



Recovery: Hope Changes Everything

A Guide for Using the Provincial Recovery Video
to Promote Discussion and Reflection

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If you have any questions, comments, or concerns about this video guide,
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Recovery: Hope Changes Everything

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The Recovery Video

The Provincial Recovery Video was developed by the Manitoba Schizophrenia Society in partnership with the Provincial Recovery Champions Committee, Winnipeg Regional Health Authority, and Manitoba Health, Seniors and Active Living.

The video was produced for people with lived experience of mental health problems and illnesses, family members and natural supports, service providers, researchers and academics, and policy makers, as well as community members. We are all responsible for spreading hope and for changing our systems and our communities.

The purpose of the video is to:

- Help viewers understand the recovery paradigm and how recovery-oriented services are essential for those seeking mental health services, family members and natural supports, service providers, and communities;
- Help facilitate reflection on and conversations about the recovery paradigm; and
- Encourage viewers to identify how they can support the transformation of Manitoba's mental health system.

Using this Guide

The purpose of this guide is to provide viewers with ideas for using the Recovery: Hope Changes Everything video to enhance their own understanding of recovery and to support others to learn more about recovery and recovery-oriented services.

The guide is broken down into sub-sections that focus on different viewing audiences (e.g., service provider, person with lived experience, family & natural supports). For each viewer group, there are questions to enhance use of the Recovery: Hope Changes Everything video, as individuals or in group settings.

For example, service providers can use the video to facilitate discussion surrounding implementation of recovery-oriented practices during a team meeting, while people with lived experience can use the video to reflect on how recovery-oriented practice has helped them in their recovery journey.



Viewers are encouraged to reflect on the different roles they have in supporting recovery and transforming the system (e.g., a service provider with lived experience of mental illness, person with lived experience supporting family members) and use multiple sections of this guide. It would also be beneficial for viewers to look at the roles they may not personally identify with in order to promote deeper understanding of recovery and recovery-oriented practice from multiple perspectives. For example, how families & natural supports' understanding of recovery-oriented practice should influence policy development.

There is an Appendix section at the end of this guide where users can find a True or False quiz to check their knowledge about the Realities of Mental Illness. The quiz also comes with a separate answer sheet with explanations for the group to check their answers which can begin facilitating discussion leading into the questions.

In addition, we have included a written transcription of the Recovery: Hope Changes Everything video for users to use if they are unclear about what someone said, to pull direct quotes from the video, or to have a copy in front of everyone in the room.

What is Recovery?

Recovery is a journey of healing and growth that is owned by and unique to each individual. It builds on individual, family, spiritual, cultural, and community strengths and enables a person to live a resilient, meaningful, and satisfying life of their choice in the community, in the presence or absence of symptoms of mental health problems and illnesses. Because every individual is unique in regards to their family, spirituality, culture, and community, the building blocks taken from each of these sources will create different ideas and experiences of recovery.

Recovery is nurtured by relationships with self and others, and by environments that provide hope, empowerment, acceptance, choices, and opportunities. Family members, service providers, peers, and others may be partners in one's journey of recovery. Not everyone has people in their lives who are able to provide support on their recovery journey. While some may already have people in their lives who can help facilitate recovery, others may benefit from developing new relationships, as well as from learning new ways of managing current relations that may sometimes impede their recovery journey.

What are Recovery-Oriented Mental Health Services & Practices?

While recovery is owned by and unique to each individual, mental health services have an important role in creating an environment that supports, and does not interfere with, people's recovery efforts.

Supporting personal recovery is the first and main goal of recovery-oriented mental health services. Providing treatment can be an important contribution towards this goal, but it is a means not an end. Similarly, intervening in crisis or addressing risk problems may sometimes need to take precedence, but should be oriented around the primary goal of supporting recovery.



Service providers, including peer support workers, work in a manner that supports wellness by emphasizing hope, social inclusion, acceptance, choice, community participation, personal goal setting, and self-management by focusing on the individual's strengths.

Rather than focusing on problems and looking for solutions that rest solely with individuals, recovery-oriented practice uses a holistic approach to address a range of factors that impact on people's wellbeing, such as housing, education and employment, and family and social relationships. Since each person is impacted differently by these intersecting factors, taking them all into account helps individuals, their families and natural supports, and service providers in collaborative efforts to promote recovery.

