



**Healthy Minds  
Healthy Community**  
Annual General Meeting 2018



# 2017/2018 Annual Report



**Canadian Mental  
Health Association**

Haliburton, Kawartha, Pine Ridge  
*Mental health for all*

# Message From Our C.E.O. and Board Chair

This year (2018) marks the 100th anniversary of the Canadian Mental Health Association (C.M.H.A.). For 100 years in communities from coast-to-coast-to-coast, C.M.H.A. has been working to achieve our vision of mentally healthy people thriving in an inclusive society free from stigma. Over the past 67 years, C.M.H.A. Haliburton, Kawartha, Pine Ridge has helped to improve mental health recovery and quality of life for clients and families living with mental illness. This past year C.M.H.A. H.K.P.R. continued to excel and demonstrate leadership in the transformation of mental health care services. We invite you to read our annual report, share our pride and the good work we do at C.M.H.A. H.K.P.R. We have made great strides in achieving our strategic priorities.

Our strategic plan highlights three overall goals and eight objectives. We are proud to report that we have made improvement in the use of the Ontario Common Assessment of Need (O.C.A.N.) in our recovery-oriented practice. We have also improved the use of the Ontario Perception of Care (O.P.O.C.)

questionnaire to obtain feedback from clients and families to identify service gaps and improvement opportunities. We were able to meet 92% of our service volume targets, up from 80% last year.

We are most proud of achieving the highest accreditation award granted by Accreditation Canada with exemplary standing, scoring 99.5%. All of our programs and services have embedded the Excellence in Quality Improvement Project (E-Q.I.P.) teachings in our day-to-day work to benefit the individuals we serve. The Ministry of Community and Social Services completed its Quality Assurance Measures (Q.A.M.) Compliance Inspection for 2017/18, and we have achieved 100% compliance for two consecutive years.

We continue to await word from the Ministry of Health and Long-term Care Capital branch for a planning grant of \$275,000 to develop our business case to build a Community Health HUB Model of Care. We have received \$237,500 in Capital Community Infrastructure Renewal Funds (C.I.R.F.), along with \$58,000 in Social Housing Improvement Program

funds (S.H.I.P.) to improve our office, program and housing sites. With the endorsement of the ministry, we were able to refurbish an underutilized office space as part of a tri-plex housing site into an accessible bachelor unit.

None of these accomplishments would have been possible without the dedication and leadership at the front line staff level, managers, and of course, our Board of Directors. We are tremendously grateful for your commitment and hard work that you have shown again this past year in improving the lives of those living with mental illness or addiction. Looking forward, we see significant investment in mental health and addiction services. Mental health is clearly top of mind across Ontario. In closing, we thank the support of people with lived experience, the community businesses, volunteers, advocates and donors, and we look forward to continuing to work with you to build a strong community where mental health for all is possible.



## Canadian Mental Health Association

Haliburton, Kawartha, Pine Ridge  
*Mental health for all*



Pat Dunn  
Board Chair



Mark Graham  
Chief Executive Officer

# Accredited with Exemplary Standing



**ACCREDITATION**  
**CANADA**

Accreditation Canada is a not-for-profit, independent organization that provides national and international health care organizations with an external peer review process to assess and improve the services they provide to their patients and clients based on standards of excellence.

Health care organizations that participate in Accreditation Canada's accreditation programs are evaluating their performance against national standards of excellence. These standards examine all aspects of health care, from patient safety and ethics, to staff training and partnering with the community. Health care staff devote time and resources to learn how to improve what they are doing so they can provide the best possible care and service to their patients and clients.

Organizations are surveyed once every three to four years. Following the survey, they receive one of four accreditation decisions: Not Accredited, Accredited, Accredited with Commendation, or Accredited with Exemplary Standing.

In November of 2017, the Canadian Mental Health Association, Haliburton, Kawartha, Pine Ridge (C.M.H.A. H.K.P.R.) was accredited with exemplary standing by Accreditation Canada.

"I am very proud of the hard work demonstrated by our staff," says Mark Graham, Chief Executive Officer. "This accreditation is our personal best, having gone beyond the requirements of Accreditation Canada against nationally recognized best practice standards."

