



CANADIAN MENTAL HEALTH ASSOCIATION CHAMPLAIN EAST BRANCH



ANNUAL REPORT 2021–2022



Canadian Mental
Health Association
Champlain East
Mental health for all

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VISION, MISSION, VALUES



VISION

Mental health for all.



MISSION

To promote and improve mental health in our community by delivering community-based programs and services.



VALUES

Values: Our values are articulated in the following statement which serve as a frame of reference to support and shape our work with clients, funders, partners and colleagues.

Integrity: We value honesty, professionalism and ethical behaviour.

Excellence: We offer quality services and develop relationships through education, innovation and leading practices.

Accessibility: We recognize and value the richness of individual diversity; and strive to provide timely, appropriate and accessible services that respect the dignity and independence of individuals.

Accountability: We take appropriate measures to ensure services are delivered in a responsible and transparent manner.

Person Centred Services: We make operational decisions and provide mental health care and services that are respectful of individual preferences, needs and values.

Governance/Executive

PRESIDENT	Mark Brady
PAST PRESIDENT	Mally Mcgregor
VICE PRESIDENT	Sandra Labelle
TREASURER	Andrew Lauzon

Executive Director

Joanne Ledoux-Moshonas

Board Members:

Melissa Bouchard	Gina Lacombe
Luc Bouchard	Bernadine McEvoy-
Ron Graham	Robertson
Nicole Lafrenière-Davis	Susan Poirier
Erika Randolph	

A MESSAGE FROM THE BOARD PRESIDENT AND EXECUTIVE DIRECTOR

As COVID-19 extended into its second year, Canadian Mental Health Association (CMHA), Champlain East looked back at some of the experiences observed in 2021.

We realized very early that the levels of mental health distress were similar to the start of the pandemic. This was particularly true with rates of stress, anxiety and depression. With this in mind, CMHA Champlain East implemented several improvements – both for staff efficiencies and client supports.

Our partnerships with several community members ensured clients had secure cellphones and data plans for easy access to mental health workers, family and friends; access to personal protective and technology equipment; and food security for households in need. Additionally, we continued as active members of the Upper Canada and Cornwall & Area Ontario Health Team (OHT) and Ottawa East – Prescott-Russell OHT, helping to build a connected health care system centred around clients.

We successfully introduced a new intake and referral process designed to improve access to client services. This robust online delivery model is providing consistent supports for clients waiting to receive more intensive services.

On the youth front, we introduced a very successful pilot for Living Life to the Full (LLTTF) for youth. LLTTF supports new learning skills for improved resilience and mental health for students aged 12-18. The pilot was extremely well received, with students demonstrating a 25 per cent overall improvement in skills after taking the program.

There are many people to thank for the success of the organization: the wise and perceptive board that guides us, our solid management team, front line staff whose commitment is beyond compare, administrative staff who keep this organization running smoothly, and the supporters, funders and colleagues who work with us every day.

Not to be forgotten in these appreciations are the clients themselves: many of whom give back to the organization through formal and informal means. The trust and commitment that they show every day as they work to improve their health, in turn, improves us all. If ever an organization was greater than the sum of its parts, it is CMHA Champlain East. Its exceptionality is built into our DNA that drives and unifies us all.



Mark Brady
Board President



Joanne Ledoux-Moshonas
Executive Director

QUALITY IMPROVEMENTS ENHANCE INTAKE AND REFERRAL PROCESS

Building on last year's Service Coordination Pilot Project, we have designed a new intake and referral process to better serve clients of our community. As we continue to manage our client wait list, we are always looking for ways to be innovative and client centred. The You Matter program offers the option for clients on the wait list to participate in other branch programs while waiting for Intensive Case Management.

Programs offered under the You Matter Program include:

- Check ins with Information and Referral Team
- Ontario Telemedicine Session
- Housing Support
- Psycho educational groups
- Resource Centre
- Regional Integrated Care

COURT RELATED PROGRAMS

This past year most court appearances were held virtually across Stormont, Dundas & Glengarry and Prescott and Russell. A total of 209 individuals received court related supports.



