

Engaging Individuals and Families to Choose Interventions

Selecting comprehensive interventions should be done using a person- and family-centred approach. By engaging with the person to receive treatment (and their family whenever possible), you can better understand their needs, goals, and concurrent disorder diagnosis.

Evidence suggests that personal factors account for more variance in treatment outcome than any other factor. Introduce intervention options to an individual in a recovery-oriented way, allowing for personal input, involvement, empowerment and choices.

Ways to engage

There are several techniques you can use to engage with the person. For example:

- Engaging with people in a calm manner
- Working with people in a holistic manner
- Using effective and positive communication
- Understanding the person's world and goals
- Providing acceptance and empathy
- Using active and reflective listening
- Asking permission to discuss aspects of their concurrent disorder issues and symptoms

You may also want to review the care approaches discussed in the [Integrated Treatment Planning](#) chapter of this toolkit.

Therapeutic alliance

Another important factor in successful recovery is the alliance that develops between the person and their therapist or care team members. This is known as the therapeutic alliance, or the therapist-client relationship, and is typically built over time.

Key elements of the alliance are the care provider's ability to be honest, empathetic and to establish a trusting relationship in a short time. A therapeutic alliance

supports people to be empowered and hopeful, and allows them to move forward in their recovery journey.

Recovery-oriented care

Recovery-oriented care empowers the person to address a wide range of needs outside of their diagnosis, including supports for housing, employment, education, family, healthy eating and basic health promotion in order to build a meaningful, hopeful and successful life.

Recovery-oriented services do not address addiction and mental health problems sequentially, and do not use exclusion criteria or impose treatments.

Recovery-oriented providers:

- Work with people at their current state
- Respect people's choices, autonomy, dignity and self-determination
- Focus on people's safety and offer support for harm reduction, positive risk-taking and continual personal growth

The principles for recovery in addiction and mental health are complementary and overlapping. They both:

- Acknowledge that the issues are multidimensional and complex
- Appreciate that recovery is a personal journey, with goals defined by the person
- Recognize the significance of family, peers, workplaces and a community of support
- Understand the need for collaboration across sectors, particularly in relation to social determinants
- Are founded upon hopeful, strengths-based approaches in pursuit of well-being, quality of life and full citizenship

Social determinants of health

As a member of a comprehensive care team, you need to think about the person holistically and ask them what they need to address social determinants of health in their lives. For example:

- Do you have the support of friends or family?
- Do you have the opportunity for leisure activities?
- What are your living conditions like?
- Do you need help with budgeting your finances?
- How are your children doing?
- Do you need any parenting resources?

For more information about the social determinants of health, see the [Comprehensive Assessment](#) chapter in this toolkit.