



Mental health for all

Frequently Asked Questions Client and Family Advisory Council (CFAC)

What is the role of the CMHA Peel Dufferin Branch CFAC?

The role of the CFAC will be to help provide a strong voice to influence, shape and in some instances, co-design CMHA programs, services and quality improvement initiatives within the local Brampton, Mississauga, Caledon, Dufferin County, North Etobicoke or West Woodbridge communities.

What is the role of a CFAC member?

The role of a CFAC member will be to share his/her unique mental health and addictions care stories, opinions, perspectives and lived experiences to help shape the policies, programs and initiatives that influence CMHA's client care across Brampton, Mississauga, Caledon, Dufferin County, North Etobicoke and West Woodbridge.

What are the benefits of being a CFAC member?

As a client or family advisor at the CMHA Peel Dufferin Branch, you would:

- Share your client, family member or caregiver experiences and ideas to help inform new mental health and addictions support policies, programs and initiatives that influence CMHA client care and services in our local communities
- Inform the development of CMHA Peel Dufferin Branch quality improvement initiatives that directly impact the client experience
- Contribute your personal and professional skills, while developing new ones
- Meet others who share your passion for improving the mental health and addictions client experience

What does a Council member look like?

The CMHA Peel Dufferin Branch CFAC will include approximately 12 members who ideally represent the CMHA Peel Dufferin branch client's multicultural and geographic diversity. More specifically, CMHA Peel Dufferin is seeking Council members who are committed to improving and enhancing the client experience, and who share the following qualities and attributes:

- Have had lived experience with mental health and addictions as either a Client, family member or both
- Lives within Brampton, Mississauga, Caledon, Dufferin County, North Etobicoke or West Woodbridge
- Able to see beyond their own personal experience
- Committed and passionate about enhancing the client experience
- Open-minded, solution-oriented with a positive attitude
- Able to speak in a large group or in front of others
- A willingness to actively participate in ongoing quality improvement initiatives



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What is the time commitment?

Council members will be appointed for a two-year term and will attend in-person meetings approximately four times per year. Teleconference opportunities will be made available, as required. Additional in-person, teleconference and e-mail participation opportunities will occur during the two-year term to contribute to CMHA agency projects, committees, and initiatives.

Who can participate?

We encourage interested clients who live in the Brampton, Mississauga, Caledon, Dufferin County, North Etobicoke and West Woodbridge to e-mail their interest to communications@cmhapeel.ca for consideration as a member of the CFAC.

Who cannot participate?

Please note practicing health care professionals, current CMHA Board members, paid employees of CMHA or partnering health care charities/agencies are not eligible for membership.

How do you become a Council member?

There are five simple steps to becoming a Council member:

