

## Consumer Council and You

### Consumers:

- You can make a difference and have a voice in making recommendations in the services of the CMHA-WECB. You can contact us with your suggestions.

A Council member may have the suggestion placed on the agenda of a future Council meeting.



### Staff:

- Can recommend new members for Council.
- Can direct CMHA consumers to the Council regarding recommendations for service changes. Council can communicate back to staff, management and the Board of Directors.

### Contact us:

**For more information call:**

**(519) 255-9940 Ext. 535**

**or email:**

**[council@cmha-wecb.on.ca](mailto:council@cmha-wecb.on.ca)**

### CONSUMER COUNCIL

Canadian Mental Health Association  
Windsor-Essex County Branch  
1400 Windsor Avenue  
Windsor, Ontario N8X 3L9

Phone: 519-255-7440

Fax: 519-255-7817

Website: [www.cmha-wecb.on.ca](http://www.cmha-wecb.on.ca)



CANADIAN MENTAL HEALTH ASSOCIATION  
ASSOCIATION CANADIENNE POUR LA SANTE MENTALE  
WINDSOR-ESSEX COUNTY BRANCH



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WINDSOR-ESSEX COUNTY BRANCH



## Consumer Council

Bringing Consumer Voices  
Together to Improve Services

## Purpose of the Council

The Consumer Council of the Canadian Mental Health Association Windsor-Essex County Branch is composed of consumer representatives from Branch programs and CMHA consumers.

This Council provides a forum where consumers can review policies, engage in advocacy and participate in educational opportunities. This Council also provides input and offers recommendations towards program planning and policy evaluation at the branch level.

The CMHA definition of a consumer is “a person with significant direct experience with the mental health system and/or a person with a significant mental health problem”.



The Council is consumer centered and connected to the community in order to share strengths and develop knowledge. This knowledge is used to improve services and communication, as well as identify barriers in the delivery of mental health services.

Through our connections to both each other, and larger consumer groups, we are working together to promote health and pride in our community.

## Functions of the Council

The Consumer Council may be asked to review agency position papers and advise the agency on better ways to integrate consumer input. The Council may respond to questions from any CMHA advisory committee, the board or administration. The Council assists in the development and review of service quality. Meetings are structured with the aim of accomplishing the tasks of the Council. Meaningful participation is encouraged through monitoring what is accomplished by the Council and the effect that has on the agency.



### The Consumer Council has had input into various services such as:

- Advocacy
- Community Support
- Employment Support
- Housing Support
- Public Education
- Resource Centre
- City Centre Health Care
- Building Improvements

## A Few Examples of What the Council Accomplishes

The Council:

- Reviewed and made recommendations to documents such as the client orientation checklist and the concerns brochure that resulted in changes that made the documents more “consumer friendly”
- Participated in focus groups with the results being used to influence policy decisions
- Brought concerns to the Board of Directors which resulted in changes being made to the Council itself to increase meaningful participation
- Provided feedback to the agency regarding major program changes that resulted in program improvement and enhancement of service quality
- Reviewed consumer satisfaction surveys and participated in the design of those surveys