C.M.H.A. H.K.P.R. met 454 of the 456 standards of these standards, demonstrating 99.56% compliance. These are excellent results, demonstrating a strong commitment to the quality and safety of services to our clients and their families.



# Our Pillars:

## Knowledge, Hope, and Belonging

C.M.H.A. H.K.P.R. operates on a strong foundation supported by three pillars, which support our belief that mental health for all is possible. Our pillars are:

**Knowledge:** Through education and open dialogue we can help to provide our community with a greater understanding of mental illness, and to eliminate stigma.

**Hope:** Through our services we are able to foster hope that we are a community where everyone who needs help, gets help.

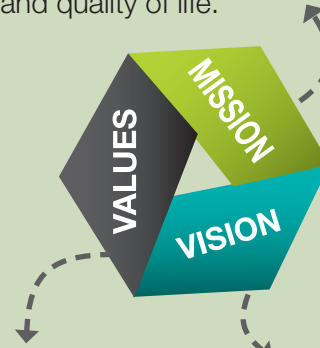
**Belonging:** Through our programs we are able to promote belonging to a community, which is an important part of recovery.



# Mission, Vision and Values

## Our Mission

In partnership with clients, families and the community, we provide best practice services through education, advocacy, therapeutic supports and assistance with social determinants, to improve mental health recovery and quality of life.



## Our Values

- + Self-Determination
- + Social Justice
- + Collaboration
- + Diversity and Inclusion
- + Innovation
- + Accountability

## Our Vision

Mentally healthy people thriving in an inclusive society free from stigma.

# Gender Journeys : Reducing Isolation, Increasing Connection

Transgender and gender-diverse individuals may experience significant social isolation because of a variety of complex factors. Transgender individuals experiencing social isolation are at a high risk for depression, anxiety, suicidal ideation, and other persistent mental illnesses. Unfortunately, there has been a significant lack of funded programming, education and support for the transgender community.

On February 12, 2018, we announced the Gender Journeys program was awarded a Grow Grant of \$648,700 from the Ontario Trillium Foundation, an agency of the Government of Ontario. These funds are being used to build on the successes of the Seed Grant received when we first offered the program from 2013 to 2016.

Gender Journeys is an evidence-based program, which has been proven to reduce social isolation for trans individuals, leading to an overall increased quality of life. The program was developed through input from the trans community and allies. All program facilitators are trans or gender-diverse individuals, or family members within this community.

By providing education and training, one-on-one peer mentoring, and public outreach and events, Gender Journeys will create a community with:

1. Meaningful peer-to-peer connections for trans people who experience social isolation.
2. Stronger, more resilient family and ally networks to provide support and social connections to their trans friends and family members.
3. Informed, inclusive and sensitive service providers and employers to provide identity-affirming services and employment.

By decreasing the gap between the need of the trans community and the availability of effective services, Gender Journeys will build a community where transgender individuals are supported to develop ongoing, flourishing social connections through their peers, families, allies, service providers, and employers.

gender  
journeys



An agency of the Government of Ontario  
Un organisme du gouvernement de l'Ontario

Specific outcomes of the grant will be as follows:

**555** transgender people and their families will benefit from new social connections through **1250** hours of group programming or one-on-one peer mentoring.

Transgender people will experience the inclusion and support of more than **700** service providers and employers who participate in our education and training programs.

We will create a community where transgender people feel they belong by offering 16 community awareness events reaching approximately **800** individuals.

"It is our sincere hope and intention that by December 2020, we will have secured longer term funding to support and sustain the Gender Journeys program."

- Gord Langill,  
Director of Programs and Services

# Julie Vallieres: Recipient of Distinguished Service Award

*"It's okay to struggle with your mental health. By reaching out and sharing that you're struggling, your recovery will happen much faster because you can get connected to the great resources that are available in the community. The first step in recovery is to admit that you need help." - Julie V.*

Julie Vallieres is a teacher at St. Peter's Catholic Secondary School, a mother, an ultra-marathoner, a survivor, and one of this year's recipients of the Distinguished Service Award. She says her life, prior to being hospitalized and diagnosed with bi-polar disorder in 2014, felt like an ongoing rollercoaster. She had periods of feeling fine, and periods where she was either in a deep depression or dealing with high anxiety levels. She never quite felt like herself.

