

# Involving Families

## Speaking With Patients

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| <b>1</b>                                                                                                                                                                                                                                                                    | <b>Normalize Designation of Support Person</b> | <b>2</b>                                                                                                                                                                                                                                 | <b>Offer Flexible Options</b>               | <b>3</b>                                                                                                                                                                                                      | <b>Explain Value of Family Involvement</b> |
| <p>"In my practice, I encourage patients to identify a trusted family member or support person who can be present, when appropriate, to help hear instructions and support you in communicating what you need. Do you have someone you trust who could play that role?"</p> |                                                | <p>"There are different ways to involve someone you trust. They can join for a part of a visit, for a certain topic, or they can join for some appointments and not others. What do you think?"</p>                                      |                                             | <p>"People who have experienced psychosis often recover better when they have support from family members or loved ones. Is there someone who supports you and who you would feel comfortable involving?"</p> |                                            |
| <b>4</b>                                                                                                                                                                                                                                                                    | <b>Commitment to Whole Person Care</b>         | <b>5</b>                                                                                                                                                                                                                                 | <b>Normalize the Collaborative Check-in</b> | <b>6</b>                                                                                                                                                                                                      | <b>Curious Observation</b>                 |
| <p>"Often, a family member may know you in ways that a doctor cannot. Would it be okay for me to invite your family member into our conversation so I can better understand what is important to you?"</p>                                                                  |                                                | <p>"I notice your parent came with you here today (is on the unit today). Would it be okay for me to invite them in for a few minutes after we have spoken privately, so we can check in together about how things have been going?"</p> |                                             | <p>"Tell me more about your family"</p> <p>"I noticed your sister came to visit. How did that visit go?"</p>                                                                                                  |                                            |

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| <b>1</b>                                                                                                                                                                                               | <b>Acknowledge Family Role</b>                 | <b>2</b>                                                                                                                                                                                                                                                                     | <b>Offer Flexible Options</b> | <b>3</b>                                                                                                                                                                                                              | <b>Explain Value of Family Involvement</b> |
| <p>"Thank you for being here. I recognize the care you are providing for your loved one. People who have been affected by psychosis often experience better recovery if they have family support."</p> |                                                | <p>"Your loved one has chosen not to provide consent for us to share their medical information with you at this time. We will revisit this conversation with them (towards the end of the week). Could you share with me what has been happening from your perspective."</p> |                               | <p>"We recognize how much effort and care it takes to support a loved one through this. Is there anything we can do to support you in this role?"</p>                                                                 |                                            |
| <b>4</b>                                                                                                                                                                                               | <b>Normalize Designation of Support Person</b> | <b>5</b>                                                                                                                                                                                                                                                                     | <b>Offer Flexible Options</b> | <b>6</b>                                                                                                                                                                                                              | <b>Explain Value of Family Involvement</b> |
| <p>"On our unit ( in our clinic) we support family-centred care. We believe it is very important to work together with families in the best interest of our patients."</p>                             |                                                | <p>"Often, it is helpful to speak with other families who have gone through this. If you would like, I can provide you with family support resources."</p>                                                                                                                   |                               | <p>"I hear that your family has lots of questions about the future and how to support your loved one. Can I give you information about an educational program for families supporting loved ones with psychosis?"</p> |                                            |

# Resources for Families

## PSYCHOEDUCATION

### 1 HOPE For Carers [www.hopeforcarers.com](http://www.hopeforcarers.com)

(University of Alberta, Online)

Offering free 9 week psychoeducational course for families online. Developed by local researchers with lived experience in Alberta.

### 3 REACH [www.psychosisreach.org/](http://www.psychosisreach.org/)

(University of Washington, Online) Self-paced course in addition to connecting with a trained Psychosis REACH Family Ambassador for follow-up.

### 2 Family Recovery Journey [tbehm@schizophrenia.ab.ca](mailto:tbehm@schizophrenia.ab.ca)

(Schizophrenia Society of Alberta, Online)  
5 week educational course for families.

### 4 NAMI Family-to-Family Program [programs@pathwaysssmi.org](mailto:programs@pathwaysssmi.org)

(Pathways BC, Online) Free 8 week educational course for families online. Not restricted to BC residents.

## SUPPORT GROUPS

### 1 Families Connecting by Choice [youngadultservices@recoveryalberta.ca](mailto:youngadultservices@recoveryalberta.ca)

(Recovery Alberta, Online, In person) is a support group for parents and family members of young adults with mental health and/or addiction concerns. Groups run Wednesdays 5:00–6:30 PM (Zoom) and 7:00–8:30 PM (in person at East Edmonton Health Centre).

### 3 Online Family Support Group [tbehm@schizophrenia.ab.ca](mailto:tbehm@schizophrenia.ab.ca)

(Online) Support Group meetings are held on the 1st and 3rd Monday and the 2nd and 4th Wednesday of each month. Time: 7:00–8:30PM

### 2 Access 24/7 HOPE Group (780)424 2424 to register

(Edmonton, In Person) Family peer support group each Wednesday evening at the Edmonton Community Health Hub North from 6:00pm –7:30pm.

### 4 Caregiver Connections [ecathrea@cmha-edmonton.ab.ca](mailto:ecathrea@cmha-edmonton.ab.ca)

(Online) A peer support group to help parents, partners, and caregivers of those with a mental health concern and/or addiction to come together and support one another. This group is on Thursday evenings from 6:30 – 8:00 pm.

## ONLINE RESOURCES

### 1 CMHA-Edmonton <https://edmonton.cmha.ca/>

(Edmonton, Online) provides supports mental health education materials, community resource lists, and links to local services.

### 2 CMHA-Calgary <https://cmha.calgary.ab.ca/>

(Calgary, Online) Offers mental health education, peer support, community navigation to services, and downloadable resources on mental health and wellness.

### 3 Schizophrenia Society of Alberta [www.schizophrenia.ab.ca/](http://www.schizophrenia.ab.ca/)

(Online) Provides education on schizophrenia and psychosis, family resources, support groups, and information on services across Alberta.

### 4 Kickstand Alberta [www.kickstand.ca](http://www.kickstand.ca)

(Online) Information on youth mental health services, including counselling, peer support, substance use services, and community resources across Alberta.

### 5 CureSZ <https://curesz.org/>

(Online) Educational resources on schizophrenia, including treatment information, expert panels, recovery stories, videos, events, and support programs for patients and family caregivers.

### 6 LEAP Institute [www.leapinstitute.org/](http://www.leapinstitute.org/)

(Online) Provides training and resources on the LEAP (Listen, Empathize, Agree, Partner) method to help families and clinicians support people with serious mental illness who may lack insight.

**Call 911 for emergencies or immediate risk to safety**

**For more information and additional resources please visit [www.hopeforcarers.ca](http://www.hopeforcarers.ca)**

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HOPE For Carers