138 individuals received court support only

43 individuals diverted to Post-Charge Mental Health Diversion

9 individuals referred by police services to Pre-Charge Mental Health Diversion

19 individuals received Post Court Transitional Intensive Case Management; 10 of which received financial support for housing with CMHA Champlain East rent subsidy

HSJCC SUPPORTS CLIENTS WITH CARE KITS

The Special Release at Court Collaborative Project aids members of the Human Services and Justice Coordinating Committee (HSJCC) Stormont-Dundas-Glengarry-Prescott-Russell & Akwesasne clients with client care kits during emergency situations. Types of resources include transportation, meals and seasonal appropriate clothing.

The pilot project was so successful that it has been approved as an ongoing yearly initiative.

An emergency allowance is provided to a client/individual when they meet the following criteria:

- Released from court
- Released during winter without proper clothing and footwear
- Low income
- Potential for homelessness
- Financial difficulties
- At risk of criminalization

Funds were allocated for:

- 8 unisex winter coats and 6 pairs winter boots - Seasonal clothing (footwear, hats, gloves, winter coat, shoelaces)
- 40 x \$25 gift cards (groceries, home supplies and personal toiletries)
- 16 personal care and hygiene packages for various genders and \$20 Tim Hortons gift card



COMMUNITY HOMELESSNESS PREVENTION INITIATIVE (CHPI)

The CMHA Community Homelessness Prevention Initiative (CHPI) program, funded by the City of Cornwall, has been active despite COVID-19. Most services were delivered virtually with meetings taking place over the phone or through MS Teams.

Individuals continued to receive supportive meetings with their Intensive Case Manager (ICM) and cleaning/decluttering support workers attended homes as guidelines permitted.

CMHA ICM CHPI leads continued to chair the Stormont, Dundas & Glengarry (SDG) Hoarding

Response Coalition and organized/attended virtual meetings of the coalition throughout the year.



75

individuals served



200

attendees at virtual meetings

HOARDING RESPONSES COALITION

Spearheaded by CMHA Champlain East, the Prescott-Russell Hoarding Response Coalition announced in September 2021, a new prevention and education campaign aimed at preventing and reducing the negative impacts of hoarding in households across Prescott and Russell.

Fifteen hundred bilingual fact sheets entitled 10 Steps to a Safer, Healthier, More Comfortable Home were distributed to homes during the annual fire departments' fire prevention campaign. With the help of a checklist, this sheet simply explains the various ways to prevent the risks of fire, unsanitary conditions and other dangers often associated with hoarding. The creation and printing of this fact sheet was possible through the collaboration and financial support of the local HSJCC Stormont, Dundas, Glengarry, Prescott-Russell, and Akwesasne; the Wellington Guelph Hoarding Network; and CMHA Champlain East.

HOARDING DISORDERS VIRTUAL CONFERENCE

This year's virtual conference featured Dr. Christiana Bratiotis and Dr. Lori Haskell for four half-day virtual sessions filmed from the offices of the University of British Columbia (UBC). The annual conference was hosted by the Stormont, Dundas, Glengarry and Akwesasne Hoarding Response Coalition.

Together, CMHA CE and UBC are developing and testing new assessment tools relating to hoarding disorders with the Centre for Collaborative Research on Hoarding.

200
attendees at
virtual meetings



FOOD HAMPER DISTRIBUTION

We maintained our partnership with the Social Development Council and allied partners to identify households in need of food baskets and grocery gift cards to help address food insecurity.



