

## Summary of Discussions

**Date:** June 2<sup>nd</sup>, 2020

**Case Title:** **Staying the Course – Delivering NAVIGATE in our Complex Context**

### **Summary:**

- It can be challenging to engage clients over the phone (vs. video conference or in person), particularly new clients, although some clients are engaging more frequently, which increases demand on staff time
- Working from home and balancing child care – how to make decisions about what work can be done while caring for children (e.g., webinars, emails, text messages, sometimes phone calls), coordinating with partners, managing client interactions
- Busier than ever with consistent number of referrals and new clients as well as increased demands
- Some patient care/content works well virtually – e.g., by sharing screens, virtual groups, etc.
- Clients prefer to avoid certain content over the phone (e.g., Module 3 “too deep”), so sometimes emphasizing psychoeducation or doing more unstructured sessions (e.g., how are you doing?). How do we follow clients’ lead without risking model drift?
- Lack of privacy in clients’ homes limiting their ability to engage. Strategies include identifying a certain time of day when others are out of the house, quiet location in the home (or car?) to facilitate private engagement, and then being flexible to accommodate this
- Variation in substance use – some increasing use leading to worsening symptoms, although others have been using less due to access. Strategies include use of psychoeducation (e.g., Canada’s drinking guidelines), motivational interviewing, identifying other ways to create structure in the day in order to reduce boredom as a trigger.

### **Follow-up**

If it would be helpful to have some further discussion and consultation regarding this case, please consider bringing it back to ECHO EPI-SET in the next month. To do so, please connect with: Abanti Tagore ([abanti.tagore@camh.ca](mailto:abanti.tagore@camh.ca)) and Andrea Alves ([andrea.alves@camh.ca](mailto:andrea.alves@camh.ca)).