She heard of the Canadian Mental Health Association (C.M.H.A.) while in the hospital, and it struck her that while there were so many resources close by, she had never heard of them. "Knowing about these resources earlier would probably have made a huge difference in my life," she says.

Taking leave from work to focus on her recovery, Julie attended the annual Nexicom B.B.Q. fundraiser for C.M.H.A. H.K.P.R. in Millbrook where she met Kerri Davies, former Manager of Community Engagement. "Kerri took the time to really listen to me," says Julie, inspiring her to get involved and to share her story.

Within two months, Julie took our three certificate trainings and volunteered with us at Millbrook Ladies Night. She hasn't looked back.

Julie has spearheaded Change Your Mind, a mental health awareness group at St. Peter's. The group has participated in numerous C.M.H.A. H.K.P.R. fundraisers and received a grant to create a 'recharge station' at the school, among other awareness initiatives.

Julie has also dedicated a marathon and, recently, an ultramarathon (100 km), to C.M.H.A H.K.P.R., and plans to do another this fall.

Julie is an influential and important advocate for mental health awareness and C.M.H.A. H.K.P.R., both at school and in the community, allowing countless people to open up to her about their struggles and, with her compassion and guidance, finding needed support.

How does she find the motivation to keep going? "Running 100 km is nothing compared to being in a deep depression," she says.

She would like to thank her husband and three children, whose support has made her recovery possible. We would like to thank her.



# Expanding Mental Health Education for Youth

Our mental health is a continuum, moving fluidly between being what we consider mentally well or potentially mentally ill. A variety of factors can influence changes on that continuum including genetics, life experiences and lifestyle factors such as sleep, diet and exercise. The earlier we work to build skills and resiliency, the greater rates of mental wellness we can experience. So what is being done in our community to support the mental health of young people?

Canadian Mental Health Association, Haliburton, Kawartha, Pine Ridge (C.M.H.A. H.K.P.R.) supports those 16 and older living in Peterborough City and County, Haliburton County, Northumberland County and the City of Kawartha Lakes. You don't need to be referred by a family doctor or specialist; anyone can contact our branch to explore our services. While we don't focus exclusively on youth mental health, we do work to provide mental health education and training.

In the fall of 2017, thanks to a generous private donation from a concerned local family, 18 students of Fenelon Falls Secondary School were trained in Mental Health First Aid as part of a pilot training program. Mental Health First Aid teaches participants how to recognize mental distress and connect the person in distress with appropriate supports. With these new skills, students in Fenelon Falls now have the confidence and capability to recognize when a peer may be struggling and know how to direct them to help.

One training at a time, we're working towards mental health for all.

## Pilot Training Program for Youth



**100% of participants**  
rated the program 8/10 or higher



**75% of participants**  
gave the course a perfect grade



**All student participants**  
felt more confident supporting a  
peer experiencing mental  
distress.

**“Thank you so much for providing me with this opportunity to learn about mental health. I am looking forward to using the information I learned. I have a lot of friends who struggle with different issues and this course has given me more confidence in how to support them. Everyone should have this training.”**

- Student of Fenelon Falls Secondary School



# Community Engagement & Education



232

Public Education sessions ran this year, and...



4,584

Individuals received education, including:

147

Trained in ASIST

253

Trained in SafeTALK

288

Trained in Mental Health First Aid

## Growing our Digital Presence

(April 1, 2017 - March 31, 2018)



2,150

Twitter followers

343.4K

Tweet Impressions

Our Facebook

following increased by 16.4%

to 1,195 Likes



Our new website, [www.cmhahkpr.ca](http://www.cmhahkpr.ca), had 131,268 page views this fiscal year. This is an average of

10,939 page views per month.

We've breathed new life into our previously underused Instagram account, now with 216 followers and 49 posts.



# 138 Clients Served

“When I first called C.M.H.A. I was worn out, worn down, and at my wits end. I was putting so much time & energy into helping my daughter cope with her newly diagnosed mental illness that I had no time to keep myself healthy. C.M.H.A. has been the most influential part of my journey to understanding and coping with my family’s mental health. I am so very blessed and fortunate to have had this resource available to me. I found out that I was not alone in this journey.”

- Pam W., program participant

“Having participated in the Journeying Together caregiver sessions, for me it has been like a journey, an awakening, awareness and freeing.”

