



# Psychiatric Hospital Consumer Council

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# Consumer Advisory Councils

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Consumer Advisory Councils are located in:

Community and Inpatient Settings

- Psychiatric Hospitals
- Civil and Forensic Admissions

Jails

Prisons



# Birth of Idea

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“... My challenge was how to be the voice of such a diverse group and be true to what their needs, desires, hopes and issues were as I worked with our administration to address the same.”

# From Alton to Elgin

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## Resume

### **Consumer Specialist**

- Alton Medical Center - 1998
  - advocate for over 200 consumers on civil and forensic units
  - advocate for over 12,000 consumers receiving services at 12 community mental health centers
  - created Consumer Council within Metro-East Network
- Elgin Mental Health Center - 2001
  - represented over 300 consumers in Forensic Treatment Program
  - created Consumer Council on Forensic Treatment Program

### **Director**

- Office of Consumer Affairs, DC Dept. of Mental Health - 2003
  - created Consumer Council for Forensic Center at St. Elizabeth Hospital



# Forensic Treatment Program Consumer/Family Advisory Council

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## Mission Statement:

...to educate and empower the consumer population as well as having an impact, at an administrative level, concerning issues that affect the lives of fellow consumers.



# Forensic Treatment Program Consumer/Family Advisory Council

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## Purpose:

This is the “Consumer’s Voice” to the administration of the Forensic Treatment Program



# Forensic Treatment Program Consumer/Family Advisory Council

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## Opportunities for Council members:

- Development of self-unique strengths and abilities
- Knowledge of consumer rights, responsibilities , and accountability
- Increased social connection
- Facilitate and maintain hope
- Facilitate and find meaning in their lives
- Have an impact on coercive situations
- Develop a sense of self-determination
- Knowledge of the Consumer Movement and Recovery



# Forensic Treatment Program Consumer/Family Advisory Council

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## Criteria for Participation:

Ability to participate in a 45 minute council meeting and possess qualities such as verbal, assertive and team player.....



# Forensic Treatment Program Consumer/Family Advisory Council

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## Boundaries and Constraints:

The Council will not discuss personal issues but above all will attempt to enhance the consumers quality of life...



# Meeting Rules

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- No personal issues
- Issues brought first to unit level, then to council
- Issue must be agreed upon as valid and workable
- Take turns speaking
- Respect others
- Initiate change, find out process, follow it!
- Be on time
- Follow agenda and be prepared to give constructive input



# Meeting Agenda

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- Introductions / check-in
- What issues have you brought to this meeting that you would like discussed later?
- Review of rules
- Speaker of the month
- Follow-up on previous issues raised
- New issues
- What would be the next step to start resolving issues?  
Relapse Prevention/Recovery

# Active Consumer Councils

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## Alton, Illinois

Debbie Dyle 1998 – Present  
Alton Mental Health Center  
4500 College Avenue  
Alton, Illinois 62002  
618-474-3200

## Elgin, Illinois

Jeff Pharis 2001 – Present  
Elgin Mental Health Center  
Forensic Treatment Program  
750 South State Street  
Elgin, Illinois 60123  
847-742-1040

## Washington, DC

Dr. Patrick Canavan 2006 - Present  
Chief Executive Officer  
St. Elizabeths Hospital  
Department of Mental Health  
2700 Martin Luther King Jr. Avenue SE  
Washington, DC 20032  
202-562-4000

# Contact Information for Frances S. Priester, JD.

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