Service providers must consider how responsibility, information, and power are shared with individuals and with family and natural supports, and discuss these as part of the engagement process with those who access mental health services. While some people are open to accessing mental health services, others are wary of service providers due to past experiences, resulting in a lack of trust. Service providers need to be sensitive to such feelings and have open communication with the people they are serving.

Why are We Evolving into a Recovery-Oriented Mental Health System?

A recovery-oriented mental health system creates environments that provide hope, empowerment, acceptance, choices, and opportunities to people with lived experience of mental health problems and illnesses. Research shows that when recovery-oriented systems and services are offered to people with mental health problems and illnesses, it leads to better health, social and employment outcomes, including reduced hospitalization visits, and increased likelihood of goal achievement related to employment and housing. People with lived experience, family, and staff also show greater levels of satisfaction in recovery-oriented mental health systems. Over the last several years, a great deal of work has been taking place in Manitoba to transform Manitoba's mental health service system to one that is more recovery-oriented.

Using the Guide

"As a staff person who has worked in a recovery oriented service, I have learned the absolute, unequivocal importance of hope and positivity. I have seen participants face impossible challenges and barriers and come out victorious... it has impacted every part of my personality and my life. It has made me a stronger member of my community and helped me recognize the power of determination and the human spirit."

Service Providers

Use this guide to identify and reflect on key themes and messages about personal recovery and recovery-oriented services that are addressed in the video. If you want, you can use the TIF  (Taking it Further) questions to reflect on the applicability of the identified messages and themes in your own practice. You may also use the questions in a group setting to consider how your team or agency supports could support personal recovery and implement recovery-oriented practice in your office. Some  questions may help you to develop action plans to enhance recovery-oriented practice.

Here are some questions you may wish to use:

According to the video, what is the goal of a recovery-oriented mental health system?

What are some of the ideas expressed in the video about recovery?

-  How do these fit with my understanding/our team's understanding of recovery?

What role does hope play in recovery?

-  How do I inspire hope in persons living with mental health problems and mental illness in my day-to-day practice? What is it that I actually do or say? What more can I do?

In the video, who were all the people involved in the individual's recovery journey?

-  Do I regularly ask the individuals I work with if they would like to include these people in our work together? How can I make that work?

In the video, what experiences did the people with lived experience identify that helped them feel like a 'whole person'?

-  How do I address these kinds of experiences, goals, hopes, and dreams in my practice? What more can I do?

In this video, how were family members involved in the recovery journey?

- How do I engage with family members? How do I help the individuals I work with to understand the benefits of family involvement?
- If an individual does not want their family/friends involved in their recovery or their family/friends cannot be involved, what are some other suggestions you can make to the individual to help with their recovery?

What struck me about: Nigel's story? Sherri's story? Roland's story? Taylor's story? Ernie's story?

- What can I learn from these experiences to use in my work with persons with lived experience and their families?

What key components of a recovery-oriented health system were expressed in the video?

According to this video, what are some of the benefits of peer support?

- What do I do to encourage the individuals I work with to access peer support?
- How do I assist individuals to make the best use of peer support services?
- How do I help individuals to consider themselves to be peer supporters?

Taylor, Sherri, and Roland all talked about the importance of giving back to their community in their recovery journey. How did they give back?

- What do I do to support community involvement with the people I work with? What more could I be doing?

According to the health care providers in this video, what helps them in providing recovery-oriented services to people with mental health problems and mental illness?

- What helps me? What else might be helpful?
- What are some obstacles for me in providing recovery-oriented services? What can I do to overcome them?

According to the video, who can play a role in changing the mental health system?

- What's my role?
 - What is the role of my team?
 - Of my agency/organization?
 - What do we need to support us?
-
- What's new in the recovery paradigm of today compared to the messages about recovery from the 1980s?



- How has my clinical practice changed as I've grown in my understanding of the meaning of recovery and recovery-oriented services?

