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# Webinar Series

## Creating Client-centered Mental Health & Addiction '*Systems*'

### Part 2

Moving from a mental illness care  
system to a mental health system

What is a client-centered 'system', and  
how do we develop one?

# Remember

client-centered = priority



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## Moving the system from illness care to health.

- For a *system* to be client-centered, we need to know...**”WHO** is the client?”.
- In **private practice**, the client is the person who comes in for service.
- However, in a **PUBLIC service**, the client is...

Moving the system from illness care to health.

## ... The public

The taxpayers

The whole population that pays the system to ensure the mental health of the people.

Some are healthy, some are ill...but ALL are clients



## Moving the system from illness care to health

- Who does the system currently serve?
  - Those who are most ill
  - Those who are in crisis
  - Those who have severe enough symptoms to **qualify** for treatment

## Moving the system from illness care to health

- Who does the system currently **NOT** serve?
  - Those who are **HEALTHY** (we don't keep them healthy)
  - Those who have **mild & early** symptoms of possible **future** illness (we don't help keep them from getting worse)

## Moving the system from illness care to health

The *system* is **EXCLUSIVE**, rather than **inclusive**.

It applies *exclusion* criteria so we must *wait* until we are severely ill in order to *qualify* for help.

**Proof** – quote from a clinician who commented on Amazon about my book:



## Moving the system from illness care to health

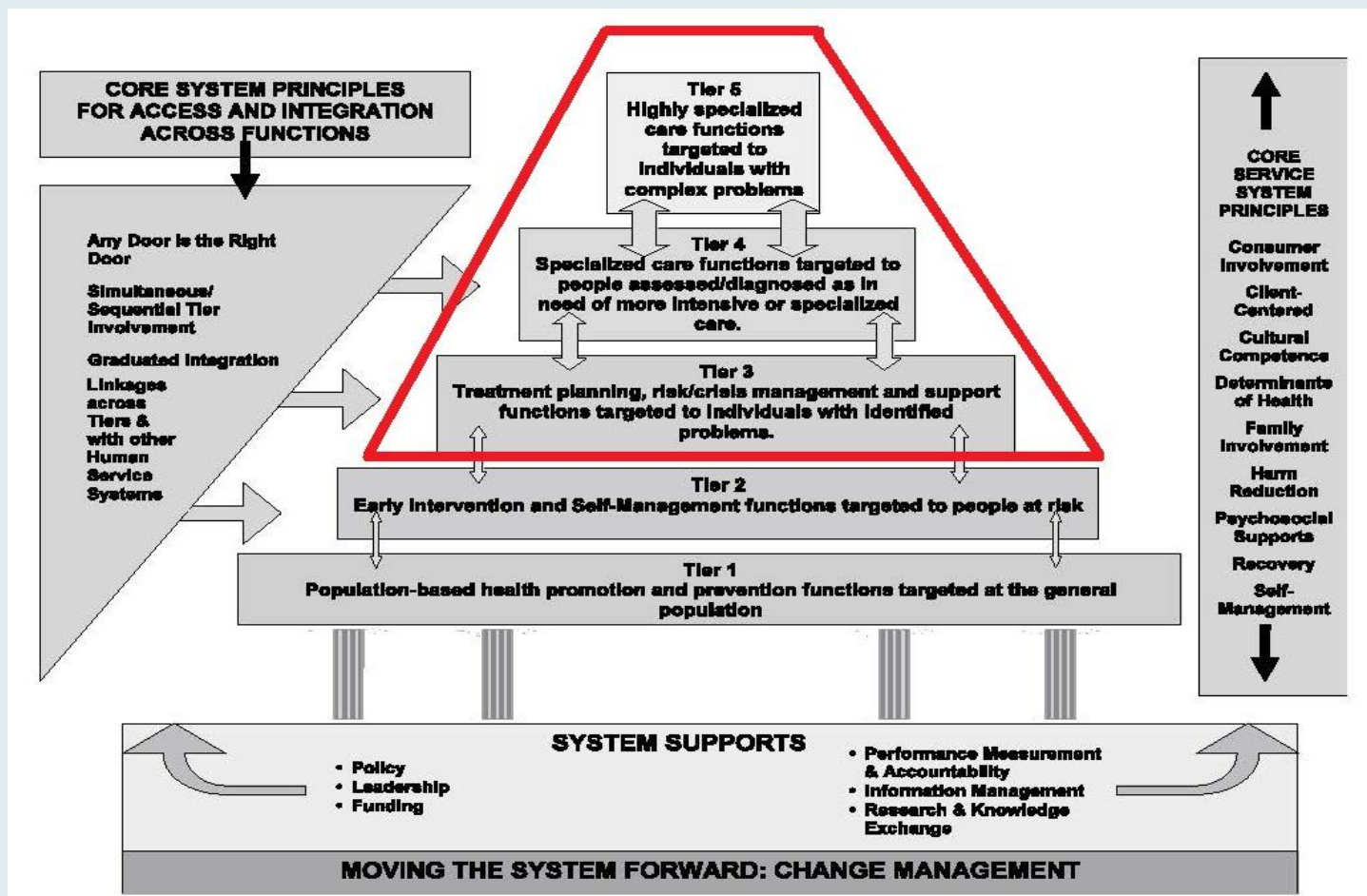
“Mr. Leader's model would be useful in a Counselling Center but not in a Nova Scotia public Mental Health and Addiction Service , which has a mandate and a primary focus to treat serious mental illness and addictions”

