



Canadian Mental
Health Association
Champlain East
Mental health for all

Annual Report

2018 / 2019

Canadian Mental Health Association
Champlain East



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A Message from the Board President & Executive Director



Carleen Hickey
Board President

It has been an exciting and successful year at Canadian Mental Health Association (CMHA), Champlain East for both staff and our board of directors. As we take a moment to reflect, several themes come to mind, including continued collaboration, restructuring and strategic growth.

For example, our Excellence in Quality Improvement Project (E-QIP) initiative kicked into high gear in 2018/2019. Our agency embraced E-QIP's teachings to embed quality improvement in our day-to-day work to benefit the individuals we serve. Within six months, staff reduced the wait time in Cornwall for the Intensive Case Management program from 12 months to three! A series of diagnostic tools identified several areas for improvement with our board's QI committee reviewing these findings. Keeping QI top of mind, staff received cross-departmental training from CMHA Ontario's E-QIP team to continue the forward movement.

Additionally, the Ontario government introduced legislation to restructure the health care sector. Across the province, CMHA branches are well-positioned to be a partner and a leader in Ontario Health Teams (OHTs). OHTs represent a new model of localized, integrated health care delivery in this province. Under this model, health service providers will partner to form OHTs that are responsible for care delivery, funding, and care coordination across a

specific geographic area. The government has clearly identified the mental health and addictions sector as one of the partners for inclusion in an OHT. And together with its historic \$3.8 billion, 10-year investment, the government is demonstrating its commitment to our sector.

Another area of focus has been our highly collaborative strategic planning process. We engaged board volunteers, staff, individuals with lived experience and partners. We are excited by the new strategic plan for 2019 – 2022 as it lays out a confident vision for the future.

This year has been a year of preparation to secure accreditation with Accreditation Canada. The work is intensive, but we're confident we'll be successful. We are busily gathering the information and evidence needed to meet the accreditation standards and we will need all hands-on deck for the next while.

Of course, our successes would not be possible without the dedicated support of our board and staff. Thank you for your commitment and tireless effort to improving the lives of those living with a mental illness or addiction. CMHA Champlain East prides itself on delivering programs and recovery-oriented mental health services.

Congratulations on a fantastic year and we look forward to 2019/2020.



Joanne Ledoux-Moshonas
Executive Director

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 (CHPI) funding. These funds support individuals in SDG who are at risk of homelessness to obtain and retain housing. Specifically, we assist individuals at risk of homelessness related to hoarding activities.

Buried in Treasure (BIT) groups completed three sessions (3 months each); nine community presentations on hoarding behaviour and evidence-based intervention and one community-wide training.

192 individuals received hoarding services

OTN

Eighty telemedicine sessions reached partners and clients. Thirty-six telemedicine sessions were shared with three community partners through "OTN Revenue Sharing Agreements". Clients felt very satisfied

using OTN. Kudos to the intensive case managers, admin staff and the staff at the Royal Ottawa Health Centre who worked tirelessly to coordinate access to telemedicine for the clients we serve.

Excellence through Quality Improvement (E-QIP)

Excellence through Quality Improvement (E-QIP) project was completed in six months (Oct. 2018 to Mar. 2019). Representatives included clients, staff and management and a data coach and quality improvement coach were available throughout the project. The project successfully reduced wait times for Intensive Case Management program clients to be less than 90 days. Within this six-month period, the program reduced wait times from 12 months to three. This was accomplished without additional resources.

To encourage QI adoption, agency-wide training was provided in March 2019.

Health Links

Health Links supported 15 clients with complex needs.



951 individuals
received information
and referrals



1,414 people
received case
management support



The main point I need to share was the need to maintain a sense of hope and continued contact while waiting for services. To make the user feel that they mattered and are heard could make the difference between life and death.”

Human Services and Justice Coordinating Committee

Human Services and Justice Coordinating Committee was an active partner that hosted cross-sector meetings. Presentations included situation tables, mental health and developmental disabilities court, hoarding prevention coalitions, programs and community-wide training.

Protocols

Protocols that were formalized this year included mental health pre-charge diversion protocols with police in four areas (SDG OPP, CCPS, Russell OPP, Hawkesbury OPP) and the release from custody at court protocol.

Community training was offered to the OPP board and senior representatives as well as to CCPS on the mental health pre-charge diversion protocol.

