



# Why is it crucial to have people with lived experience at the discussion and decision making tables?

- Expert knowledge
- Effective program design
- Successful delivery of services
- Effective research design
- Refining policies and protocols
- Problem solving
- The face of an organization
- Constructive messaging

# What does meaningful engagement look like?

“Tokenism is defined as diversity without inclusion; a perfunctory effort to meet numerical diversity goals or create the appearance of diversity without making effective changes.”

The Network, August 19, 2020

<https://www.the-network.com/five-ways-to-avoid-tokenism-in-diversity-inclusion-work/>

# What does tokenism feel like?

“Since “non minorities” typically benefit from a default sense of inclusion, they’re often not aware that others may feel uncomfortable or excluded. As a result, when the composition of the organization changes to bring more diversity, it’s easy for leadership to fall into a false sense of security and assume the company has achieved major strides when the reality may be that they’ve only taken a first step.”

“...often feel like tokens once they realize that they may be “on the team,” but they’re not really “in the game.” What does that really mean? Possibly, they have a position of leadership but realize that they may still not wield the same influence as their majority counterparts. They may feel physically included but continue to feel like an outsider.”

“Organizations may invite underrepresented groups to participate on a board or leadership team and once those new invites realized they’re only tokens, they abruptly leave oftentimes with more disgust and frustration than they had previously. The organization is consequently worse off because they now have an even smaller pool of underrepresented minorities to approach to enhance their diversity profile, and they have a steeper hill to climb to strive to fully integrate these underrepresented groups into the fabric of the organizational culture.”

Forbes.com, September 15, 2019

<https://www.forbes.com/sites/danabrownlee/2019/09/15/the-dangers-of-mistaking-diversity-for-inclusion-in-the-workplace/>

# Addressing fears and concerns

- Changes in availability
  - Don't give up
  - Have more than one person with lived experience on the committee
- Dealing with sensitive and/or triggering topics
  - Don't make assumptions
  - Open communication during recruitment/orientation
  - Be open to feedback
- Confidentiality concerns
  - Check bias/assumptions
  - Confidentiality Agreement for all members

Questions?



## Discussion questions

What success or failures have you had with attracting people with lived experience as new members?

## Discussion questions

What are some barriers to participation you've seen or experienced in your own committee?

## Discussion questions

How have you seen the value of inclusion of people with lived experience at demonstrated in your own organization?

# Contact Us

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## Guidelines for Enhancing the Engagement of Persons With Lived Experience Across the HSJCC Network

Release date: November 22, 2021

Join the mailing list for updates: <https://hsjcc.on.ca/get-involved/>