Here are some extra questions you may wish to use in a group or team discussion:

- Does the experience for people currently accessing our services feel recovery-oriented?
 - What's currently working? What needs to change?
 - What changes could we implement right now?
 - What changes do we want to make that will require resources (tools, staffing resources, training, etc.)?
 - Does our environment support recovery?
- Isolation is a significant issue that prevents individuals from succeeding on their recovery journey. What are some ways we could help individuals seek support from others (i.e., from natural supports, from their community, etc)?
- How can I offer support to individuals who may not be able to access support themselves?
- Since recovery is a long-term journey, they will not always require front-line services such as psychiatry. How can you help prepare an individual to continue their journey without your direct support?

People with Lived Experience

Use this guide to help you reflect on how recovery-oriented practice can help/has helped you in your recovery journey. You may also use this video and guide to educate others about recovery-oriented practice, including your service providers. You can use the video and guide with your family and natural supports to promote a discussion about how they can support you in your recovery journey. If you want, you can use the TIF **tif** (Taking it Further) questions to plan some next steps in your own recovery journey.

Here are some questions you may wish to use:

What are some of the ideas expressed in the video about recovery?

- tif** How do these ideas fit with my experience of recovery?
How do they differ?

According to the video, what is the goal of a recovery-oriented mental health system?

- tif** In my experience, is our mental health system close to achieving that goal? What would I like to see change? Do I feel like my ideas will be listened to?

In the video, who was all involved in the individuals' recovery journeys?

- tif** Who is involved in my recovery journey?
- tif** Who else might want to get involved? How might they be helpful?
- tif** How am I involved in someone else's recovery journey?

Taylor shared that he uses drumming as a form of physical activity to help with his recovery. What are some other alternative ways to getting physically active other than sports?

- tif** What are some ways I am physically active? What are some ways I would like to try?

According to the people in this video, what are some things that help with recovery?

- tif** What has helped me in recovery?

According to the video, what role does hope play in recovery?

- tif** What role does hope play in my recovery?
- tif** What gives me hope?
- tif** How do I encourage hope in others living with mental health problems and mental illness?

Did the people in the video seem different from you or other people you know who are experiencing mental health concerns?

"That one thing that has always been a theme in my recovery is the element of hope. A life without hope is quite meaningless and drab. That spark of hope that comes to people in the darkness is something that has been hugely influential in my growth and in my recovery."



How did the people in the video change my perception of mental illness? Of other people living with mental health concerns and their families? Of mental health service providers?

In the video, Nigel's father talks about how having a label for Nigel's illness was important for Nigel in his recovery journey.

- tif What has the effect of a label been like for me?

In this video, how are family members involved in the recovery journey?

- tif How does this compare to my own experiences with my family?
- tif How are my family members involved in my recovery journey?
- tif How would I like them to be involved? (Remember, family is who I consider family, and may be good friends or neighbours)

What could I relate to in Nigel's story? Sherri's story? Roland's story? Taylor's story? Ernie's story?

- tif Is there anything they did that I would like to try in my own recovery?
- tif How might I start? What support would I like to have? Who might be able to help?

Roland talked about his struggles on his recovery journey. What were some of his challenges?

- tif What are some things that trigger or make my own struggles with mental health concerns worse?
- tif What helps?

According to this video, what are some of the benefits of peer support?

- tif How has being involved with others who share my experiences helped me?
- tif What could have made that experience better?

Taylor, Sherri, and Roland all talked about the importance of giving back to their community in their journey to recovery.

- tif How has giving back helped me or how could it help me in my recovery journey?
- tif What does community inclusion look like for me?
- tif What would it feel like to be involved in my community?
- tif What is meaningful activity for me?

What is the importance of having people with lived experience as part of system transformation?

- tif Do I feel like I have a role in transforming the mental health system?
- tif How would I like to be involved? Who can I talk to so that I can become involved?



Families & Natural Supports

"The idea of recovery for us wasn't just an individual recovery... it was as a whole family. We were very fortunate. We were actually able to go to some of the counselling meetings and so on. That was a real benefit for us."

Families and natural supports, you can use this guide to gain a better understanding about recovery and your role in your loved one's recovery journey. You can explore the importance of finding hope in recovery as well as how you can enhance your support of your loved one's recovery journey. If you want, you can use the TIF **tif** (Taking it Further) questions to plan some next steps in your family's recovery journey.

Here are some questions you may wish to use:

What are some of the ideas expressed in the video about recovery?

tif Were these ideas familiar before the video? How have they been helpful for our family?

