

## THE RESOURCE & INFORMATION CENTRE

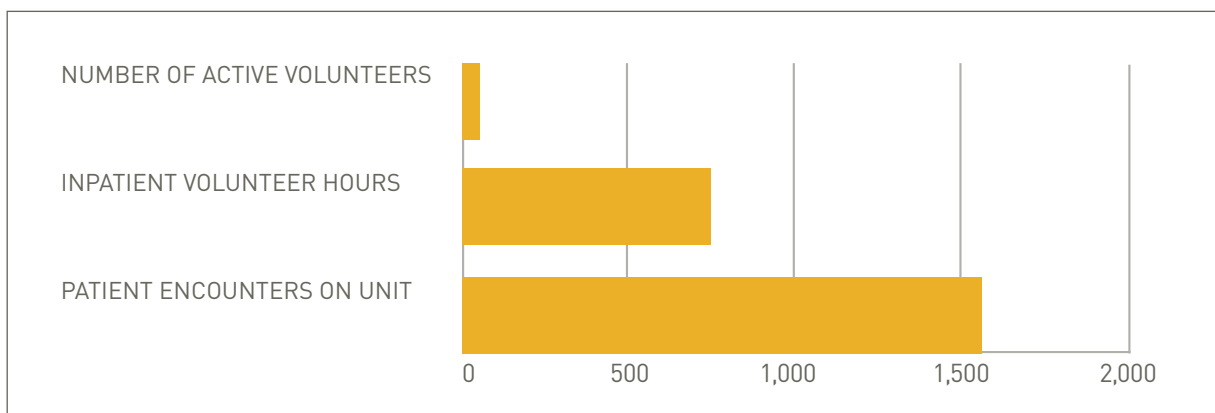
The Resource-Information Centre at the out-patient (Institute of Family & Community Psychiatry) is located in the main entrance waiting area and includes a desk with three computers, an enclosed library/resources area, free coffee and snacks for patients and a volunteer. There have been over 471 encounters with service users in the space since its opening in August 2018 (as of June 2019). These encounters have been adjacent to a form of peer support, since every volunteer at the kiosk has lived experience with mental health. Often conversations can be guided by personal experiences and patterns of recovery.

As a part of our larger Volunteers in Partnership (VIP) program, we have seen an exponential impact of volunteer encounters with patients. Below are the numbers from January 2018-January 2019 for our inpatient volunteer services, showing that from just 35 active volunteers over the past year (fluctuating in times of commitment), the inpatient unit received 763 volunteer hours and had 1,567 encounters with patients, ranging from conversation to dance and pet therapy. These volunteer to patient encounters are similarly evolving at the Resource & Information Centre.

**471**  
**PATIENT ENCOUNTERS**  
**SINCE AUGUST**

“I see the interaction of workers with patients and I like the way they treat us with honesty with passion and tolerance to [those] in mental health”  
 - Service User

**VOLUNTEER NUMBERS FEBRUARY 2017-2019**



*“It’s great to stick my neck out and meet some people ... with their curiosity and interest in having this information ... [the Resource and Information Centre] becomes a beacon of human connection”*

**- A Volunteer from our Resource and Information Centre**

We have established links with Forward House, Ami-Quebec, Prévention CDN-NDG, TRACOM, L’ATELIER, Ometz, Club Ami, and more. The number of these partnerships will grow as the program grows, looking towards this space as being part of a larger web of connected services that make the daily lives of people affected by mental health smoother and more supported.

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[HTTPS://WWW.JGH.CA/ABOUT-US/VOLUNTEERING/VOLUNTEERS-INPARTNERSHIP-PROGRAM/](https://www.jgh.ca/about-us/volunteering/volunteers-inpartnership-program/)

