



19/20

ANNUAL REPORT

CANADIAN MENTAL HEALTH ASSOCIATION

CHAMPLAIN EAST



Canadian Mental
Health Association
Champlain East
Mental health for all

Association canadienne
pour la santé mentale
Champlain Est
La santé mentale pour tous

TABLE OF CONTENTS

CANADIAN MENTAL HEALTH ASSOCIATION **CHAMPLAIN EAST**

ANNUAL REPORT 2019/2020

A Message from Board President and CEO	3
About CMHA Champlain East	4
Board of Directors 2019/2020	4
Programs and Services.	5
Year at a Glance	8
Programs and Services (Ministry Funded)	10
Human Resources	11
Mental Health Promotion	12
Employee Wellness/Fun Committee	13
Talk Today	15
Cogeco's Award	16
Volunteers	17
Financial Report	18
Contact Information	20



Canadian Mental
Health Association
Champlain East
Mental health for all

Association canadienne
pour la santé mentale
Champlain Est
La santé mentale pour tous

A MESSAGE

FROM THE BOARD PRESIDENT AND EXECUTIVE DIRECTOR

The past 12 months have been unlike any other in our history at CMHA Champlain East, from exciting and promising new develops, to the emergence of a global pandemic that forced us to change how we provide client services as the fiscal year came to a close.

We've continued our work to adapt to health care system transformation. We're proud to participate in the development of three Ontario Health Teams alongside the Prescott-Russell Health Team, Cornwall & Area Health Team and Upper Canada Health Team. All three are 'in development' and waiting for further direction from Ontario Health in the process toward full application. We're confident in all these partnerships and appreciate the priority each place on mental health and addictions.

The past year saw the implementation of our new three-year strategic plan. As we focus on organizational wellness, one highlight was having our internal leads participate in psychological health and safety advisor training. Next steps will include employee engagement and implementation of recommended psychological workplace safety standards.

Another priority has been our pursuit of accreditation in operational excellence. Our internal accreditation working group of frontline staff, volunteers, clients and leadership is guiding us in the development of frameworks to ensure client and family-centred care. To that end, we've recruited clients, families and caregivers to create an advisory committee for our branch to provide client perspective on services. Work continues on ensuring we meet program and service delivery standards outlined in Accreditation Canada's standards of excellence.

Finally, credit is due to our incredible frontline staff and volunteers who stepped up to adapt to new realities through the COVID-19 pandemic. Our organization found new ways, such as phone and videoconferencing, to continue providing services. This pandemic could have been a low moment for all of us, but our team has showed true leadership in support of our community.

All of this gives CMHA Champlain East a great foundation to build upon as we work toward bigger things in 2020-21.



Mally McGregor
Board President



Joanne Ledoux-Moshonas
Executive Director

ABOUT CMHA CHAMPLAIN EAST

BOARD OF DIRECTORS 2019-2020

President / **Mally McGregor**

Past President / **Carleen Hickey**

Vice President / **Mark Brady**

Member at Large / **Danielle Dorschner**

Treasurer / **Andrew Lauzon**

Executive Director /

Joanne Ledoux-Moshonas

Board Members /

Ross King

Sandra Labelle

Luc Bouchard

Ben Billard

Ron Graham

Gina Lacombe



OUR VISION

Mental health for all



OUR MISSION

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



VALUES

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.

PROGRAMS AND SERVICES

HOUSING & HOARDING

The Supportive Housing Program provides rent supplements to eligible individuals living with a mental illness who are financially struggling with housing stability. Our branch has an agreement with the City of Cornwall through its Community Homelessness Prevention Initiative funding. These funds support individuals in Stormont-Dundas-Glengarry who are at risk of homelessness to obtain and retain housing. Specifically, we assist individuals at risk of homelessness related to hoarding activities.

HOARDING CONFERENCE & BOSTON TRAINING

The Community Homelessness Initiative Program (CHPI) funded by the City of Cornwall and supported by the Hoarding Response Coalitions in Stormont-Dundas-Glengarry (SDG) and Prescott Russell (PR) served 90 clients (75 in SDG and approximately 15 in PR). A special thank you to the dedicated Intensive Case Managers Mark Snelgrove, Stacey Murphy and Annie Poirier Larocque for the continued success of this program.

