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Planning for Partnership: A Roadmap for Engaging Knowledge Users in Research  
KT Canada Workshop – May 31, 2019

# RESOURCE BOOKLET

## Counselling & Therapy Resource List – Updated March 2019

### FINDING A COUNSELLOR:

- Ask your doctor for referral to a quality counsellor
- See the yellow pages under COUNSELLOR
- See if you have an Employee Assistance Plan (EAP) with free confidential counselling: 204-786-8880
- Check if your private medical insurance plan covers professional counselling
- Contact one of these professional organizations:
  - Psychological Association of Manitoba 204-487-0784
  - Manitoba Institute of Registered Social Workers 204-888-9477
  - College of Registered Psychiatric Nurses of Manitoba 204-888-4841

### LOW- OR NO-COST PROFESSIONAL COUNSELLING

<p><b>Access NorWest Co-Op Community Health</b> 785 Keewatin Street 204-938-5900 <a href="https://norwestcoop.ca/program_category/counselling/">https://norwestcoop.ca/program_category/counselling/</a></p>	<p><b>Hope Centre Health Centre Inc.</b> 240 Powers Street 204-589-8354 <a href="http://hopecentrehealthcare.com">http://hopecentrehealthcare.com</a></p>
<p><b>Aulneau Renewal Centre</b> 228 Hamel Avenue 204-987-7090 <a href="https://aulneau.com/counselling/">https://aulneau.com/counselling/</a></p>	<p><b>Jewish Child and Family Services</b> C200 – 123 Doncaster Street 204-477-7430 <a href="https://www.jcfswinnipeg.org">https://www.jcfswinnipeg.org</a></p>
<p><b>Aurora Family Therapy Centre</b> 515 Portage Avenue 204-786-9251 <a href="http://www.aurorafamilytherapy.com/">www.aurorafamilytherapy.com/</a></p>	<p><b>Jonah Counselling + Consulting</b> 462 Selkirk Avenue 204-998-0843 <a href="https://jonahconsulting.ca">https://jonahconsulting.ca</a></p>
<p><b>Centre de Santé</b> 170 Goulet Street 204-235-9310 <a href="http://centredesante.mb.ca">http://centredesante.mb.ca</a></p>	<p><b>Klinic Community Health Centre</b> 870 Portage Avenue Counselling Intake: 204-784-4059 <a href="http://klinik.mb.ca">http://klinik.mb.ca</a></p>
<p><b>Centre Renaissance Centre Inc.</b> 844 Autumnwood Drive 204-256-6750 <a href="https://www.renaissancecentre.ca/services">https://www.renaissancecentre.ca/services</a></p>	<p><b>Ma Mawi Wi Chi Itata Centre</b> 318 Anderson Ave / 363 McGregor St / 443 Spence Ave 204-925-0300 <a href="http://www.mamawi.com">http://www.mamawi.com</a></p>
<p><b>Elmwood Community Resource Centre</b> 545 Watt Street 204-982-1720 <a href="http://elmwoodcrc.ca/counselling-program/">http://elmwoodcrc.ca/counselling-program/</a></p>	<p><b>Mount Carmel Clinic</b> 886 Main Street Counselling Intake: 204-589-9420 <a href="https://www.mountcarmel.ca">https://www.mountcarmel.ca</a></p>
<p><b>Family Dynamics</b> 401 – 393 Portage Avenue (Portage Place) Counselling Intake: 204-947-1401 <a href="http://www.familydynamics.ca">www.familydynamics.ca</a></p>	<p><b>New Immigrant Chai Centre Inc.</b> <b>Chai for Men</b> 356 Hargrave Street 204-415-2550</p>
<p><b>Fort Garry Women’s Resource Centre</b> 1150-A Waverley Street Counselling Intake: 204-477-1123 <a href="http://fgwrc.ca/our-programs/counselling/">http://fgwrc.ca/our-programs/counselling/</a></p>	<p><b>North End Women’s Centre</b> 394 Selkirk Avenue 204-589-7347 <a href="http://www.newcentre.org/programs/counseling/">http://www.newcentre.org/programs/counseling/</a></p>