1,843

households
received food
hampers



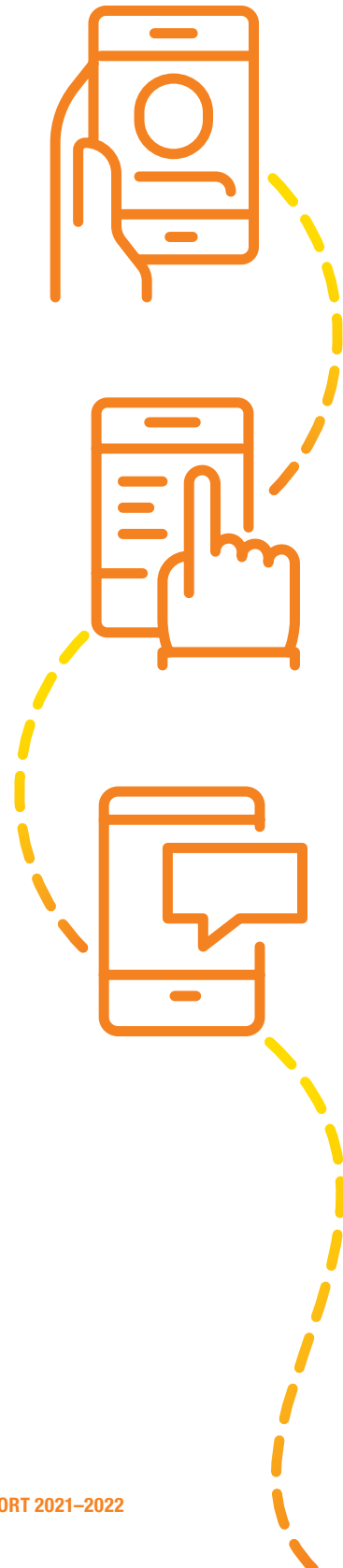
CLIENTS RECEIVE CELLPHONE ACCESS

With funding received from the City of Cornwall and United Counties of Prescott and Russell, CMHA Champlain East was able to offer extended telephone and virtual support to clients who did not have access to technology. Clients appreciated being able to communicate with their mental health worker, physicians, family and friends and all other supports during the pandemic. The phones allowed them to participate virtually in groups and to reach out socially to those in their support system. The phone plans ended March 31, 2022 in Stormont, Dundas, Glengarry, Akwesasne, and December 2021 in Prescott and Russell.

A total of 371 individuals benefited from devices and data plans. This allowed access to CMHA Champlain East Intensive Case Management services two times a week (on average) using video conferencing and/or telephone calls. Additionally, clients could access group sessions and a number of daily social and educational activities at the Resource Centres.

Our Branch conducted a survey to better understand the benefits of virtual care for clients during the pandemic. Results favourably indicated that access to virtual care had a very positive impact on an individual's wellness, including the ability to stay connected and receive necessary supports. The survey was not limited to clients using CMHA Champlain East mobile phones.

As the funding dollars came to an end in March so did the cell phone data plans. On a positive note, clients were able to keep the device and can connect to public WIFI for internet access to continue their contact with their health care providers.



VIRTUAL WINTER WELLNESS SESSIONS

Using the Wellness Recovery Action Plan (WRAP) model, two virtual Winter Wellness sessions were offered to our clients. The sessions included useful tips, tools and coping skills that allowed individuals to actively share their thoughts and feelings. Not only did participants gain valuable ideas, but many also continued to participate in our Resource Centre program for further support and social connections. The sessions have been so successful, the program is being translated into French and will be offered to our francophone clients next fall.



DIVERSITY AND INCLUSION COMMITTEE WORKSHOP

The Branch's internal Diversity and Inclusion Committee organized a workshop called: Navigating rainbows: Supporting clients across the gender spectrum. This took place March 31, 2022, and the presenters were Dr. Leah Layman-Pleet (Psychiatrist) and Benjamin Carroll (RN, MNSc, PhD Student). Dr. Layman-Pleet and Benjamin Carroll addressed the common fears felt by individuals when having conversations about gender identity, definitions, language and a place for self-reflection. The session offered practical suggestions to increase our competencies that can be applied in our professional and personal lives.



RESOURCE CENTRE ACTIVITIES

BUILDING COMMUNITY

Through teachings, learning new technologies, and creative connections in all of our centres, staff and clients have built new strong relationships throughout the pandemic. These relationships bloomed beyond regional boundaries, bringing clients and staff together during difficult times.