Staff presented the CHPI program to TR Leger ESL (twice), Community Living Dundas, Retired OPP, St. Lawrence College SSW program, Ottawa Paramedics and Cornwall & Area Housing. Staff facilitated three Buried in Treasure groups. These groups had a total of 34 participants. The groups were offered in person and via OTN. Staff advanced their skills and knowledge by completing training at the Metro Housing/Boston - Hoarding Training Institute with a 3-day hoarding intervention training certificate program.

75

INDIVIDUALS
RECEIVED
HOARDING
SERVICES



(RIGHT) INTENSIVE CASE MANAGER,
STACEY MURPHY & MARK SNELGROVE

PROGRAMS AND SERVICES

The CHPI staff along with the hoarding response committee coordinated and delivered a 2-day training to our community. The training was opened and closed with words from a social service worker from Mohawk Council of Akwesasne. The training included two panels with experts from Vulnerable Sector Mobile Acute Response Team – Cornwall Police & MHCT, Geriatric Mental Health CCH, Roy McMurray Legal Clinic, Cornwall SDG Paramedic Services, By-law Enforcement, Community Mobilization SD&G OPP, Champlain LHIN, Ontario SPCA, Child Protection, Carefor and City of Cornwall Social & Housing Services.

The conference included individual presentations from:

- **Dr. Rowa, Anxiety Treatment and Research Clinic psychologist, St. Joseph's Healthcare Hamilton; Associate Professor, Department of Psychiatry and Behavioural Neurosciences, McMaster University and training director, Clinical Psychology Residency Program, St. Joseph's Healthcare in Hamilton.**
- **Mark Handelman, bioethics lawyer and member of the Ontario Human Rights Tribunal is in private practice of health care law, representing health practitioners, SDMs and patients, advising and teaching health care providers.**
- **Tawnya Roberts, program specialist with the Office of the Fire Marshal and Emergency Management Inspection and Enforcement Unit.**
- **Kristen Morin, lived experience presenter.**

CMHA strives for ways to ensure program accessibility across Champlain East. This year, Raquel Beauvais-Godard, Johanne Renaud and Annie Poirier delivered a presentation to the United Counties of Prescott-Russell (PR) Council in hopes to have funding to deliver this program in the municipalities of PR.



PROGRAMS AND SERVICES

HUMAN SERVICES + JUSTICE COORDINATING COMMITTEE

PROVINCIAL CONFERENCE

It was with great pride that Johanne Renaud, program manager, and Lucie Charbonneau, intensive case manager and court lead, represented CMHA Champlain East at the 2019 Provincial Human Services and Justice Coordinating Committee Conference in Toronto.

The Pre-Charge Diversion Program, as well as the Release from Custody Program (formerly known as the “Red Property Bag”), were featured as poster presentations and solicited great interest by other service providers, and members of the justice system from across Ontario and beyond.

Both programs aim to better support individuals who are involved with the justice system and who are also living with mental illness.