<p><b>Pluri-elles (Français)</b>                  Unité 114 – 420 rue Des Meurons                  204-233-1735 (poste 201) ou 1-800-207-5874  <a href="http://www.pluri-elles.mb.ca">www.pluri-elles.mb.ca</a></p>	<p><b>The Men’s Resource Centre of Manitoba</b>                  115 Pulford Street                  204-415-6797  <a href="http://www.mens-resource-centre.ca">www.mens-resource-centre.ca</a></p>
<p><b>Recovery of Hope Counselling Services</b>                  102-900 Harrow Street East                  204-477-4673 or 1-866-493-6202  <a href="https://edenhealthcare.ca/roh/services-programs/">https://edenhealthcare.ca/roh/services-programs/</a></p>	<p><b>Women’s Health Clinic</b>                  Unit A – 419 Graham Avenue                  Counselling Intake: 204-947-2422 (extension 204)  <a href="http://www.womenshealthclinic.org">www.womenshealthclinic.org</a></p>
<p><b>The Laurel Centre</b>                  104 Roslyn Road                  204-783-5460  <a href="https://thelaurelcentre.com/home">https://thelaurelcentre.com/home</a></p>	

**DROP-IN COUNSELLING**

<p><b>North End Women’s Centre</b>                  394 Selkirk Avenue • 204-589-7347  <ul style="list-style-type: none"> <li>Monday-Friday from 8:30 am – 3:30 pm</li> </ul></p>	<p><b>Klinic Drop-In Counselling</b>                  870 Portage Avenue • 204-784-4067  <ul style="list-style-type: none"> <li>Monday, Friday &amp; Saturday from 12:00 – 4:00 pm</li> <li>Tuesday &amp; Thursday from 12:00 – 7:00 pm</li> <li>Closed Wednesday &amp; Sunday</li> </ul></p>
<p><b>Elmwood Community Resource Centre</b>                  545 Watt Street • 204-982-1720  <ul style="list-style-type: none"> <li>Monday – Thursday from 9:00 am – 5:00 pm</li> <li>Friday from 9:00 am – 12:00 pm</li> <li>Closed Daily from 12:00 – 1:00 pm</li> </ul></p>	

**HELP & CRISIS LINES AND LOCATIONS (WINNIPEG)**

<p><b>A Woman’s Place (Women)</b> • 204-940-6624                  Monday – Friday from 9:00 am – 5:00 pm</p>	<p><b>Mobile Crisis Unit (Adults)</b> • 204-940-1781  <b>Mobile Crisis Unit (Youth)</b> • 204-949-4777</p>
<p><b>Crisis Response Centre (Adults)</b> • 817 Bannatyne Ave                  Walk-In Only</p>	<p><b>Osborne House Crisis Line</b> • 204-942-3052</p>
<p><b>Crisis Stabilization Unit</b> • 204-940-3633                  755 Portage Avenue</p>	<p><b>Seneca Help Line</b> • 204-942-9276                  7:00 – 11:00 pm</p>
<p><b>First Nations &amp; Inuit Hope for Wellness Help Line</b>                  24 hours • 1-855-242-3310</p>	<p><b>The Indian Residential Schools Resolution Health Support Program</b> • 1-866-925-4419</p>
<p><b>Kids Help Phone (18 and under)</b> • 1-800-668-6868</p>	<p><b>Youth Emergency Crisis Stabilization Unit (18 and under)</b>                  204-949-4777</p>
<p><b>Klinic Sexual Assault Line (Everyone)</b> • 204-786-8631                  1-888-292-7565 • TTY: 204-784-4097</p>	
<p><b>Klinic Suicide Crisis Line (Everyone)</b> • 204-786-8686                  24 hours • Toll-Free: 1-888-322-3019</p>	
<p><b>Main Street Project (Adults)</b> • 204-982-8245</p>	
<p><b>Manitoba Domestic Violence Crisis Phone Line</b>                  1-877-977-0007</p>	
<p><b>Manitoba Suicide Line (Everyone)</b> • 1-877-435-7170                  204-784-4097 • <a href="http://reasontolive.ca">http://reasontolive.ca</a></p>	

## Internal & External Assessment Questions

Use these internal and external assessment questions in your own work to explore your team’s readiness and willingness to engage, the readiness and willingness of the population(s) you would like to engage with, as well as the appropriate stage of research and level of engagement.

### INTERNAL ASSESSMENT

1. To what extent does the team **believe** that engagement will improve outcomes of the research project or program?
2. What is the **actual potential** for stakeholders to **influence decision-making** within the research process?
3. How **flexible and adaptable** is the team/project/organization/institution in regards to stakeholder involvement in decision-making?
4. How likely is it that stakeholder input will be **fully considered** in decision-making about the research project or program?
5. What **resources** are likely to be available to support stakeholder engagement?
6. How much **time** is available to build meaningful relationships with stakeholders?