Trauma-Informed Care

A one-day training session on Trauma-Informed Care was delivered by Dr. Lori Haskell to staff and community partners.

Following such positive feedback and interest from staff members, CMHA Champlain East will explore future sessions that include local police as a component of the training.



26 individuals
received vocational/
employment help



488
MH social recreation
sessions delivered



179 clients
received MH diversion
and court support

Human Resources Update

2018 Employee's Annual Holiday Gathering



LeaderShift

Members of the leadership team participated in a provincial leadership training program. LeaderShift is an ambitious, new cross-sector initiative that gives current and emerging leaders in the community and primary health care sector an opportunity to develop their abilities, ignite collaboration, and participate in shaping the future of our health care system.

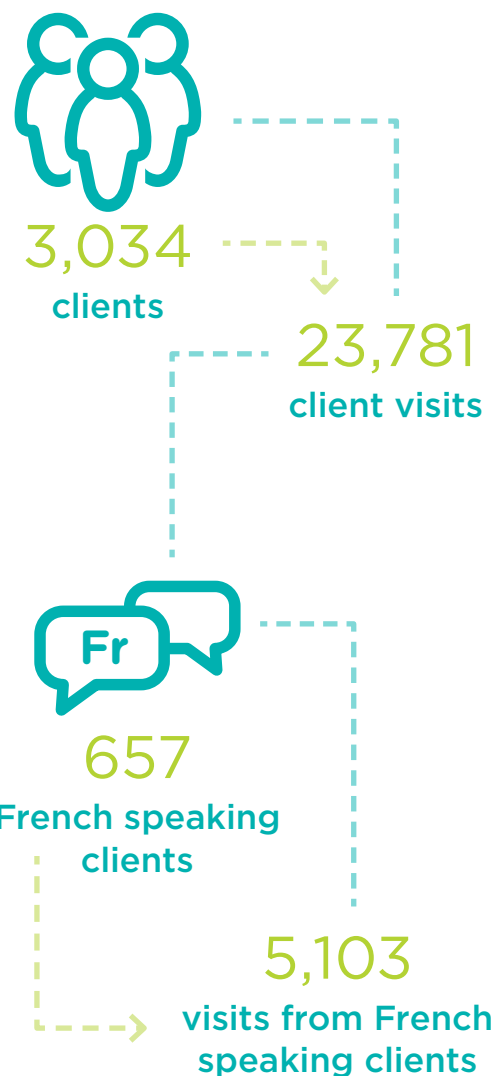
French-Language Services

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.

A French-Language Services committee is in place to review and set standards for the provision of French language services in all programs of the branch.

2018-2019 FLS Report



Peer Resource Centres

Peer Resource Centres are places where adults, 16 years of age and older, who live with a severe mental illness, concurrent disorder and/or social isolation can learn more independence and develop feelings of self-worth. The centres help clients take responsibility and control of their lives.

CMHA Champlain East currently has three active Centres: the Starbright Centre in Cornwall, the Horizon Centre in Casselman and the Oasis Centre in Hawkesbury.

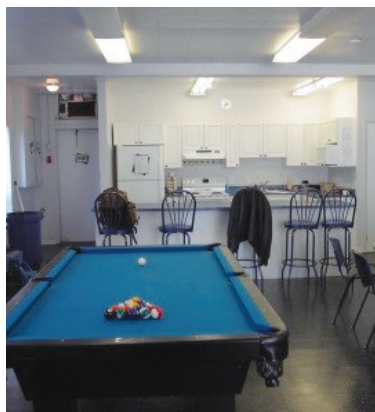
Each centre provides a social milieu in the community where individuals:

- Increase social interaction
- Practice/learn life skills
- Participate in group activities which emphasize mental and physical health
- Promote a sense of belonging
- Provide opportunities for improving clients' self-image and self-esteem
- Promote the use of community resources
- Help prevent rehospitalisation

By providing a variety of unstructured activities (cards, table games, billiards, coffee and conversation, etc.) and structured activities (Bingo, collective kitchen, Creative Expression Through Art (CETA), special events, etc.).

On May 11th, 2018 the Oasis Centre hosted their annual **Yoga in the Park** event. This free outdoor yoga activity is open to the entire community and is a way to celebrate Mental Health Week by promoting physical and mental health for all.