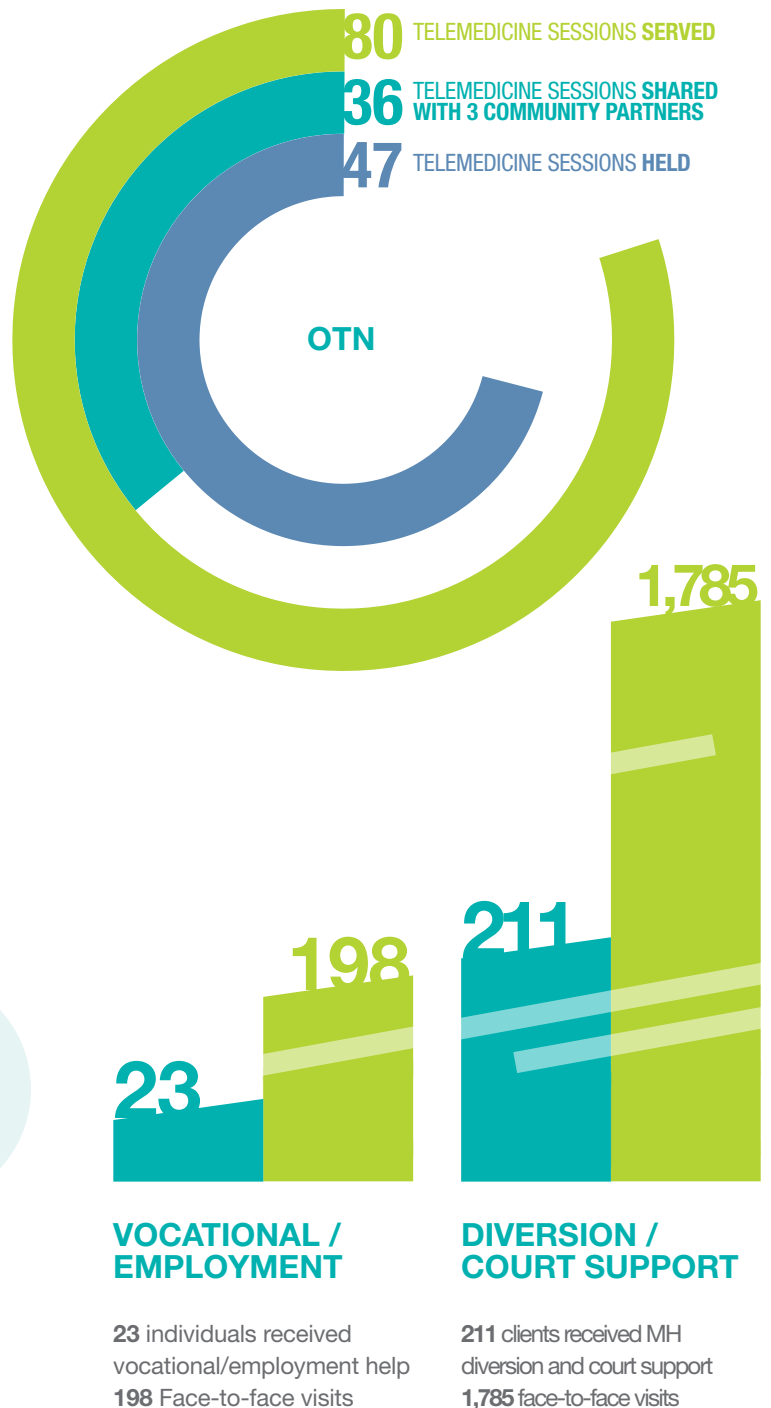
Even though CMHA Champlain East spearheaded and led both initiatives, the programs would not exist without the ongoing collaboration of our many community partners such as the Polices Services and the Ottawa Carleton Detention Centre.



(ABOVE) PROGRAM MANAGER JOHANNE RENAUD AND INTENSIVE CASE MANAGER AND COURT LEAD LUCIE CHARBONNEAU REPRESENTED CMHA CHAMPLAIN EAST AT THE 2019 PROVINCIAL HUMAN SERVICES AND JUSTICE COORDINATING COMMITTEE CONFERENCE


A YEAR AT A GLANCE

INTENSIVE CASE MANAGEMENT



A YEAR AT A GLANCE

RESOURCE CENTRES



Social Rehab / Recreation
7,677
face-to-face visits, telephone in-house, contracted out



472
individuals served



9,723
group participants



1,434
group sessions



**ESPOIR EN ART
HOPE IN ART**

**Exposition: 6-13 mars, 2020
Vernissage 6 mars
13 h à 15 h**

**Exhibit: March 6-13th, 2020
Grand Opening Mar. 6 from
1-3pm**

Venez profiter des créations uniques des clients locaux de l'ACSM sous la direction de l'artiste professionnelle Susan Cornthwaite Grenier.

Come enjoy the unique creations by local CMHA clients under the guidance of professional artist Susan Cornthwaite Grenier.

**Centre culturel le Chenail
2, rue John, Hawkesbury
Information 613-933-5849**

**The Chenail Cultural Centre
2 John Street, Hawkesbury
Information: 613-933-5849**

Canadian Mental Health Association Champlain East Mental health for all | Association canadienne pour la santé mentale Champlain Est La santé mentale pour tous | le chenail

(ABOVE) HOPE IN ART WAS SEEN BY 85 VISITORS BUT UNFORTUNATELY CUT SHORT DUE TO COVID-19

HOPE IN ART

The Hope in Art event gave clients an opportunity to display their artwork while breaking stigma and building community connections. The show was cut short due to COVID-19, but still successfully enjoyed 85 visitors, raising \$190 for the art program. In addition, ODSP requested the art be displayed in their offices and as a result, the self-esteem and confidence in the participants were boosted beyond all expectations.

