



Evaluate the Value of Telehomecare for Mental Health

Ontario Shores Centre for Mental Health Sciences, Lakeridge Health, and Women’s College Hospital are partnering with the Ontario Telemedicine Network (OTN), an organization with an on-line support community application called ‘Big White Wall’, and Women’s College Hospital Institute for Health System Solutions and Virtual Care (WIHV) on a research project which aims to find out whether the ‘Big White Wall’ on-line support community may be of benefit to people who are having some difficulty coping or who are feeling anxious, depressed or have mental health related symptoms.

Your care provider believes that you may benefit from participating in the Big White Wall research project (the Project). You are invited to take a few minutes to read this information and decide whether you would like to participate.

What is the purpose of the Project?

The purpose of the Project is to learn:

1. Whether an on-line support community that provides remote monitoring and guidance, and promotes self-management (Big White Wall) is beneficial for people who are having some difficulty coping or who are feeling anxious, depressed or have mental health related symptoms.
2. Whether people who use this on-line support will more confidently self-manage their difficulties and be less likely to require crisis support, inpatient care, and/or intensive face-to-face coaching and counselling.
3. Whether people find this on-line support improves their quality of life.

Health system planners and funders also want to learn whether this kind of on-line support community will help deliver better care.

How long is the project?

The project will run until March 31, 2017. People participating in the Project will use the Big White Wall online support community for three months. People who agree to participate, however, may stop using the on-line community support at any time.



Do I have to participate?

No – you may choose to participate or not. Your participation is completely voluntary. If you choose not to participate in the project, your course of treatment or care will not be impacted. You will continue to receive care just as you are now, or if you are not undergoing active care but are waiting for care, you will carry on as you've been advised and will receive care when it becomes available.

What does it mean to participate in the project?

If you chose to participate in the project, you will be put in contact with a project staff. You will meet with the project staff (either in person or by telephone). The project staff will provide you with directions to access the project consent form, review the project consent form with you and answer any questions that you may have. If you are meeting in person you will be asked to sign the **project consent form** and give it to the project staff. If you are meeting over the telephone, the project staff will go through the consent form with you and you can provide a verbal consent.

Once you have agreed to participate, you will be either:

- Assigned to an intervention group and will start using Big White Wall right away for a three month period; or
- Assigned to a control group and will have no access for the first three months. After the three months, you will be given access and will start using Big White Wall for a three month period.

You can use Big White Wall through your own Smartphone device, tablet or computer.

You will have access to an information brochure that explains the benefits of using Big White Wall.

You will be provided with information on how to log in to Big White Wall and will have access to online instructions on its use. It is important to know that when you log in to the Big White Wall and register for the Big White Wall the first time, you will use an identity that you create (an avatar) such that when you post information on the Big White Wall, your true identity will not be revealed.

Once you have registered for the Big White Wall, you will have access to self-assessment



tools and learning modules in addition to interacting with others anonymously on-line.

Specially trained health care professionals, known as 'Wall Guides', monitor the activity on-line and can interact with you on-line. They will not know your true identity either.

You may call the project staff with any questions you may have while using Big White Wall or to withdraw from the project.

What do I do now if I'd like to participate?

If you are interested in participating, please contact one of the following project coordinators for your area to organize a telephone meeting to begin the process:

Ontario Shores Centre for Mental Health Sciences: 905-706-4761

Lakeridge Health: 905-213-0722

Women's College Hospital: 416-323-6400 x 5989