- Program participant

## Journeying Together: Caring for the Caregivers



As an educator with C.M.H.A. H.K.P.R, I’m astounded by the number of people who tell me how drained, stressed and isolated they feel supporting a loved one living with a mental health concern. Family and friends of those living with mental health concerns are often a key part of that person’s recovery, and while caregiver stress is an extremely common phenomenon, it is too often overlooked.

The Journeying Together program at C.M.H.A. H.K.P.R. has been meeting this need since 2009 by providing education and support to family, friends and caregivers so that they can better support those they care about on the journey of recovery. Until January 2018, the program was only offered in Haliburton and Kawartha Lakes, but thanks to the financial support of Kevan and Roberta Herod of Herod Financial Services, this year we were able to expand the program to Peterborough and Northumberland.

The program is facilitated by Family Education and Support Workers and the services offered are flexible and geared towards the needs of program participants. Three forms of support are offered: one-to-one support, an 8-week educational group and an ongoing monthly peer support group.

The program supports caregivers by offering emotional support; referrals to community resources; education on topics such as stress, self-care and navigating the mental health system; skill development for improved coping, communication and problem solving; and peer support.

“Individual counseling is like watering a plant,” says Ann-Marie Covert, the manager of the Journeying Together program, “...while water is vital, we also need to enrich the soil in order for the plant to thrive. When we include and support the family (the “soil”), we can better care for the person living with mental illness”

# 22 Years of Puppetry

It became clear this year, following a program evaluation and consultation process, that while the Kids on the Block program was meeting an important need, it needed to be updated. We developed a restructuring proposal and applied for two grants with the hopes that we could do that. Unfortunately, however, due to unforeseen circumstances, we are unable to undertake this project.

Therefore, we are sad to announce that we have decided to close the program and channel our resources into other projects supporting the mental health of youth in our community.

We would like to express our gratitude for the ongoing support of the Kawartha Pine Ridge District School Board, the Trillium Lakelands District School Board, the Peterborough, Victoria, Northumberland and Clarington Catholic District School Board, private schools and community organizations for their ongoing support for the past 22 years.

We would also like to thank our many sponsors over the years. We couldn't have offered this program if it wasn't for the Bell Community Foundation, Team 55, The Peterborough Petes Hockey Club, Crime Stoppers, The Lloyd Carr-Harris Foundation, RBC Children's Mental Health Project. The City of Peterborough Community Grant, the Healthy Communities Fund, The Greater Peterborough Health Services Foundation, The Ontario Trillium Foundation, The Russelle Family Golf Tournament, Quality Construction and Renovations/QCR Homes Inc., Tim Hortons, Elementary Teacher's Federation of Ontario, the Lions/Lioness Clubs, The Kiwanis Club, the Rotary Club, Epilepsy Peterborough, The Anglican Church Women, Hiawatha First Nation, the Kinnette Club, the Knights of Columbus, The Optimist Club, Sisters of St. Joseph, F.K. Morrow Foundation, and the Ontario Government's Communities in Action grant, the Peterborough Foundation.

A very special thank you to the talented puppeteers, volunteers and program coordinators over the years who made this program come alive and who enhanced the lives of so many children. It is with great joy that we honour you.

And, above all, thank you to the children. You were the reason why this program was so successful and why we continued to offer it for so many years. You are the shining stars.

## Kids on the Block 2017-2018



**82** Puppet shows



**42** Schools and venues



**10,220** Kids in the audience

# Around the Clock: 24/7 Crisis Support

Imagine for a moment that you are experiencing a crisis... You are alone. You don't know who to call. You don't know who or where to turn to for help. You are stuck. Take a moment to feel that.

Now, take a step back and imagine you are in the same crisis... This time you are surrounded by empathic, confident and competent people who are all focused on supporting you.

Can you feel the difference?

Our 24/7 crisis support line, Four County Crisis (4CC), exists to ensure that any person experiencing a crisis has free, timely, and professional crisis support. 4CC Manager, Jeff Cadence, believes that crises can be resolved, not just diminished, with the real-time effective collaboration and coordination of supports and services that 4CC offers.