PROGRAMS & SERVICES (MINISTRY FUNDED)

CLIENT, FAMILY, CAREGIVER ADVISORY COMMITTEE (CFCAC):

CMHA Champlain East is in close alignment with Accreditation Canada's definition of client- and family-centred care: "An approach to care that guides all aspects of planning, delivering and evaluating services, with the foundation being mutually-beneficial partnerships between patients, families and service providers."

We have worked diligently throughout the year to recruit and select advisory committee members for CFCAC which will be established in the spring of 2020. A client declaration of values statement will also be created. This guiding principle is part of the quality framework which states: "Partner with me and my family in our care". Jill Hodgson, client liaison lead, CMHA Champlain East has been selected to coordinate this priority process and co-chair the branch advisory committee.

ACCREDITATION - DEVELOPMENT OF FRAMEWORKS TOWARDS EXCELLENCE

Our first accreditation (Qmentum) site survey is scheduled for November 2020 with Accreditation Canada. Our internal accreditation workgroup continues to meet monthly to review and ensure compliance with the standards: Community-Based Mental Health Supports and Services, Infection Prevention and Control, Leadership, and Governance. This committee consists of volunteers, clients, front line staff and leadership team members. Aligned with Accreditation Canada's framework towards excellence, our branch has developed and/or enhanced an Integrated Quality and Risk Management manual, an Ethics Framework, the Client Complaint Policy and Procedures, a finance manual, and a working from home policy, to name but a few. An accreditation consultant has been contracted to assist in the preparation for accreditation.

PROCESS OF ACCREDITATION:

INCREASE...

Quality
Client Safety
Staff Safety
Client-Centred Care
Governance Functioning

REDUCE...

Risk

CONTINUOUS
IMPROVEMENT



HUMAN RESOURCES

FRENCH-LANGUAGE SERVICES

CMHA Champlain East has been designated under the French Language Services Act since 1991 which includes a commitment to provide all services in both official languages (French and English), based on the “active offer” principle.

An “active offer” refers to a series of measures that are taken to ensure that French language services are clearly communicated, visible, available at all times, easily accessible and equivalent to the quality of services offered in English. This includes measures related to communications – signage, notices, social media and all other information on services – as well as at the time of initial contact with French speaking clients.

PSYCHOLOGICAL HEALTH & SAFETY STANDARDS

There is tremendous benefit in promoting and supporting the Psychological Health & Safety Standards across the branch. In the first year of the 3-year strategic plan, internal leads were identified and invited to participate in the Psychological Health and Safety Advisor training offered by CMHA Ontario. Next steps will be to develop an action plan to engage employees and implement recommended standards for psychological workplace safety.



(ABOVE) EXECUTIVE DIRECTOR JOANNE LEDOUX-MOSHONAS

MENTAL HEALTH PROMOTION

We would like to thank United Way SDG United Way of Eastern Ontario, Subway Franchise (Pascal, Jacques & Christian Brunet, owners), our corporate fundraising sponsors and volunteers for making it possible to provide mental health promotion in our local communities, therefore reducing the social impact of mental illness.

Component	Programs	Participants Reached
School-based education programs		
TAMI		
Intermediate Grades 7-8	50	2,440
High School Grades 9-12	36	799
Mental Health Matters (TV Cogeco Series)	9	31,000
LivingWorks Programs	16	285
Mental Health First Aid	2	27
Mental Health Promotion Other Presentations / Booths (school/community/workplace)	35 workshops 11 booths	3,275

EMPLOYEE WELLNESS/ FUN COMMITTEE

The Fun in the Workplace Committee was very active this past fiscal year. Surveys were sent and direct communications held with staff resulting in a number of suggested healthy workplace activities:

- Weekly trivia
- Health snacks and smoothies
- Friday mocktales (non-alcoholic toasts)
- Holiday desk/cubicle decorating
- Monthly birthday recognition
- Massage therapy
- Secret Santa and holiday second-hand gift exchange
- Staff gathering ice breakers and group activities
- Moment of silence and poppy challenge
- Standing desk challenge
- Activity board to post words of appreciation for other staff
- And many more



(ABOVE) FUN COMMITTEE ACTIVITIES

EMPLOYEE WELLNESS/ FUN COMMITTEE

One of our showcase items was the 12 days of Giving Challenge where CMHA staff donated non-perishable products to support local food banks across Champlain East. Staff donated a total of 162 non-perishable items and \$55.00 in cash donations.

