

QUALITYRIGHTS TRAINING
MENTAL HEALTH, HUMAN RIGHTS AND RECOVERY
5 DAY SAMPLE AGENDA

Day 1

Time	Session details
9:30 – 10:00	Welcome and introductions
10:00 – 10:30	The WHO QualityRights Initiative – aims, objectives and topics covered
	Module: Human rights
10:30 – 11:20	Topic 1: Human rights and living a good life
10:30 – 10:35	<ul style="list-style-type: none"> What do you understand by the term “human rights”?
10:35 – 10:45	<ul style="list-style-type: none"> Exercise 1.1 – We are all born free and equal
10:45 – 11:00	<ul style="list-style-type: none"> Exercise 1.2 – Living a good life
11:00 – 11:20	Tea break
11:20 – 12:20	Topic 2: What are human rights?
11:20 – 11:55	<ul style="list-style-type: none"> Presentation: What are human rights? – UDHR, Core human rights principles
11:55 – 12:20	<ul style="list-style-type: none"> Exercise 2.1 – Comparative exercise with living a good life
12:20 – 12:40	Topic 3: The relationship between different rights
	<ul style="list-style-type: none"> Exercise 3.1 – How are all rights linked?
12:40 – 13:45	Lunch
13:45 – 15:00	Topic 4: Examples of human rights violations
13:45 – 14:25	<ul style="list-style-type: none"> Presentation: Human rights violations – presentation – historical violations of human rights and examples;
14:25 – 15:00	<ul style="list-style-type: none"> Example 4.1 – Scenarios on human rights violations
15:00 – 15:35	Topic 5: Groups and segments of the population at risk of human rights violations

	<ul style="list-style-type: none"> • Presentation – examples of these groups; nature of violations against these groups
15:35 – 16:00	Tea break
16:00 – 1 16:00 – 16:40 (optional) 16:40 – 17:05 17:05 – 17:10	Topic 6: Consequences of human rights violations <ul style="list-style-type: none"> • Exercise 6.1: Identify examples of human rights violations • Presentation – Examples of groups and rights violations experienced by them • Exercise 6.2: Impacts of violations • Reflective exercise – Based on the discussion on human rights violations
17:10 – 17:45 17:10 – 17:30 17:30 – 17:45	Topic 7: Respecting, protecting and fulfilling human rights <ul style="list-style-type: none"> • Reflective exercise • Presentation – Respect, protect and fulfil
17:45 – 18:00	Break
18:00 – 18:45	Topic 8: Empowering people to defend human rights <ul style="list-style-type: none"> • Exercise 8.1: Defending human rights in mental health
18:45 – 19:15	Topic 9: Human rights advocacy <ul style="list-style-type: none"> • Presentation – Human rights defenders – individuals, communities, governments, United Nations, Advocacy groups and NGOs.
19:15 – 19:30	Summary and recap

Day 2

Time	Session details
	Module: Mental health, disability and human rights
9:30 – 11:10 9:30 – 10:00 10:00 – 10:20	Topic 1: Understanding discrimination and denial of rights <ul style="list-style-type: none"> • Exercise 1.1: Rights of people with psycho-social, intellectual and cognitive disabilities • Presentation: Defining discrimination • Exercise 1.2: That's not who I am!

10:20 – 10:55 10:55 – 11:10	<ul style="list-style-type: none"> • Exercise 1.3: Understanding institutionalised discrimination
11:10 – 11:30	Tea break
11:30 – 12:35 11:30 – 12:00 12:00 – 12:30 12:30 – 12:35	Topic 2: Understanding disability from a human rights perspective <ul style="list-style-type: none"> • Exercise 2.1 – Understanding disability • Presentation: The different models of disability • Reflective exercise
12:35 – 13:30	Lunch
13:30 – 15:00 13:45 – 14:00 14:00 – 14:35 14:35 – 14:55	Topic 3: Convention on the rights of persons with disabilities <ul style="list-style-type: none"> • Reflective exercise • Presentation: Introduction on Convention on rights of persons with disabilities • Short presentation: Articles of CRPD
14:55 – 15:35	Topic 4: Applying CRPD to real life scenarios <ul style="list-style-type: none"> • Exercise 4.1: Different scenarios
15:35 – 16:00	Tea break
16:00 – 17:00 16:00 – 16:15 16:15 – 16:40 16:40 – 17:00	Topic 5: Zooming in on Article 12 – Equal recognition before the law <ul style="list-style-type: none"> • Exercise 5.1: zooming in on article 12 • Presentation on Article 12 • Exercise 5.2: What changes does Article 12 bring?
17:00 – 17:30 17:00 – 17:15 17:15 – 17:30	Topic 6: Zooming in on Article 16 – Freedom from exploitation, violence and abuse <ul style="list-style-type: none"> • Discussion on Article 16 • Exercise 6.1: Freedom from exploitation, violence and abuse
17:30 – 17:55 17:30 – 17:40 17:40 – 17:50 17:50 – 17:55	Topic 7: Zooming in on Article 19: Living independently and being included in the community <ul style="list-style-type: none"> • Discussion on Article 19 • Presentation on Article 19 • Reflective exercise
17:55 – 18:10	Break