Core Indicators	Participants Reached
Social Rehab / Recreation	
Face-to-face visits, Telephone in-house, Contracted out	7,596
Individuals served	487
Group participants	9,795
Group sessions	1,641





Meet Molly! This lovely pug and her handler visit the Oasis Centre twice a month via Therapeutic Paws of Canada. Molly meets with each interested person individually, allowing them to benefit from her services. Therapeutic Paws of Canada is a non-profit organization of volunteers providing animal resources for human needs (physical, mental, educational, motivational, socialization) through regular visits to hospitals, residences, schools, etc.

The Starbright Centre offers monthly Mood Walks. The walks promote both physical and mental health by reducing barriers and creating new opportunities for people to be physically active. These walks are also partnered with OSPCA and allows Starbright clients to bring the dogs out to the Mood Walks.



The Starbright Centre also offers Youth Group every Wednesday from 3:00 until 6:00 pm for youth ages 16 to 24. Activities offered during Youth Group include cooking classes, art groups, learning strategies and games.

During the summer months, the Horizon Centre plans regular barbecues, which promote socialization and further development of cooking skills. To add to the festivities, musical instruments are available at the centre and it is common to hear people singing and playing the guitar, building on their talents and hobbies. The Horizon Centre also offers day trips and outings, such as a trip to a Sugar Shack that took place on March 28, 2019. These outings provide opportunities for individuals to participate in new experiences and strengthen their sense of community.

National Conference CMHA 2018

The CMHA Champlain East Release at Court Program was featured at the 2018 CMHA National Conference in Montreal. In partnership with the Ottawa Carleton Detention Centre, the program arranges the transportation of offenders' basic personal effects upon their release at court. Such effects may include prescriptions, medication, house keys, ID and/or health card and they are placed in a sealed and numbered envelope for easy and safe retrieval. The presentation was well received and agencies from across Canada showed interest in replicating this program in their area.

Mental Health Promotion Achievements

The mental health promoters at CMHA Champlain East continue to help reduce stigma and promote knowledge and understanding of mental illness in the community. The **Talking About Mental Illness (TAMI)** program is offered to students in grades 7-12.

Last year, **over 700 people** listened to volunteer speakers share lived experience of mental illness and personal journeys to reduce stigma and encourage youth to reach out for help. The candid stories were extremely impactful and educational.

On May 10th, 2018 **Robb Nash** delivered a powerful concert to 201 youth at St. Thomas Aquinas Catholic High School and CMHA Champlain East participated. Robb Nash concerts use music as a platform to help discuss suicide, addiction and mental health with the audience.



Component	Programs	Participants Reached
School-Based education programs		
TAMI		
Intermediate Grade 7-8	29	910
High School Grade 9-12	45	1,411
Mental Health Matters (TV Cogeco Series)	9	31,000
Robb Nash	1	201
CMHA 100 th anniversary event	2	60
Mental Health Promotion Other Presentations / Booths (school/community/workplace)	27 workshops 8 booths	1,767



TV Cogeco introduced season 5 of “Mental Health Matters” series with local experts on mental health and well-being. Topics included: Building on Strengths, Holistic Approaches, Resilience, Social Connection, Proper Sleep, Stress Reduction, Physical Activity and Proper Nutrition. Two segments were recorded in French and one segment was also recorded to highlight World Suicide Prevention Day.

Pierre Quenneville discussed the benefits of yoga on September 4, 2018. He has since started delivering

a monthly meditation session to the members of the Starbright Centre.

The annual Mental Illness Awareness (MIAW) Walks in Hawkesbury and Cornwall took place during the first week of October. Over 350 individuals participated. Walkers in Cornwall braved the rain to help spread awareness and reduce all forms of stigma around mental health in their community. Walkers in Hawkesbury met a record high and filled the reception hall to maximum capacity.

Hawkesbury office move and renovation



Our Hawkesbury office had been located at 444 McGill Street, Suite 003 since 2001. In 2004, significant renovations took place in this space to accommodate our growing staff at that time. Through the years, our staff numbers have continued to increase and in 2016 we began to explore other options on the main floor in the same building. However, at that time we were unable to secure funding to cover the cost of renovations.