VIRTUAL PARAMEDIC STUDENT PRESENTATIONS

A rotation of first year St. Lawrence College paramedic students did a weekly one-hour presentation every Friday between February and April, 2021. Presentation topics ranged from cardiovascular emergencies, CPR and defib monitor to tools and equipment inside the ambulance and types of paramedics in Ontario.

The presentations received nothing but positive feedback from both staff and clients. Students were interactive and knowledgeable and provided a safe place for clients to ask about their questions and concerns.

VIRTUAL AND IN-PERSON EDUCATION SESSIONS/ PEER DISCUSSIONS

Education sessions and peer discussions were delivered on topics such as budgeting, sleep hygiene, anger management, self-esteem, building confidence, stress and coping skills. Clients are able to use these tools and life skills in their everyday life. Tools include a presentation, videos, and a worksheet and/or game to further clients understanding of the topic.

VIRTUAL AND IN-PERSON EXPRESSIVE WRITING

Learning new forms of writing every two weeks, clients gathered new skills and interests. Clients learned how to write creatively, persuasively, poetically, and more. Clients took these new skills and applied them to their own therapeutic writing.

COMMUNITY GARDEN

In the Hawkesbury region, individuals participated in the local community garden from May to October. This initiative provided a space to gather during indoor restrictions, but also built community between our Oasis centre and other gardeners. Clients benefitted from both the vegetables and the mental and physical health benefits of gardening.



PROGRAMS AND SERVICES STATISTICS



Intensive Case Management - Mental Health

15,339

virtual visits, face-to-face and telephone

1,492

individuals served

76

group sessions



Vocational/Employment

335

virtual visits, face-to-face and telephone

32

individuals served



Diversion and Court Support

1,981

virtual visits, face-to-face and telephone

209

individuals served



Information and Referral Service

1,211

not uniquely identified service recipient interactions



Social Rehab/Recreation

4,137

virtual visits, face-to-face and telephone

337

individuals served

3,059

group participants

625

groups sessions



Case Management

17,655

virtual visits, face-to-face and telephone

1,733

individuals served

OTN MENTAL HEALTH CLINICS



CMHA: **32**

Seaway Valley: **24**

Winchester Hospital: **16**

Lancaster NP Clinic: **14**

TOTAL: 86 sessions

PARTNERSHIPS DURING THE PANDEMIC

During the pandemic CMHA Champlain East clients benefited from the many partnerships and initiatives with community partners. Thanks to United Way East Ontario, United Counties of Prescott and Russell and the Social Services Emergency Funds, we were able to purchase 20 clear masks, 125 face shields, 16 hand sanitizer refills, 1,000 disposable facemasks, 75 cloth facemasks, 100 KN95 masks, and 100 N95 masks. A total 320 clients/staff/volunteers benefited from personal protective equipment (PPE).

With the virtual care funds, we purchased 20 web cameras, 20 USBC adapters, 20 charging bricks, and 45 phone cases for clients.

In our fight against food insecurity, our partners helped to distribute numerous restaurant gift cards and grocery gift cards. A total of 83 deliveries for

food and gas were made to clients who experience financial difficulties and who needed help with transportation cost.

The Prescott and Russell paramedic services also supplied our clients with 300 masks and over 600 bottles of hand sanitizers.



320 clients/staff/volunteers benefited from PPE

TRANSPORTATION PRESCOTT AND RUSSELL

CMHA Champlain East has been addressing transportation dilemmas for clients in the Prescott and Russell area by purchasing and distributing PR Transpo passes to go to Horizon and Oasis Resource Centres, grocery stores, medical appointments, and food banks. Two-hundred bus passes were distributed.



200 bus passes were given to clients

MENTAL HEALTH PROMOTION

During the pandemic, we increased our presence in social media and the local newspapers as well as ramped up virtual presentations on mental wellness to community members.