18:10 – 19:05	Topic 8: Empowering people to defend CRPD rights
18:10 – 18:25	<ul style="list-style-type: none"> • Reflective exercise
18:25 – 18:45	<ul style="list-style-type: none"> • Exercise 8.1: Why should I get involved and will it change anything?
18:45 – 19:05	<ul style="list-style-type: none"> • Exercise 8.2: What actions can you take to protect this right of the CRPD?
19:05 – 19:15	Summary and recap

Day 3

Time	Session details
	Module: Recovery and the right to health in mental health and social services
9:30 – 10:30	Topic 1: What is mental health?
9:30 – 9:35	<ul style="list-style-type: none"> • What is mental health?
9:35 – 10:00	<ul style="list-style-type: none"> • Presentation: What does mental health mean?
10:00 – 10:30	<ul style="list-style-type: none"> • Exercise 1.1: What health you to enjoy mental health and well-being?
10:30 – 10:55	<ul style="list-style-type: none"> • Presentation: Protecting and promoting mental health and well being
10:55 – 11:15	Tea break
11:15 –	Topic 2: Promoting the right to health in mental health and social services
11:15 – 12:00	<ul style="list-style-type: none"> • Exercise 2.1: Grand designs
12:00 – 12:25	<ul style="list-style-type: none"> • Exercise 2.2: Does this service adequately support mental health?
12:25 – 12:40	<ul style="list-style-type: none"> • Presentation: The role of mental health and social services in promoting physical health
12:40 – 13:00	<ul style="list-style-type: none"> • Exercise 2.2 – Does my facility adequately support mental health? (continued)
13:00 – 14:00	Lunch
14:00 – 15:30	Topic 3: What is recovery
14:00 – 14:40	<ul style="list-style-type: none"> • Exercise 3.1: Feeling better
14:40 – 15:30	<ul style="list-style-type: none"> • Presentation: Recovery
15:30 – 15:50	Tea Break

15:50 – 16:50 15:50 – 16:10 16:10 – 16:30 16:30 – 16:50	Topic 4: Promoting recovery <ul style="list-style-type: none"> • What supports recovery? • Exercise 4.1: The role of the individual as well as families, friends and other supporters in promoting recovery • Personal recovery stories
16:50 – 17:30	Topic 5: Role of practitioners and mental health and social services in promoting <ul style="list-style-type: none"> • Exercise 5.1: Improving practises to promote recovery in mental health and social services
17:30 – 17:40	Take away points
17:40 – 18:00	Break

Day 4

Time	Session details
	Module: Legal capacity and the right to decide in mental health and social services
9:30 9:30 – 9:35 9:35 – 9:45 9:45 – 11:15	Topic 1: Understanding the right to legal capacity <ul style="list-style-type: none"> • Introduction to the module • Exercise 1.1: It's my decision • Presentation: Right to legal capacity
11:15 – 11:30	Tea break
11:30 - 12:10 11:30 – 11:50 11:50 – 12:00 12:00 – 12:10	Topic 1: Understanding the right to legal capacity (continued) <ul style="list-style-type: none"> • Exercise 1.2: Denial of legal capacity • Presentation: The consequences of denying the right to legal capacity • Summary of topic 1
12:10 - 12:10 – 12:20	Topic 2: Supported decision-making and advance planning <ul style="list-style-type: none"> • Exercise 2.1: Discussion on supported decision making