The committee conducted a follow-up survey to staff to gather input for future wellness rooms.

CMHA has been partnering with House of Lazarus for many years, including the last three years with their Christmas Basket program. This past year, the partnership provided 21 CMHA clients/families with a Christmas basket which included food and gifts for each client/family. The generosity of the program/community is so wonderful, that CMHA required a delivery van to complete the deliveries.

In conclusion, the fun committee successfully facilitated several activities that promoted and encouraged a holistic approach to a healthy workplace and the well-being of its employees.



(ABOVE) CMHA STAFF LOADED THE VAN WITH CHRISTMAS BASKET DONATIONS FOR CMHA CLIENTS. (L-R) CATHY ASHBY, EXECUTIVE DIRECTOR OF HOUSE OF LAZARUS, KRISTYN SKINKLE, INTENSIVE CASE MANAGER FROM CMHA, KIM MERKLEY, CLIENT SERVICE MANAGER, HOUSE OF LAZARUS AND STEPHANE FORTIN, INTENSIVE CASE MANAGER FROM CMHA

TALK TODAY

The Canadian Junior Hockey League (CJHL) by its nature is grass roots, with many teams playing in small communities across the country. The team and its games often become a focal point for a community and as such provide CMHAs with opportunities to reach audiences with messages of mental wellness and mental health promotion.

From a mental health promotion or prevention standpoint, reaching young athletes is a difficult task. We're grateful for the leadership of the Central Canada Hockey League (CCHL) for allowing us to support and educate these young people.

Talk Today aims to combat stigma by starting conversations around mental health and encouraging young people to seek help when they need it.

Talk Today provides players with tools to raise awareness about positive mental health including:

- **Suicide prevention workshops called safeTALK for all players on the team**
- **Connection to a CMHA Mental Health Coach**
- **Team mental health champions who support the CMHA Mental Health Coach and CMHA branch with program implementation**
- **Game days dedicated to raising awareness about mental health and mental wellness for the benefit of the community and the team's fan base**



Canadian Mental Health Association
Mental health for all



470

hockey fans participated in two Game Days



COGECO'S AWARD

CONGRATULATIONS, BILL MAKINSON!

CMHA Champlain East would like to congratulate @Yourtv Cornwall on being named Media Champion of Mental Health by the Canadian Alliance on Mental Illness and Mental Health. Over the past five years, 60 episodes on “Mental Health Matters” have aired on a broad range of mental health topics between 2014 and 2019 on YourTV Cornwall.

“I am happy to be accepting this award from Canadian Alliance on Mental Illness and Mental Health on behalf of Yourtv Cornwall for producing five seasons of Mental Health Matters,” said Bill Makinson, Yourtv Cornwall. “This award does not happen without our host and community producer Angele D’Alessio of CMHA Champlain East/ACSM Champlain Est. It was a team effort and we are honoured to have been selected for this national award.”

MENTAL HEALTH MATTERS

Every season offered a different focus:

- S01:** Community Mental Health Programs
- S02:** Types of Disorders with a strong focus on Children’s Mental Health
- S03:** From childhood to the golden years – Mental Health for all ages
- S04:** Diveristy, Diversity Diversity!!!! Are most watched season
- S05:** This last season focused on well-being with throwbacks to our most popular episodes



(TOP) ANGELE D’ALESSIO, ON A CULTURE/BELIEFS/TRADITIONS SEGMENT WITH MARIE MORELLE, EXECUTIVE DIRECTOR, PARADE OF NATIONS.

(BOTTOM) ACCESSIBILITY IN THE WORKPLACE WITH BEYOND 21:

JANE MCLAREN, EXECUTIVE DIRECTOR AND DAN EDWARDS, COMMUNITY CONNECTOR

VOLUNTEERS

59 ACTIVE VOLUNTEERS

The combined hours provided by our volunteers was approximately 4,500 hours. Volunteers are an integral part of how we recognize the importance of including community members in all aspects of our work and operation. Not only are our volunteers members of the community that we serve, but they contribute to our vision of mental health for all.



