



Minister's Medal Honouring Excellence in Health Quality and Safety

Individual Champion Honour Roll

Jean West

Jean West is Director for Mental Health Services at York Support Services Network with the York Region. Jean has relentlessly committed herself to leading the creation of services and programs with a focus on client needs.

For the past twenty-seven years, Jean has demonstrated her leadership within the mental health landscape by successfully expanding and implementing new collaborative programs that help connect individuals with mental health or addiction issues to the services they need. Jean developed a resource manual and coordinated a regional training initiative to help those in the health and social service sectors understand and respond effectively to individuals with a developmental disability and/or a serious mental illness. Jean's commitment to providing clients with easier access to services and reducing service wait times led the way to the development and implementation of the collaborative case management referral service, called Streamlined Access. With a single phone call or online application submission, clients are now able to access multiple mental health and addictions services and supports.

*The information provided above is taken directly from 2016 Minister's Medal applications –
Facts and information herein have been updated in 2016 but have not been verified for accuracy.*