

Nérée and Eugène share the process and results of the 1993 Consumer Satisfaction survey

Eugène: The reasons I wanted to initiate that, was that I wanted to begin trying to have a global opinion, trying to unite other people who have similar concerns. So we tried to have all the activity centres in New Brunswick respond to a satisfaction survey. I did the distribution and Neree had more expertise in preparing the questions and analyzing those answers. We had an \$80 budget and a lot of passion and conviction and it was eventually presented at the CMHA national conference in Quebec City in 1993, or 1994. Neree could perhaps add to that.

Nérée: Well, it's a good example of partnership, I think, between people with expertise, lived expertise, and people with academic background wanting to work together, establish some bridges. To prepare a questionnaire, for me, is not a big deal. But then to find the people and make sure they would answer, et cetera, et cetera, is something else.

Eugène: We had a 76% participation rate.

Nérée: There you go. And Gene, did you suggest any reward for this, any compensation for this? Five, ten dollars?

Eugène: I think people who participated were given a few dollars to share their experience, because we didn't want to practice emotional exploitation.

Nérée: Yeah, so things like that, he would think of, I wouldn't think about that. Anyway, so, what we found out through that on our end, there was a few shocked. If I remember it, the poverty of people was quite, quite, quite shocking. The number of medications that people were taking was quite shocking too. And their distance to psychiatry was quite interesting also. That they were more at ease in a self-help group than in the psychiatric office, or the expert, or professional's office. So these things. And then once we had found that out, we had our voice as a medium of the fusion of these findings, which was good too. And then a conference in mental health, they accepted us and we went to Quebec to present it, which gives Gene, which gives the group, which gives us all some credibility.

Eugène: And you will remember that they did not want to fund my participation in Quebec.

Nérée: That's right.

Eugène: They only wanted you, and then you called someone and you gave them a survey and then they found the money to send me there.

Nérée: There you go, see? See how unfair it is? Me, there's no problem, I'm an academic and they will fund me, of course they will, but for people like Gene, why would we fund them? Anyways, it's always like that. You have to make your rights known and defend yourself and others that are oppressed. And if you had not come, if you had not been involved, then it's a one main show, it's a professional show.