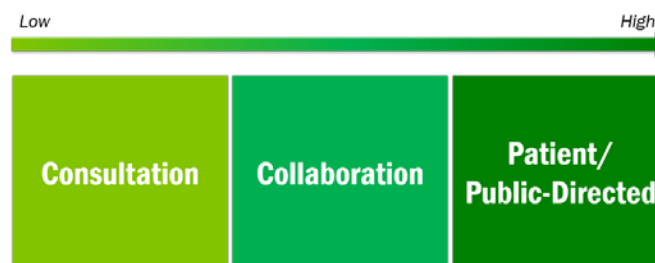
### EXTERNAL ASSESSMENT\*

1. Is there a **history** of stakeholder engagement? If so, were the **outcomes and experiences** positive for stakeholders?
2. What **inequities** exist in relation to the health condition being researched? Who is **affected differently**? Who has different **access to services**?
3. What are stakeholders’ **values and expectations** for engagement?
4. At what **level** do stakeholders expect to engage?
5. How would stakeholders **prefer** to engage?

**\*To meaningfully answer these questions, teams will need to talk to stakeholders they wish to engage with**

For more on internal & external assessment, view the blog post at: <http://bit.ly/PE-assessment>

### Levels of Engagement



Adapted from IAP2. For more on levels of engagement, view the blog post at: <http://bit.ly/PE-3>

## Online Tool for Selecting a Participatory Approach

Below is the full list of participatory approaches and engagement methods included in our tool. For more information about each individual method, please visit the online tool at: [bit.ly/PEApproaches](http://bit.ly/PEApproaches)

STAGE OF RESEARCH	LEVEL OF ENGAGEMENT	POTENTIAL APPROACHES
<b>Identifying &amp; Prioritizing</b>	Consult	Interviews
		Discussion Groups
		Surveys/ Questionnaires
		Delphi Process
	Collaborate	Nominal Group Technique
		PhotoVoice
		Patient Observation of Existing Services
		Patient Journey Mapping
	Patient/Public-Directed	Digital Storytelling
		Participatory Decision-Making
Patient Journey Mapping		
<b>Research Design</b>	Consult	Interviews
		Discussion Groups
		Workshops
		Advisory Group
	Collaborate	Charrettes
		Study Circles
		Participatory Design
		Patient Journey Mapping
	Patient/Public-Directed	Open Space Meetings
		World Café
Conversation Circles		
<b>Development of Grant Proposal</b>	Consult	Interviews
		Discussion Groups
		Fishbowl Process
		Advisory Group
	Collaborate	Focused Conversations
		Appreciative Inquiry
		Dialogue Technique
	Patient/Public-Directed	Participatory Design
		World Café
		Conversation Circles
<b>Preparation for Execution</b>	Consult	Interviews
		Discussion Groups
		Advisory Group
	Collaborate	Study Circles
		Focused Conversations
		Advisory Group
	Patient/Public-Directed	Participatory Design
		World Café
		Revolving Conversations

<b>Data Collection</b>	<b>Consult</b>	Interviews
		Discussion Groups
		Surveys/ Questionnaires
		Advisory Group
	<b>Collaborate</b>	Workshops
		Advisory Group
	<b>Patient/Public-Directed</b>	Deliberative Polling® Process
Citizen Juries®		
Participatory Decision-Making		
<b>Data Analyses</b>	<b>Consult</b>	Interviews
		Discussion Groups
		Workshop
		Public Meeting/ Town Hall
	<b>Collaborate</b>	Study Circles
		Workshops
		Advisory Group
	<b>Patient/Public-Directed</b>	Citizen Juries®
		Conversation Circles
		Appreciative Inquiry
Participatory Decision-Making		
<b>Dissemination</b>	<b>Consult</b>	Interviews
		Discussion Groups
		Surveys/ Questionnaires
		Workshops
	<b>Collaborate</b>	Workshops
		Focused Conversations
		Advisory Group
	<b>Patient/Public-Directed</b>	World Café
		Digital Storytelling
Conversation Circles		
<b>Implementation</b>	<b>Consult</b>	Interviews
		Discussion Groups
		Surveys/ Questionnaires
		Public Meetings
	<b>Collaborate</b>	Appreciative Inquiry
		Open Space Meetings
		Focused Conversations
	<b>Patient/Public-Directed</b>	World Café
		Conversation Circles
		Citizen Juries®
<b>Evaluation</b>	<b>Consult</b>	Interviews
		Discussion Groups
		Surveys/ Questionnaires
		Comment Forms
	<b>Collaborate</b>	Focused Conversations
		Appreciative Inquiry
	<b>Patient/Public-Directed</b>	Reality Check
		World Café
		Conversation Circles

## Potential Barriers to Engagement

### GENERAL

- Awareness of opportunities to engage
- Time and energy commitment
- Transportation and parking costs
- Scheduling