Fast forward to 2018 and due to financial support from the Champlain LHIN, we were able to renovate space on the main floor, Suite 101 to meet the needs of our staff. Our office space has essentially doubled, which now allows some room for expansion should our staff numbers increase.

Special thanks to ASCO Construction for making our new space beautiful.



IT Infrastructure

We have increased our overall stability and security this year by making several improvements to our IT infrastructure. For example, we installed next generation Fortigate firewall and switches to increase security coverage, simplifying the management of our environments physically, virtually, and in the cloud. It also gives us one-click visibility into network traffic and one-click controls to take immediate action against threats. We made some customizations and upgrades to our timesheet and expenses software to allow accurate calculations of time off accruals. Caseworks is our electronic health record software which is in the process of being upgraded to the new version 4.x. Staff cellphones and plans have been upgraded to include data for remote access when travelling or meeting a client. Finally, this year we have been able to address many of the outstanding issues in our IT environment, which will increase our overall stability and security.

Strategic Plan 2019 - 2022



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.

Strategic Directions & Goals



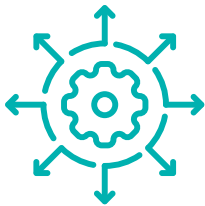
Organizational Wellness

Organizational wellness is promoted and supported across the Branch.



Quality

Quality services are provided throughout the Branch.



Operations

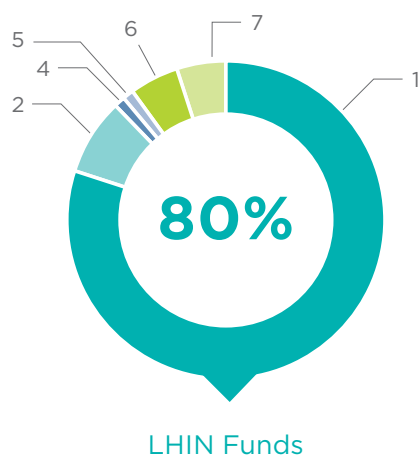
Operating and programming funding needs are maintained.



Governance

Board of Directors operate from a best practice governance model.

Finances



LHIN/Ministry Programs

1	● LHIN Funds	\$3,722,777	80%
2	● Rent Supplements	\$356,312	8%
3	● Ticket Sales	\$8,311	0%
4	● Psychiatric Sessionals	\$51,840	1%
5	● Back Office	\$34,287	1%

Total \$4,173,527

Other

6	● CHPI	\$250,000	5%
7	● Mental Health Promotion	\$218,219	5%
8	● Donation	\$1,000	0%
9	● Ticket Sales	\$8,053	0%

Total \$477,272

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

Statement of Financial Position As at March 31, 2019

	Operating	Donation	Capital	2019
Assets				
Current				
Cash	\$582,237			\$582,237
Accounts Receivable	101,006			101,006
Prepaid Expenses	34,014			34,014
Due from Operating Fund		219,868		219,868
	717,257	219,868	-	937,125
Capital			315,973	315,973
	\$717,257	\$219,868	\$315,973	\$1,253,098
Liabilities & Net Assets				
Current				
Accounts Payable	\$497,389			\$497,389
Due to Donation Fund	219,868			219,868
	717,257	-	-	717,257
Net Assets		219,868	315,973	535,841
	\$717,257	\$219,868	\$315,973	\$1,253,098

Statement of Financial Activities and Changes in Net Assets As at March 31, 2019

	Operating	Donation	Capital	2019
Revenue	\$4,424,527	\$226,272	\$-	\$4,650,799
Expenditures				
Operating	4,194,790	143,662		4,338,452
Amortization			141,272	141,272
	4,194,790	143,662	141,272	4,479,724
Surplus before settlements	229,737	82,610	-141,272	171,075
Current year settlements	-8,446			-8,446
Surplus for the year	221,291	82,610	-141,272	162,629
Investment in capital assets	-221,364	-	221,364	-
	-73	82,610	80,092	162,629
Net assets, beginning of year	-	137,331	235,881	373,212
	-73	219,941	315,973	535,841
Interfund transfers	73	-73	-	-
Net assets, end of year	\$-	\$219,868	\$315,973	\$535,841



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Champlain East
Mental health for all

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



years of
community
ans dans la
communauté

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Ontario

Champlain Local Health
Integration Network

Réseau local d'intégration
des services de santé
de Champlain

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

for all