According to the video, what is the goal of a recovery-oriented mental health system?

In the video, who was all involved in the individual's recovery journey?

- tif** Who is involved in our loved one's recovery journey?
- tif** Who else might become involved? How might they be helpful?
- tif** How are we involved in our loved one's recovery journey?

Taylor expressed that he used drumming as a form of physical activity to help with his recovery. What are some other alternative ways to getting physically active other than sports?

- tif** How could I get involved in physical activity with someone I know to help them on their recovery journey?

According to the video, hope is a central theme in recovery.

- tif** How do we encourage hope for persons living with mental health problems and mental illness?

In the video, Ernie spoke about how important it was for his family to be able to attend some counselling sessions with his son, Nigel. Has our family shared this type of experience?

- tif** What has been our relationship with our loved one's service providers?
- tif** What would we like our experience to be?
- tif** What are some steps we can take to help develop those relationships?

In this video, how was the role of family members in the recovery journey portrayed?

- How does this relate to our family's experience of mental health problems or illness and recovery? What do we identify with? What doesn't fit our experience?
- What in the video gave us hope for our family?

What struck us about: Nigel's story? Sherri's story? Roland's story? Taylor's story? Ernie's story?

- What messages give us hope for our family?

According to this video, what are some of the benefits of peer support?

- How has our family benefited from peer support?
- How can we find out more about peer support for both our loved one and for ourselves?

What is the importance of having people with lived experience and families as part of system transformation?

- How can our family play a role in changing the mental health system?

Policy Makers & Leaders

Policy makers and Leaders, use this guide to better understand how the implementation of a universal, recovery-oriented system will benefit people who use our services. Also reflect on how decisions made affect not only people with lived experience, but families, schools, communities, and service providers. Reflect on your role in implementing recovery-oriented systems or present this video to larger groups to aid in promoting system transformation. If you want, you can use the TIF  (Taking it Further) questions to begin to identify goals to work towards transforming your own service, and the greater system, to become recovery-oriented.

Here are some questions you may wish to use:

In thinking about the messages of the video, how can I and how can our organization support the transformation of the mental health system in Manitoba towards a recovery-oriented system?

-  What are some of the ideas expressed in the video about recovery?
-  How do these ideas fit with the mandate of our service, and with the way our services are structured?
-  Are there barriers in our service that make it more difficult for individuals using our services to pursue their recovery goals? What can we change?

According to the video, what is the goal of a recovery-oriented mental health system?

-  How can we advance this goal across our service?

According to the video, what are some key components of a recovery-oriented health system?

-  How many of those components are part of our organization? How can we promote the strengths of our current recovery-oriented practices?
-  How do we determine which opportunities to become more recovery-oriented we should prioritize?

According to the video, what is the importance of having people with lived experience as part of our system transformation?

-  How do we or can we consult with our staff and with people who use our services and their families/natural supports to make transformations?

According to the health care providers in this video, what helps them in providing recovery-oriented services to people with mental health problems and mental illness?

-  How do we celebrate the current recovery-orientation of our staff?

The recovery approach emphasizes hope, social inclusion, community participation, personal goal setting and self-management.

Adhering to a participant focus ensures that the interests, safety, health, and well-being of participants are at the core of all decisions.



- tip How do we support our staff to enhance their recovery-orientation? What more can we do?
 - tip How can we know that we are delivering recovery-oriented services?
 - tip What do we need to do to incorporate a recovery orientation into all aspects of our services—from administration to direct service provision?
 - tip Do our policies and environment support recovery?
- tip What are the obstacles we face in incorporating a recovery orientation in our workplace? Do we have regular opportunities to discuss these challenges openly and work towards implementing solutions?
- tip What kinds of guidelines and policies do we have that support recovery-oriented practice? What needs to be developed?
- tip What are some of the ways our organization has incorporated recovery-oriented practice without guidelines and policies? How can we continue to support more such grass-roots initiatives?

Fran and Shelly both touched on the idea that system transformation starts from the grassroots level, such as including people with lived experience, family members, peer support workers, service providers, policy makers, and/or researchers in the decision making processes. What are their reasons for this?

- tip How can we incorporate people with lived experience, family members, peer support workers, service providers, policy makers, and/or researchers into our decision making processes?