Anonymous

# Moving the system from illness care to health

- We don't have a mental **health** system.
- We have a mental **illness care** system.
- It does not promote or maintain mental **health**
- It does not **keep healthy people healthy**
- It **waits** until they are ill, and provides treatment.

# Moving the system from illness care to health



Source; Brian Rush, 2010

# Moving the system from illness care to health

## What should be in the bottom two tiers?

- Supportive counselling (not therapy) for people with early or mild symptoms/concerns
- Skill development such as managing emotions, anxiety
- Non-therapeutic, non-pathology-oriented help to keep these healthy people healthy, like we do with physical illness

# Moving the system from illness care to health

## What should be in the bottom two tiers?

- Advocating for public policy that keeps healthy people healthy by mandating:
  - Regulation of tobacco, alcohol, cannabis, and pharmaceutical industries
  - Psychologically healthy workplaces
  - Psychologically healthy schools
- Social and emotional learning curriculum embedded in all elementary schools (e.g., PATHS), which keeps healthy people healthy

# Moving the system from illness care to health

## How can **you** create a mental **health** system?

- As a private citizen, advocate for public and organizational policy that prevents addiction and mental illness.
- As a parent, advocate that your school board adopt a social and emotional learning program like PATHS across all elementary schools
- As a manager, director, etc., start reallocating some staffing resources to provide non-therapeutic support for early intervention.

What is a client-centered 'system', and how do we develop one?

Make the system serve the **whole** public (the client), not only those who have **waited** to qualify as ill, so they could meet the inclusion criteria. We do need treatment for those folks...but...

**Let's also keep healthy people healthy!**



What is a client-centered 'system', and  
how do we develop one?

Thank You!

Question time

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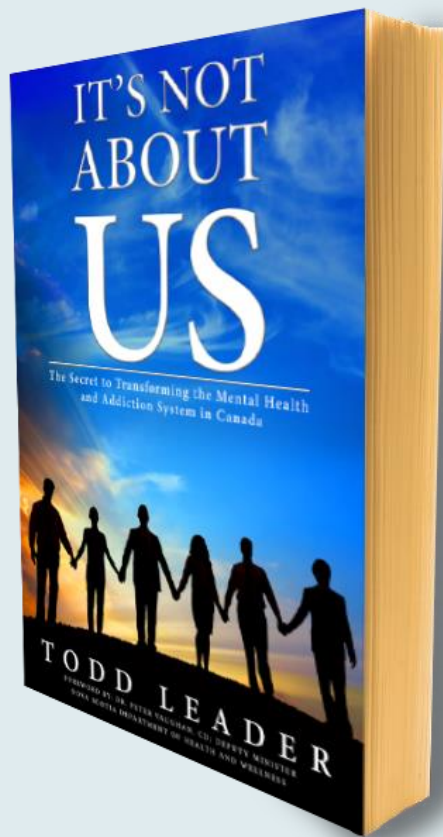
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## It's Not About Us; The Secret to Transforming the Mental Health and Addiction System in Canada

Available at:

[www.itsnotaboutus.ca](http://www.itsnotaboutus.ca)

or at

Indigo, Chapters, Coles, Amazon,  
Smashwords, iTunes

To arrange keynote addresses,  
workshops, or consulting, email  
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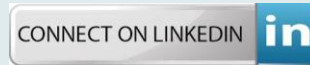
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