School-based program	Sessions	Participants reached
Talking about Mental Illness speaker panel	12	1,922
Living Life To The Full	12	218
In the Know/general MH awareness	40	1,256
safeTalk	2	20
Mental Health Works	4	247
LivingWorks Start eLearning	90	90
Mental Health Matters – Media	24	548
Awareness Campaigns		
Bell Let's Talk (Jan)	2	2,000
Mental Health Week (May)	4	2,100
World Suicide Prevention Day (Sep)	2	225
Mental Illness Awareness Week (Oct)	3	3,340
	195	11,966

LIVING LIFE TO THE FULL SUPPORTS YOUTH IN NEW PILOT

During COVID-19, CMHA Champlain East and CMHA Ontario developed a pilot to introduce Living Life to the Full (LLTFF) for youth. LLTFF supports new learning skills for improved resilience and mental health. With practice, students (aged 12-18) begin to understand the tools they have to handle common challenges and make positive behavioural challenges.

With eight sessions (eight hours each), the course delivers a fun and interactive in-person or virtual program to students. The content is based on cognitive behavioural therapy (CBT) principles developed by Dr. Chris Williams, a renowned United Kingdom CBT psychiatrist. Students learned to apply new skills to cope with stress, feel more in control of their lives, and feel supported and connected.

The pilot evaluated the effectiveness of a group skill building program in a school setting. Young people's mental health has been a demographic group most negatively impacted by the pandemic according to research led by [Sick Kids](#).

Highlights included:

- 100% of students who participated would recommend the program (Highest group of all pilots to date)
- Students felt this program could be most useful in supporting relationships with family/friends
- Students demonstrated a 25% overall improvement in skills after taking the Living Life to the full program

VOLUNTEERING

We are fortunate to have 45 active volunteers supporting our mission and vision. We would like to acknowledge their generosity of time and their commitment to our organization. Whether they are part of our board of directors or its committees; raising funds for mental health promotion programs; participating in Resource Centre activities; taking part in our Client Caregiver Family Advisory Committee; or helping us promote our services; every contribution is valuable and greatly appreciated.

CMHA Champlain East makes a great difference in the lives of our members, clients and their families. We could not have accomplished as much without volunteer support.

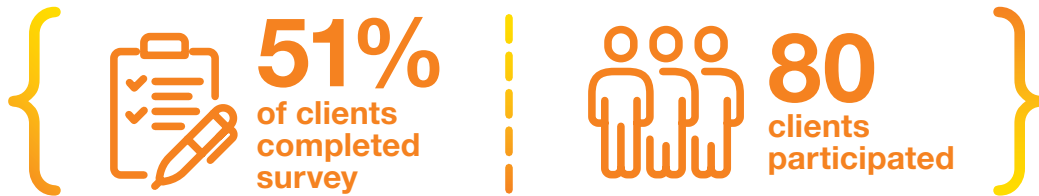


THE BRUNET SUBWAY GOLF FUNDRAISER

For 18 years, our branch has been working with the Subway Brunet family to coordinate their annual golf tournament. The organizing committee works tirelessly every year using the proceeds to fund mental health promotion activities in Prescott-Russell. To date, over \$659,285 has been raised. It is important to note that even the pandemic did not prevent organizers from delivering a modified, yet successful tournament in 2021! Thank you for everyone's continued support for choosing CMHA Champlain East as the charity of choice.

2022 ONTARIO PERCEPTION OF CARE SURVEY RESULTS

The annual Ontario Perception of Care (OPOC) blitz was conducted with clients receiving Intensive Case Management Services. There was a high participation rate with 51 per cent of clients completing the survey, totalling 80 clients.



AREAS OF EXCELLENCE



84.25% of clients felt staff were sensitive to their cultural needs (language, ethnic background, race)

86.5% of clients felt welcome from the start

94.9% of clients were seen on time when they had an appointment

100% of clients would recommend this service to a friend if they needed similar help

AREAS OF IMPROVEMENT



65% of clients felt staff helped them develop a plan for when they finish the program

15.2% of clients “disagreed” that they would know how to make a formal complaint to the organization if they had a serious concern

CLIENT COMMENTS

POSITIVE OF VIRTUAL VICE:

“

J'aime les services par téléphone.