### EDUCATIONAL

- Lack of previous exposure to topic/context (abstract concepts vs. lived experience)
- Capacity and skills required to participate
- Types of evidence

### HEALTH- & ABILITY-RELATED

- Language barriers
- Visual/auditory impairments
- Physical impairments
- Challenges in cognitive ability

### HOME LIFE

- Care responsibilities (children, other adults)
- Household responsibilities
- Housing & food insecurity
- Basic survival priorities

### WORK LIFE

- Inflexible employment schedules
- Having to take time off work to engage
- Confidentiality requirements

### CONTEXTUAL & ENVIRONMENTAL

- Setting of engagement
- Facilitation needs
- Access to information and resources
- Style of engagement

### SOCIETAL/INTERPERSONAL

- Stigma or shame around topic
- Previous negative experiences, trauma
- Power dynamics
- Relationships or conflict with other stakeholders

### CAREER/ROLE-SPECIFIC

- Political commitments
- Political timetables
- Funding cycles
- Unpredictable schedules

## Engagement Budget Considerations

- Compensation for time, energy, and expertise
- Care attendants, caregivers, and/or personal aids
- Transportation
- Parking
- Caregiving and childcare
- Interpretation and translation services
- Assistive technologies
- Accessibility of spaces
- Accommodations
- Refreshments (food and beverage)
- Printing and other materials
- Supports such as Elders, counselling, etc.
- Gifts for speakers
- Professional facilitation
- Conferences and capacity-building

For more on budgeting for engagement, view the blog post at: [bit.ly/PPEbudget](https://bit.ly/PPEbudget)

## CHI Resource List

**KnowledgeNudge blog about KT & PE in health research:** <http://www.medium.com/knowledgenudge>

**CHI's Patient Engagement Resources:** <https://chimb.ca/sub-sites/1-patient-engagement>

## Connect With Us

**On Twitter:** [@KnowledgeNudge](https://twitter.com/KnowledgeNudge) [@CHIMBca](https://twitter.com/CHIMBca)

**On YouTube:** [www.youtube.com/chimbca/](http://www.youtube.com/chimbca/)

**Via Email:** [CHIPartners@umanitoba.ca](mailto:CHIPartners@umanitoba.ca)

## Reference List

### **BOB THE STRIPY BLUE TRIANGLE (INTERSECTIONALITY):**

Dobson M. Intersectionality: a fun guide. *Beyond these mountains*, <https://miriamdobson.com/2013/04/24/intersectionality-a-fun-guide/>

### **TED TALK BY KIMBERLÉ CRENSHAW – THE URGENCY OF INTERSECTIONALITY:**

Crenshaw K. The Urgency of Intersectionality. TEDWomen 2016. [https://www.ted.com/talks/kimberle\\_crenshaw\\_the\\_urgency\\_of\\_intersectionality?language=en](https://www.ted.com/talks/kimberle_crenshaw_the_urgency_of_intersectionality?language=en)

### **TREE OF TRAUMA:**

Violence Free Colorado. Trauma-Informed Care. <https://www.violencefreecolorado.org/what-we-do/special-projects/tic/>

### **CRITICAL REFLEXIVE PRACTICE QUESTIONS:**

Shimmin C, Wittmeier KDM, Lavoie JG, Wicklund ED, Sibley KM. Moving towards a more inclusive patient and public involvement in health research paradigm: the incorporation of a trauma-informed intersectional analysis. *BMC Health Serv Res*, 2017; 17:539. <https://link.springer.com/article/10.1186/s12913-017-2463-1>

### **LEVELS OF ENGAGEMENT:**

International Association for Public Participation (IAP2). IAP2 Spectrum of Public Participation. <https://www.iap2.org/page/pillars>

### **2018 SCOPING REVIEW OF ENGAGEMENT IN CANADA:**

Manafó E, Petermann L, Mason-Lai P, Vandall-Walker V. Patient engagement in Canada: a scoping review of the 'how' and 'what' of patient engagement in health research. *Health Res Policy Syst*, 2018; 16:5. <https://health-policy-systems.biomedcentral.com/articles/10.1186/s12961-018-0282-4>

### **2019 SYSTEMATIC REVIEW OF FRAMEWORKS FOR ENGAGEMENT:**

Greenhalgh T, Hinton L, Finlay T, Macfarlane A, Fahy N, Clyde B, Chant A. Frameworks for supporting patient and public involvement in research: Systematic review and co-design pilot. *Health Expect*, 2019. <https://onlinelibrary.wiley.com/doi/full/10.1111/hex.12888>