According to Nigel, why is it important for people with lived experience to work with the system instead of against it?

- tip What are some ways that people with lived experience could help you make decisions about the mental health system?
- tip How can you establish trust with people with lived experience and their families, who have had previous negative experiences with mental health services?



An aspect of recovery is having social roles; being involved in purposeful activities such as work or school and participating in community activities facilitates connectedness and inclusion which are important dimensions of recovery.

Community Members

Community members can use this video to gain a better understanding about recovery and recovery-oriented services and systems, and the benefits for people with mental health problems and mental illness, as well as the greater community. You can self-reflect on your relationships with people in your lives who are dealing with mental health concerns and illnesses. By understanding mental health problems and recovery can have a positive impact on our communities and everyone who lives here. If you want, you can use the TIF tif (Taking it Further) questions to reflect on steps your community can take to support the recovery of people with mental illness in your community.

Here are some questions you may wish to use:

What are some of the ideas expressed in the video about recovery?
In the video, who was involved in an individual's recovery journey?

- tif** Are you involved in someone's recovery journey? If so, how are you involved? If not, how could you get involved?
- tif** How did the people in the video change your perception of mental illness? Of people living with mental illness and their families? Of mental health service providers?
- tif** What could I relate to in Nigel's story? Sherri's story? Roland's story? Taylor's story? Ernie's story?
 - tif** Is there anything they did that I would like to try in my own recovery?
 - tif** How might I start? What support would I like to have? Who might be able to help?

According to the people in the video, what are some things that help with recovery?

- tif** What are some other ideas that may help in an individual's recovery?

What does a recovery-oriented mental health system look like?

- tif** What are some things you should expect from a practitioner in a recovery-oriented system if you were to access mental health services?

According to the video, why is it important to have people with lived experience a part of the mental health system?

What role does hope play in recovery?

- What are some ways you could inspire hope for people experiencing mental health concerns in your community?

In the video, it was mentioned that being part of and giving back to the community are important in the recovery journey. How did the people in the video get involved with their communities?

- What opportunities are available in your community for people with mental health problems to get involved with?
- How can this involvement facilitate people creating meaning in their lives?
- What can you do to support community involvement / social inclusion in the communities or groups you belong to?

Nigel's father talked about Nigel's diagnosis being an important label to understand what was going on and how to work towards recovery. What is the difference between labelling an illness and labelling a person? For example, being diagnosed with schizophrenia versus calling someone schizophrenic.

- What are some ways that you can advocate against others incorrectly using labels for people?

Schools

Schools can use this video to help students develop a better understanding of people with mental health problems and mental illness, and the concepts of recovery and recovery-oriented services. Students can reflect on their role in someone's recovery journey. Teachers can also use TIF  (Taking it Further) to guide students to reflect on how their actions can impact those with mental illness and the steps they can take to prevent themselves and others from negatively impacting those around them.

You can continue to experience symptoms and still flourish, lead a good quality life, and contribute/give back to your community.

Here are some questions you may wish to use:

According to the video, what is the goal of a recovery-oriented mental health system?

In the video, who was all involved in the individual's recovery journey?

-  Are you involved in someone's recovery journey?
-  If so, how are you involved? If not, how could you get involved?

Taylor expressed that he used drumming as a form of physical activity to help with his recovery. What are some other alternative ways to getting physically active other than sports?

-  What are some ways you get physically active?
-  What are some ways you would like to try?

According to the people in this video, what are some things that help with recovery?

-  What are some things that help you get through a tough time?

What role does hope play in recovery?

-  Does hope play a role in your life?

In the video, Nigel's father talks about how having a label for his illness was important for Nigel in his recovery journey. What is the difference between labeling an illness and labeling a person? (i.e., Schizophrenia versus Schizophrenic)

-  What is the difference between having depression and being depressed?
-  What is the difference between having anxiety and being anxious?

Roland talked about his struggles on his recovery journey. What were some of his challenges?

-  What are some things that could trigger or make mental illness worse?

According to this video, who can play a role in changing the mental health system?

-  How did the people in the video change your perception of mental illness? Of people living with mental illness and their families? Of mental health service providers?

Appendix 1 – True & False Activity

The Reality of Mental Illness

Many people are unaware of the realities of mental illnesses. By educating the public, the community, service providers, and policy makers, systemic barriers can begin to be broken down to increase opportunities for people with mental illness as well as allow them to lead better quality lives.

