

MindFreedom International Flowchart for Shield

1. A complaint comes to the attention of MindFreedom International (MFI) or one of our Affiliates -- generally with a phone call or email to our MFI office in Eugene, Oregon.
2.
 - a. As quickly as possible, the complainant is contacted and given the opportunity to explain their situation and what the person wants to accomplish and what help they are seeking. We'll always strive to follow all core disability rights principles.
 - b. The complainant is informed about Shield by MFI staff and told what might be the best course to pursue. Typically, several rounds of interviews with the complainant are needed to get the necessary details. MFI strives to be as prompt as possible in this process.
 - c. Always the complainant is in charge of what information is permitted to be disclosed and what help is desired. Any questions about privacy are discussed.
 - d. When a complaint comes through an MFI Affiliate, MFI staff are available to coordinate, consult and provide support. Shield requests and complaints are reported to the MFI Shield Committee where actions to be taken are discussed. Depending on the needs of the complainant, consideration is given to referring them for local support, i.e. an advocate, legal counsel, or an organization that works to support an individual's rights. At this point, the complainant may choose to simply issue their own personal alert.
3. A full MFI Shield Alert is initiated when it is necessary to exert maximum public pressure for the mental health authority (e.g. psychiatrist or administrator) to reconsider the unwanted treatment (e.g. forced electroshock). A narrative of the situation, directed by the complainant and with the assistance of MFI staff, for the full Shield Alert. Special efforts will be made to include direct quote(s) from the complainant. Ideally, one decision-maker is chosen per alert. The narrative along with a list of names, addresses, emails and phone numbers are sent out to Shield members with a sample skeleton letter of what might be written or points to discuss in a phone call. Local media (such as, if appropriate, newspapers) are contacted to advise them of the circumstances. Op-ed pieces and letters to the editor are encouraged. When needed, government elected officials and employees may be contacted. MFI's relationships with advocates throughout the states and other countries are extremely useful in learning where it is most helpful to provide pressure during any response to a Shield request. Taking violations out of the dark and

exposing these acts to the light, and most importantly letting the powers that be know that this person is not alone but has support is effective. MFI will keep adding supporters to Shield Alert **List**.