

ACCESS Open Minds Webinar Series

Tuesday, June 9, 2020
10am PDT / 1pm EDT / 2pm ADT

COVID-19: Youth E-Mental Health & Virtual Services

OUR PANELISTS



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Council Co-Chair
Kids Help Phone

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Douglas Research Centre

Family Peer Support Coordinator
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Co-Founder
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Webinar Engagement

Q&A

- 1) *How do you deal with confidentiality when providing video calls with youth who may be stuck at home or in not so great home situations? Parents, siblings and others coming in and out of the room, not having privacy/people overhearing your sessions. Has anyone experienced this and how do you deal with it?*

Answer: I would encourage the young person to take the call from the most private place they have. The youth might have a super private space, but letting them know they can use the chat for anything they don't want someone overhearing. Our counselors show the young person the room they are calling them from and show that there is no one else around.

- 2) *Have you experienced any instances where young people just don't have access to tech to use these services? Ina - you mentioned group DBT could you share more on how that looked and if there were any concerns that came up around privacy in that other people may be in the physical space?*

Answered Live

- 3) Having worked in crisis intervention for 10 years, one of my major concerns is that there is a missing element where reading non verbals can be much harder, as well as there could be major issues if you need to enact a safety plan, particularly if you need to call emergency services...thoughts? Obviously, given current situation it is better than simply going by phone, but concern remains...

Answered Live

- 4) A big part of youth mental health community based services are focused around early intervention - Alicia you mentioned the game groups online - but I'm wondering if anyone sees other opportunities to engage with youth in non-clinical ways online to promote wellness and early intervention?

Answered Live

Chat during Webinar

From Bonnie Pedota To All Panelists : Our post-secondary institution has seen a decrease in demand for same-day drop-in counselling sessions for students. When we were in-person, these drop-in sessions were often booked by 8:35am. Where applicable, have the panelists seen a similar trend? What would be a better way to offer same-day supports online? I'm guessing since Kids Help Phone has been so busy, students are still needing same-day support.

From Alicia : There is a less demand at our centres for sure, and a lot of places are seeing a dip. With the expectation of Kids Help Phone, which have seen a spike

From Chantelle Mireault To All Panelists : Providing options to youth and families sounds like the best way to go. That makes me wonder if you are evaluating whether youth and families prefer this e-option to in person? What would you recommend as a way to evaluate e services connection?

From Chantelle Mireault To All Panelists : Great to see you all! Thank you for sharing your perspectives with us!

From Heather McPeake To All Panelists : Hi from Halifax! GREAT WEBINAR! Our shift to online programming and staff working from home went fairly well but we need a secure online case management/data management system. Most of our documentation was previously done on paper or on desktop computers. Does anyone have recommendations for cloud-based solutions for non profits? We need a more efficient way to function in a team-based environment.

From Sarah Dana : What was the quote again about when services in person are impossible?

From Alicia : When in person is possible, virtual is a choice

From Tori Wright To All Panelists : Just wondering what platforms and tools you're finding particularly useful, or generally good for virtual care?

From Alicia : I think Microsoft teams is really awesome, and have that storage in Canada. You can see your calendar, files and take video, audio or messaging appointments in one place

From Alicia : Zoom is good too, but the free version of zoom and some of the paid services are not stored in Canada

From Alicia : So make sure you are asking for the health care zoom account :)

From Heather McPeake To All Panelists : Thanks! We have zoom and we love it. We are looking for something that will allow us to track case files/progress. Is Teams considered secure in Canada?

From Alicia : You have to ask for an account that is secure (like you do with zoom too!) but yes :)

From jess chisholm : thanks! this is interesting - I was told that Zoom built a data centre in Canada to deal with this issue (given health care uptake)! goes to show you how dynamic this whole situation is :)

From Alicia : They have! as have teams :) but it's a bit funny because you have to request the secure accounts on both platforms, the default paid ones and the free ones aren't

From Chantelle Mireault To All Panelists : I think we need to work transparently and let families know that by accepting to meet virtually, they consent let us into their home. Then, they have ownership over the experience and consent to share their personal space with clinicians.

From Chantelle Mireault : I think we need to work transparently and let families know that by accepting to meet virtually, they consent to let us into their home. Then, they have ownership over the experience and consent to share their personal space with clinicians. It can be an opening for a therapeutic alliance.