Below you will find five true or false questions regarding the potential realities of mental illness. How well do you know mental illness?

Please circle true or false for the following questions:

1. Mental illnesses will never affect me. True False
2. People with mental illness are violent and dangerous. True False
3. People can recover from mental illness. True False
4. People who experience mental illness can't work. True False
5. There are many different types of mental illnesses. True False

The Reality of Mental Illness: Answer Key

1. Mental illnesses will never affect me. True False

Reality: All of us will be affected by mental illnesses. Researchers estimate that as many as one in five Canadians will experience a mental illness at some point in their life. You may not experience a mental illness yourself, but it's very likely that a family member, friend, or co-worker will experience challenges.

2. People with mental illness are violent and dangerous. True False

Reality: Some people try to predict violence so they know what to avoid. However, the causes of violence are complicated. Researchers agree that mental illnesses are not a good predictor of violence. In fact, if we look at mental illnesses on their own, people who experience a mental illness are no more violent than people without a mental illness. Excluding people from communities *is* linked to violence. And people with mental illnesses are often among those who are excluded. It's also important to note that people who experience mental illnesses are much more likely to be victims of violence than to be violent.

3. People can recover from mental illness. True False

Reality: People can and do recover from mental illnesses. Today, there are many different kinds of treatments, services, and supports that can help. No one should expect to feel unwell forever. The fact is, people who experience mental illnesses can and do lead productive, engaged lives. They work, volunteer, or contribute their unique skills and abilities to their communities. Even when people experience mental illnesses that last for a long time, they can learn how to manage their symptoms so they can get back to their goals. If someone continues to experience many challenges, it may be a sign that different approaches or supports are needed.

4. People who experience mental illness can't work. True False

Reality: Whether you realize it or not, workplaces are filled with people who have experienced mental illnesses. Mental illnesses don't mean that someone is no longer capable of working. Some people benefit from changes at work to support their goals, but many people work with few supports from their employer. Most people who experience serious mental illnesses want to work but face systemic barriers to finding and keeping meaningful employment.

5. There are many different types of mental illnesses. True False

Reality: Anxiety disorders, mood disorders, personality disorders, addiction disorders, and impulse control disorders are all different categories of very different mental illnesses – each with its own features and underlying causes. Each mental illness is a variation on the theme of brain chemistry gone awry, affecting things like mood and perception and each has its own specific causes, features, and approaches to treatment.

Appendix 2 – Transcript of Provincial Recovery Video

Nigel Bart: Is a lifelong journey to me. Recovery is real.

Karen Clements: Recovery is both emotional well being and ability to function.

Ernie Bart: It's a very complex process that includes many, many moving parts.

Fran Schellenberg: Is founded on values of hope and empowerment and self-determination.

Sherri Matsumoto: So recovery is about seeing the individual for who they are and not just the mental illness.

Shelley Rhyno: I believe recovery is an ongoing journey.

Tunde Bello: Recovery doesn't mean you still don't have the illness, but being able to live with the illness.

Rolland Vandal: Recovery has to be a lifestyle. You can't be one foot in and one foot out.

Chris Summerville: Recovery is pragmatically, living beyond the limitations of a mental illness. And so the goal of the mental health system, if it's truly recovery oriented, is not just symptom reduction, but helping people to have a quality of life.

Taylor Demetriooff: Recovery is just a huge journey of just mental wellness. For me navigating in the mental health system I started off by just going to my family doctor. I then was able to find a therapist which they both worked together really well. However, I feel like what really helps me was going to self-help groups. I didn't have to explain what depression was or what anxiety is, they just got it. Music was a huge part of my recovery. I'm not a very physical person whatsoever, so really my physical activity was just drumming for hours. That was a huge part in just that physical exercise that helps with endorphins and stuff like that. So music was a great way to just calm my mind down and really just focus on one thing.

Chris Summerville: The potential of recovery is in everyone. And so the goal of the mental health system as service providers is to tap into that potential for recovery and focus on the whole of the person: body, mind, spirit, soul, their relationships, and their sense of community.