“

They gave me a phone so I could talk to them during covid.

“

I like services from Zoom and telephone only.

HELPFUL COMMENTS:

“

My worker's ability to listen and provide direction and encouragement.

“

My caseworker is understanding and very supportive. She is not judgmental which makes things easier.

“

It was and still is life saving.

“

Staff being there for me when I need them.

“

Les services de mon travailleur son très bien et il est très encourageant.

CLIENT, FAMILY, CAREGIVER ADVISORY COMMITTEE

The branch remains committed to enhance and improve the client and family/caregiver care experience by incorporating the voice and perspectives of clients and their families in the planning, delivery, and evaluation of services.

The Client, Family, Caregiver Advisory Committee is seeking individuals and community advocates to participate in upcoming quality improvement projects and at the People with Lived Experience Working Group tables of local Ontario Health Team.

As a committee member, you'll be sharing unique health care stories, opinions, perspectives and lived experiences to improve the delivery of mental health and addiction services, and quality improvement initiatives at CMHA Champlain East.

Anyone interested in volunteering their time and voice should contact CMHA Champlain East at: office@cmha-east.on.ca.



THE HEART OF CMHA CHAMPLAIN EAST

HUMAN RESOURCES

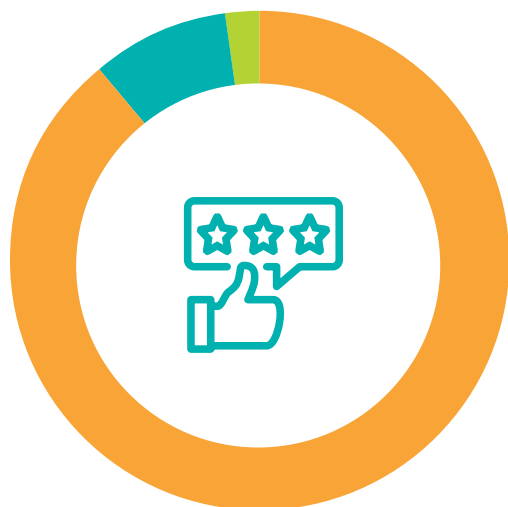
French Language Services

CMHA Champlain East has been designated under the French Language Services Act since 1991. We continue to provide services in both official languages (French and English).

In March 2022, we launched our annual survey to gauge the satisfaction level with regards to the delivery of our French services. We are very pleased to report that the overwhelming response was positive with a 98% satisfaction rate.

2022 French Language Services Survey

45 clients participated in survey



- 89 Very Satisfied
- 11 Satisfied
- 4 Disatisfied



3,281 clients served

954 French clients served

23,003 client visits

4,203 French speaking client visits

The pandemic brought forward a great deal of challenges such as safety, technology, flexibility and delivery of service.

We have been able to maintain a continuity of services by being flexible and innovative. Thanks to our IT department, staff were able to continue working remotely without interruption to service delivery. With the lifting of restrictions, staff are now back in the office enabling the delivery of in-person services to our clients without limitations.

Fun Workplace Committee

It has been another challenging pandemic year, where staff members had to create a new work-life balance as they mainly worked from home.

To stimulate the brain from its work mode and add a smile, the Fun Committee sent weekly Trivia questions and engaged staff in monthly activities. Events were celebrated during holidays or special days and included spring cleaning and planting, favourite recipes, pets, movies, cookie exchange, Secret Santa and finding the elusive Mr. Jingles at Christmas (our favourite Holiday teddy bear who wanders off and needs to be brought home).

Response was quite favourable with an average participation of 60 per cent, but most importantly, it reached 100% of our staff members.

