

Culture Change Defined

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"A changed culture and transformed system will first and foremost be peer-driven, meaning persons using services are the experts. Genuine, respectful partnerships will be present at all levels of service delivery between providers and persons with mental health conditions.

Coercion will have been eliminated in all its forms. Providers and the people using services will share equal footing as people seeking growth and healing. In such a system the people using services have the power to make all choices which affect them.

As experts, people in recovery will be employed in all capacities and at all levels of the system. A transformed system is driven by the acknowledgement that everyone can recover and that this may have different definitions for individuals. It would acknowledge harms done in the past and seek to heal these through trauma informed care and an apology process.

Services would focus on the whole individual and ensure quality of life. This would include housing, meaningful work, health and wellness, socialization, spirituality, and community integration towards a hope-filled future. "