Tunde Bello: Since the 80s and 90s there has been a lot of studies have shown recovery is possible, that recovery is now evidence based, and that recovery is real. We've seen now that people can now live meaningfully in the community, and recovery just like we said is a Journey, it is not an end.



Nigel Bart: my recovery journey has been very non-linear. There have been ups and downs and spirals and some setbacks. That one thing that has always been a theme in my recovery is the element of hope. A life without hope is quite meaningless and drab. That spark of hope that comes to people in the darkness is something that has been hugely influential in my growth and in my recovery.

Ernie Bart (Nigel's Father): For the first couple of years of his illness, he was not diagnosed. It was not an easy diagnosis. I don't think schizophrenia ever is an easy diagnosis. But when it was made, Nigel was very relieved at having a label or a name to put to his illness because up to that point, it was very frightening for him and certainly for all of us in our family. The idea of recovery for us wasn't just an individual recovery for Nigel it was as a whole family. We were very fortunate. We were actually able to go with Nigel to some of his counselling meetings and so on. That was a real benefit for us.

Nigel Bart: My family has always been really supportive of me and I don't think anyone can really recover in isolation. I've been fortunate to have a strong social group around me that accepts me for who I am. Social inclusion is huge because without it I would not grow, I would not recover.

Sherri Matsumoto: If you have the supports with family and friends and health care professionals, your recovery is that much better. And the sooner that you know that you have a mental illness and accept it, the better off your recovery will be. I've had a mental illness for over thirty years. It was a real struggle but all through that time my family was very patient and very understanding and it helped me in the fact that I'm not alone.

Fran Schellenberg: Sometimes people think that recovery means that somebody is cured but what it does mean is that in the absence or presence of symptoms of mental health problems and mental illness, people can still live meaningful lives and contribute in meaningful ways, and have meaningful relationships. We're doing some very positive things here in Manitoba in terms of recovery and there's so much that we can build on and I'm excited about the possibilities and the opportunities before us.

Tunde Bello: When we talk about recovery, we want to go beyond that. It's not about us coming in from the point of view of an authority figure telling them what to do. We want them to be part of it. They make decisions in their treatment plans. We also want the family members to be involved. We also want the community to be involved.

Karen Clements: One of the key components of a recovery oriented mental health system is the inclusion of the individual who is diagnosed with a mental illness in defining their own goals, in making meaning out of their life, and in building a quality of life for themselves.

Shelley Rhyno: Recovery as it becomes defined by a person is indeed possible for everyone. Sometimes it takes a little while to discover that or help a person discover their points of resiliency. My job is about



helping them find that one nugget of hope: which is the building block on which we proceed to help them find the meaning that they might be lacking in their lives.

Roland Vandal: Living life sober is really hard. Especially if you're struggling from a mental illness. It's like I was split off from life and from love, from everything. And maybe that happened from the time I was abused, I don't know, but I felt like the Devil was inside me. Like, I'm not a religious guy but that's the way I felt. The two things I believe I'm recovering in recovery is one, my sense of self. The way I've never really felt whole at all. It's always been dominated by what people thought of me. I'm also recovering the fundamental idea of this Creator or Higher Power or something that I've never.. Before I got to recovery I never really knew about that. I never thought about it. I've been sober since May 15th 2002 and I went back to boxing and ended up coaching Team Manitoba and the Canada Winter Games and I went one to get my third level national coaching certification. Five of the 8 boys I coached for team Manitoba were kids from this big *put hand up to approximate the size of a child* and they stuck with me and they did good. I spent my whole life taking back and once I got sober it was time to give back, right. Those things helped me heal: Action, community service, getting involved.

Karen Clements: An Aspect of recovery is having social roles: being involved in the community, being involved in purposeful activities such as work or school, connectedness, and inclusion is a really important dimension of recovery. And then a very important aspect of recovery is the peer support. Peer support reduces symptoms, it increases quality of life, it decreases hospitalization, and increases the achievement of goals.

Sherri Matsumoto: I think people who have a mental illness who is a peer support worker in the mental health field have a lot to offer. Peer support workers can help other individuals reach their full potential and reach their full goal of what they want to do. I talk about my experience. Well they say "Hey you know, she has a mental illness and maybe I can do that. I have hope in that she's got a job, she's doing things, maybe I in turn can do the same thing." When I help someone that makes me feel energized that I have put a light in their life or hope to recover.