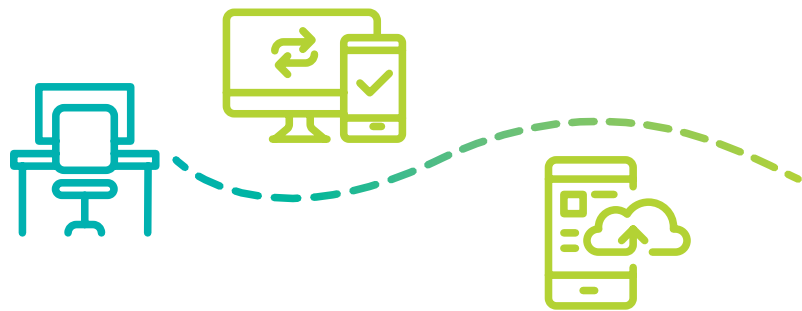
Throughout the year, we showed our support and recognition of many causes by wearing colour clothing to represent special awareness days like lime green for Mental Health Day, pink for Breast Cancer Awareness and orange for Reconciliation Day.

Lastly, and for the first time in over a year, we were able to gather for our Christmas luncheon and service awards. It was great to get together while still following health regulations.



INFORMATION AND TECHNOLOGY

Due to COVID-19, several changes and improvements were made to the IT infrastructure to enable staff to seamlessly work from home. The agency migrated its active directory and mail server to a hybrid configuration which allowed us to take advantage of the Office 365 platform. As a result, MS Teams is being used for clinical settings, internal meetings, and workshops.



Further improvements included network updates to our security by investing in two-factor authentication for remote sign-in. We upgraded the firewall at the Hawkesbury office and upgraded all Wi-Fi access points with Fortinet hardware. We configured SSL and the IPSec virtual private network to ensure staff were securely connected when working remotely.

Additionally, we implemented a cloud back-up solution that allows us to back up our 365 environment. We've begun moving the Casework platform to the cloud which will be hosted by Coyote software, our current application provider. Lastly, we moved our VoIP phone provider from Fonality to Telus Business Connect which has unified inter office communication and faxing into a single solution.

FINANCIAL REPORT

STATEMENT OF FINANCIAL POSITION

As at March 31, 2022

	OPERATING	DONATION	CAPITAL	2022
ASSETS (Current)				
Cash	\$ 636,041	\$ -	\$ -	\$ 636,041
Accounts receivable	125,076	-	-	125,076
Prepaid expenses	51,641	-	-	51,641
Due from operating fund	-	222,388	-	222,388
	812,758	222,388	-	1,035,146
Capital	-	-	141,307	141,307
TOTAL	\$ 812,758	\$ 222,388	\$ 141,307	\$ 1,176,453
LIABILITIES AND NET ASSETS (Current)				
Accounts payable	\$ 580,830	\$ -	\$ -	\$ 580,830
Deferred contributions	9,540	-	-	9,540
Due to donation fund	222,388	-	-	222,388
	812,758	-	-	812,758
Net assets	-	222,388	141,307	363,695
TOTAL	\$ 812,758	\$ 222,388	\$ 141,307	\$ 1,176,453

FINANCIAL REPORT

STATEMENT OF FINANCIAL POSITION AND CHANGES IN NET ASSETS

For the year ended March 31, 2022

	OPERATING	DONATION	CAPITAL	2022
REVENUE	\$ 5,101,228	\$ 135,961	\$ -	\$ 5,237,189
EXPENDITURES	-	-	-	-
Operating	4,866,230	95,051	-	4,961,281
Amortization	-	-	221,547	221,547
TOTAL	4,866,230	95,051	221,547	5,182,828
Surplus (deficit) before settlements	234,988	40,910	(221,547)	54,361
Current year settlements	(75,698)	-	-	(75,698)
Surplus (deficit) for the year	159,300	40,910	(221,547)	(21,337)
Investment in capital assets	(159,451)	-	159,451	-
TOTAL	(151)	40,910	(62,096)	(21,337)
Net assets, beginning of year	-	181,629	203,403	385,032
TOTAL	(151)	222,539	141,307	363,695
Interfund transfers	151	(151)	-	-
NET ASSETS, END OF YEAR	\$ -	\$ 222,388	\$ 141,307	\$ 363,695

CANADIAN MENTAL HEALTH ASSOCIATION CHAMPLAIN EAST BRANCH

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**Canadian Mental
Health Association**
Champlain East
Mental health for all