



-  **Conduct research**
Primary City's own policy, strategy, secondary research academic & media
-  **Compile data**
Analysis, compare findings, highlighting commonalities
-  **Establish criteria**
Evaluation, keeping in mind policies disparity
-  **Recommendations**
Based on evaluation, clear & direct actions, promote successful initiatives



Mental Health Resilience

What is it?

Our project was a comparative analysis of the initiatives which have been undertaken in three major Canadian cities, i.e., Montreal, Toronto and Vancouver, to address the issue of mental health in the context of the COVID-19 pandemic. Ultimately, the objective was to make data-driven recommendations for the city of Montreal regarding new initiatives that should be undertaken or existing initiatives that should be expanded to meet the mental health needs of its population during the pandemic, and beyond.

What is new and distinctive about your project?

There is currently no standardized approach for measuring mental health at the community level so we designed the evaluation criteria we used to assess the initiatives based on the three basic principles proposed by Kuzman, Curkovic and Wasserman's framework regarding the provision of mental health services during the pandemic: holism, availability and accessibility. As a result of this approach, we propose a unique multifaceted solution which addresses both the short-term pandemic-specific mental health needs and long-term consideration of mental resilience in Montreal.

How it works?

In order to conduct the present comparative analysis, a set of evaluation criteria was established. The criteria selected were holism, characterized by the treatment of the whole person, taking into account mental and social factors, rather than just the symptoms of a disease; availability, characterized by the sufficient and appropriate supply of a service; and accessibility, characterized by adequate access for those in need. Each initiative was rated from 1 to 5 with respect to these principles and a total score was computed to identify the top scoring initiatives. The quantitative evaluation of the initiatives was complimented by a qualitative assessment to build our recommendation.

Outcomes

On the short-term, Montreal should leverage on phone and digital tools to increase the provision of mental health services and support. This includes establishing a coordinated process to streamline referrals between hotlines and further developing the digital tool "Getting Better My Way!" to provide an online network for free peer-to-peer support. On the long-term, the city must look towards urban design innovation to not just manage but improve the population's mental health and build its mental health resilience post-COVID by integrating protective factors, such as access to green, active and pro-social spaces, to promote and protect good mental health at the community level.

TEAM



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