Chris Summerville: Hope is fundamental to recovery. And what is hope? Hope is belief and expectation. You have this belief that recovery can happen and so a peer support worker comes along and gives you that hope "Look, I've been where you've been, and this is where I am today." And then there's that expectation that the person takes upon themselves is that "I too then can recover."

Taylor Demetriooff: Hope is just a huge message in my life. In sharing my experience with people, I try to show them that I don't live with these symptoms anymore. Sure, I still deal with anxiety and sure I still deal with bad days, but this isn't a thing that just has to be forever. There's ways that you can live your life "normally" and be happy and content with your life without being in this dark place forever. So, there is hope.



Shelley Rhyno: I think there is value and utility to having individuals who've had life experience, good, bad, or otherwise, as part of a system that's trying to change so that we can better meet the needs of people. I think they play a crucial role as advocates, as folks who can bring to the table that service user perspective, as folks who can be relied upon for consultation. So I see multiple roles at multiple levels.

Chris Summerville: When we talk about transforming the MH system, we mean moving from the traditional model to one that truly is recovery oriented. Because recovery is a paradigm, it's a philosophy, it's a movement, it's a practice, it's a process, it's an outcome, it's about a relationship, so creating a relationship with the person who has the mental illness or languishing mental health. And so how we will transform our mental health system is when we actually incorporate the voices of those who are experiencing mental illnesses or languishing mental health. And that means to meaningfully involve them in the planning, and the execution, and the evaluation of mental health services.

Fran Schellenberg: When a person with a mental health problem or illness walks into the door of a practitioner, they need to expect that the kind of service they receive will be recovery oriented. Practitioners need to understand their role in providing a recovery oriented relationship and practice and in order to do that, they need to have the tools to help them understand "What is recovery oriented practice?" and "How do I know if I'm being successful?"

Tunde Bello: By collaborating with community groups, by working with self help groups, by working with people who are involved in the recovery aspect of mental illness. And also by not focusing on our weakness but rather focusing on the strengths that will help us to continue to encourage recovery within the mental health system.

Shelley Rhyno: What does a recovery oriented mental health service look like? I believe it would be one that would start with allowing the person to dictate the course of the service that they are going to receive. I believe it would be a service that would permeate every aspect of care within mental health. Culture shift is not something that's going to happen overnight just because we say we're going to become a recovery oriented service. It takes a great deal of patience, it takes a great deal of time, it takes a great deal of education.

Karen Clements: The recovery philosophy, the recovery paradigm, is the most promising, the most radical development I have seen in mental health in my experience. You can be a person with a mental illness, even with continuing or recurring symptoms, and flourish.

Fran Schellenberg: A recovery oriented mental health system is one that considers the person as a whole person. It doesn't just look at the person as having an illness. So when we think about policy and strategy, that can be very broad from the high level policy direction that says from a leadership perspective, this is what we're committed to. Policy can look like identifying "what are the success



indicators of a recovery oriented system and how can we measure that?" And it can also mean developing tools and guidelines so that practitioners understand what their accountabilities are in terms of delivering recovery oriented practice. A huge part of transforming the system is at the grassroots level: people with mental health problems and illnesses, family members, peer support workers, service providers, policy makers, researchers. Everyone has a role in transforming the mental health system to be recovery oriented.

Nigel Bart: the way that people with lived experience can transform the mental health system into a more recovery oriented system is to believe in their own recovery, believe in themselves, and work with the system rather than against it. I believe that collaboration is very important in moving the agenda forward so it's about helping people become more contributing members of society.

Appendix 3 – Evaluation

1. The use of this video/guide and/or small group activity was helpful in supporting me/us to better understand recovery. (Please Circle)

Strongly Disagree	Somewhat Disagree	Neutral	Somewhat Agree	Strongly Agree
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2. The use of this video/guide and/or small group activity has motivated me/us to try something different in my practice. (Please Circle)

Yes No

If yes, what will you try different?

3. Would you suggest/recommend the use of this video/guide and/or small group activity to other service providers?

Yes No

4. Any further comments or suggestions?

Please forward this evaluation page along with any additional comments, questions, or concerns to Manitoba Schizophrenia Society at:

info@mss.mb.ca