12:20 – 13:00 13:00 – 13:30	<ul style="list-style-type: none"> • Presentation: Supported decision making • Exercise 2.2: Scenarios on supported decision making
13:30 – 14:30	Lunch
14:30 – 15:25 14:30 – 15:00 15:00 – 15:25	Topic 2 continued <ul style="list-style-type: none"> • Presentation: Advance planning • Exercise: Discussion on advance planning
15:25 – 15:25 – 15:35 15:35 – 15:55	Topic 3: Informed consent and person led treatment and recovery plans <ul style="list-style-type: none"> • Presentation: Informed consent • Presentation: Person led treatment and recovery plans
15:55 – 16:15	Tea break
16:15 – 18:30 16:15 – 16:30 16:30 – 17:00 17:00 – 17:30 17:30 – 18:00 18:00 – 18:30	Topic 4: Avoiding involuntary detention and treatment in mental health and social services <ul style="list-style-type: none"> • Exercise 4.1: The experience of involuntary admission and treatment • Presentation: What does CRPD say about involuntary detention and treatment? • Exercise 4.2: What about in my country? • Exercise 4.3: Scenario on avoiding coercive measures • Exercise 4.4: A challenging situation
18:30 – 18:45	Take away points

Day 5

Time	Session details
	Module: Creating mental health and related services free from coercion, violence and abuse
9:30 – 10:00 9:30 – 9:35 9:35 – 9:45 9:45 – 10:00	Topic 1: What are violence, coercion and abuse? <ul style="list-style-type: none"> • Introduction to the module • Exercise 1.1: Forms of violence, coercion and abuse • Presentation: What are violence, coercion and abuse?
10:00 – 10:20 10:00 – 10:05 10:05 – 10:20	Topic 2: What does CRPD say about violence, coercion and abuse? <ul style="list-style-type: none"> • Exercise 2.1: Recalling the CRPD • Presentation: Articles of UNCRPD
10:20 – 11:15 10:20 – 11:00 11:00 – 11:15	Topic 3: What are impacts of violence, coercion and abuse? <ul style="list-style-type: none"> • Exercise 3.1: Personal experiences/videos of violence, coercion and abuse • Exercise 3.2: Violence, coercion and abuse have impacts
11:15 – 11:30	Tea break
11:30 – 12:00 11:30 – 11:45 11:45 – 12:00	Topic 4: Why are these practises happening? <ul style="list-style-type: none"> • Exercise 4.1: Reasons why violence, coercion and abuse occur in services • Presentation: Reasons why violence, coercion and abuse occur in services
12:00 – 12:10 12:10 – 12:20 12:20 – 12:50	Topic 5: Understanding attitudes and power relations <ul style="list-style-type: none"> • Exercise 5.1: The meaning of power • Presentation: Power dynamics in mental health and social services • Exercise 5.2: What contributes to power dynamics?
12:50 – 13:45	Lunch
13:45 – 14:15	Topic 6: Key strategies to avoid and diffuse conflictual situations <ul style="list-style-type: none"> • Presentation: What is an effective and appropriate response to tense situations?
14:15 – 14:50 14:15 – 14:30 14:30 – 14:55	Topic 7: Communication techniques <ul style="list-style-type: none"> • Presentation: Communication skills • Exercise 7.1: Phrases for calming a tense situation

14:55 – 15:00	Topic 8: Supportive environments and the use of comfort rooms <ul style="list-style-type: none"> • Presentation: Supportive environments and comfort rooms
15:00 – 15:10	Topic 9: Creating a saying “yes” and “can do” culture <ul style="list-style-type: none"> • Presentation: Creating a saying “yes” and “can do” culture
15:10 – 15:20	Tea break
15:20 – 16:00 15:20 – 15:30 15:30 – 16:00	Topic 10: Individualized plans to explore sensitivities and signs of distress <ul style="list-style-type: none"> • Presentation: Individualised plans to explore sensitivities and signs of distress • Exercise 10.1: Making individualised plans
16:00 – 16:45 16:00 – 16:15 16:15 – 16:45	Topic 11: Response teams <ul style="list-style-type: none"> • Presentation: Response teams • Exercise 11.1: Creating a response team
16:45 – 17:20 16:45 – 17:00 17:00 – 17:10 17:10 – 17:20	Topic 12: Complaints and reporting procedures <ul style="list-style-type: none"> • Presentation: Procedure for reporting complaints, coercion, violence and abuse • Presentation: Complementary strategies for addressing complaints, coercion, violence and abuse • Exercise 12.1: Access to external complaints mechanism
17:20 – 17:30	Break
17:30 – 18:15 17:30 – 18:00 18:00 – 18:15	Topic 13: Stopping violence, coercion and abuse in my mental health or social service <ul style="list-style-type: none"> • Ending abusive practices in services is possible! Example • Presentation: Recap of strategies for understanding and stopping violence, coercion and abuse • Exercise 13.1: What can you do to prevent violence, coercion and abuse?
18:15 – 18:45	Take away points and conclusion