AWARENESS WALKS

MENTAL ILLNESS AWARENESS WALKS

Mental Illness Awareness Walks were held in Cornwall, Casselman and Hawkesbury the week of October 7th, 2020 reaching over 400 participants.



FINANCIAL REPORT 2019/2020

STATEMENT OF FINANCIAL POSITION

ASSETS	OPERATING	DONATION	CAPITAL	2020
<i>[CURRENT]</i>	\$615,392	\$156,779	\$314,476	\$1,086,647
CASH	\$439,684			\$439,684
ACCOUNTS RECEIVABLE	\$118,710			\$118,710
PREPAID EXPENSES	\$56,998			\$56,998
DUE FROM OPERATING FUND		\$156,779		\$156,779
	\$615,392	\$156,779		\$772,171
CAPITAL			\$314,476	\$314,476
TOTAL	\$615,392	\$156,779	\$314,476	\$1,086,647
LIABILITIES / NET ASSETS				
<i>[CURRENT]</i>				
ACCOUNTS PAYABLE	\$458,613			\$458,613
DUE TO DONATION FUND	\$156,779			\$156,779
	\$615,392	\$156,779		\$615,392
NET ASSETS		\$156,779	\$314,476	\$471,255
TOTAL	\$615,392	\$156,779	\$314,476	\$1,086,647

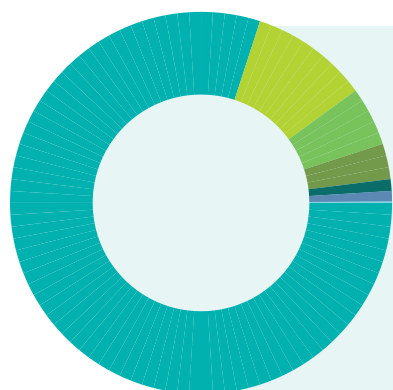
CMHA Champlain East for year ending March 31, 2020

This audited financial statement was prepared by MNP LLP. A detailed bilingual copy of this statement is available upon request.

FINANCIAL REPORT 2019/2020

STATEMENT OF FINANCIAL ACTIVITIES & CHANGES IN NET ASSETS

REVENUE	OPERATING	DONATION	CAPITAL	2020
	\$4,758,602	\$175,369		\$4,933,971
EXPENDITURES				
OPERATING	\$4,553,138	\$238,087		\$4,791,225
AMORTIZATION			\$193,304	\$193,304
TOTAL	\$4,553,138	\$238,087	\$193,304	\$4,984,529
SURPLUS BEFORE SETTLEMENTS	\$205,464	\$62,718	\$193,304	\$50,558
CURRENT YEAR SETTLEMENTS	\$14,028			\$14,028
SURPLUS FOR THE YEAR	\$191,436	\$62,718	\$193,304	\$64,586
INVESTMENT IN CAPITAL ASSETS	\$191,807		\$191,807	
TOTAL	\$371	\$62,718	\$1,497	\$64,586
NET ASSETS, BEGINNING OF YEAR		\$219,868	\$315,973	\$535,841
TOTAL	\$371	\$157,150	\$314,476	\$471,255
INTERFUND TRANSFERS	\$371	\$371		
NET ASSETS, END OF YEAR		\$156,779	\$314,476	\$471,255



LHIN/MINISTRY PROGRAMS

● LHIN Funds	\$3,959,873
● Rent Supplements	\$465,330
● Psychiatric Sessionals	\$53,151
● Back Office	\$29,748

OTHER

● CHPI Funds	\$250,000
● Mental Health Promotion	\$175,369
● Donation	\$500



cmha-east.on.ca |



@CMHAeast



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

**Association canadienne
pour la santé mentale**
Champlain Est
La santé mentale pour tous

Canadian Mental Health Association, Champlain East Branch

MAIN OFFICE

329 Pitt Street
Cornwall, ON
K6J 3R1

HAWKESBURY OFFICE

444 McGill Street
Hawkesbury, ON
K6A 1R2

SATELLITE OFFICES

Alexandria,
Casselman,
Morrisburg,
Rockland, and
Plantagenet

CONTACT US

Tel: 613-933-5845
Toll free: 1-800-493-8271
Fax: 613-936-2323
Email: office@cmha-east.on.ca

Thank you to our funders:



**United Way
Centraide**
East Ontario
Est de l'Ontario



**United Way
Centraide**
Stormont, Dundas
& Glengarry