## Need help now?

Call for free, professional crisis support:  
705-748-6484 or toll-free at 1-866-995-9933

**4** FOUR  
COUNTY  
CRISIS

Help is available 24/7.



Canadian Mental  
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Visit [www.cmhahkpr.ca](http://www.cmhahkpr.ca) to learn more.

## 4CC Snapshot



**2,173**

Individuals were supported



**13,777**

Calls and interactions

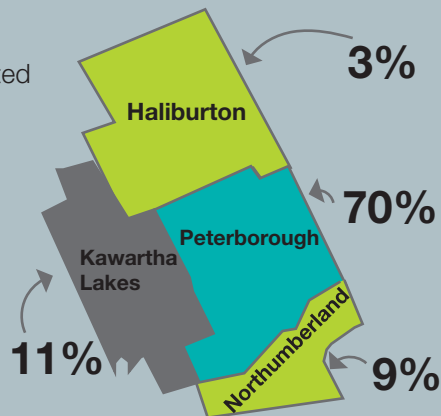


**Of those individuals,**

**7%** identified as 16-24

**29%** identified as 25-54

**12%** identified as 55-84



## Crisis Safe Beds Snapshot



**5,889**

Service provider  
interactions, including



**1,730**

Face-to-face  
interactions,  
resulting in:



**1,501**

Resident Days



**260**

Unique admissions,  
including:



**136**

New Clients

# Assertive Outreach Suicide Prevention: Two proposals submitted for annualized funding

In June of 2016 we launched the Assertive Outreach Suicide Prevention (A.O.S.P.) Program. The program provides follow up to individuals (and families of those) who have had a serious suicide attempt, with the intent to die.

In Kawartha Lakes, 41 individuals have been served by the A.O.S.P. Program. In Peterborough, 81 individuals have received services. 53 family members have received support from the Family Education & Support Worker. No individuals have died by suicide while receiving support from A.O.S.P.

From these individuals, we've learned that trauma is a factor in almost all cases of those who have made a serious suicide attempt. Most of these individuals were not previously known, nor were they connected to community mental health resources.

We have submitted two proposals to the Ministry of Health and Long-Term Care to secure annualized funding for the A.O.S.P. Program and have implemented a collaborative safety plan for individuals who use the program.

All A.O.S.P. staff have completed group facilitation training at St. Michael's Hospital. The group, Skills for Safer Living, is for individuals who have suicidal ideation or have had recurrent suicide attempts. One of our next steps is to pilot this group in Peterborough and eventually roll it out to Kawartha Lakes.

41

**individuals in Kawartha Lakes received services from the A.O.S.P. Program between June 30, 2017 and March 31, 2018.**

81

**individuals in Peterborough received services from the A.O.S.P. Program between June 30, 2017 and March 31, 2018.**

0

**individuals who received support from the A.O.S.P. Program have had a further suicide attempt while receiving services.**

## Client Testimonials

"I think this is an amazing program that has really helped me to get to know the real me, and open up and speak about things that I have held in for a long time. It feels so good to be able to get everything out. I think they need more programs and people like this".

"We need to support this program. It is an urgent need in our community. I am glad this program is getting media attention so that those in the community in need know about it."

**"It will save lives."**

# Events in the Community

We are so very grateful to all the folks who organized, volunteered and participated in the many community fundraising and awareness-building events this year. It is with your support that we are able to continue providing meaningful programs and services across our four counties. Whether you ran, biked, golfed, played baseball, LARPed, shared your artistic talents, promoted or attended these events, you contributed to over \$100,000 raised, which is significant when it comes to changing lives. What a great community we belong to. Thank you.



Kawartha Runs



Herod Golf Tournament



LARP For Mental Health



Arts-Ability: Taking the Stage



Ride Don't Hide



First Responders Cup



**19+** Community Events



**3,700** Participants Engaged



**\$120,900** Dollars raised at events, including:

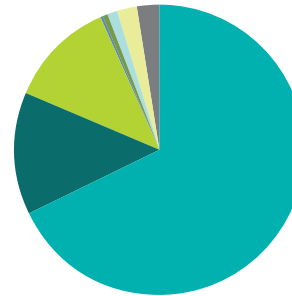


**\$10,100** Raised in partnership with our generous friends at Team55!

# 2017-2018 Financials at a Glance

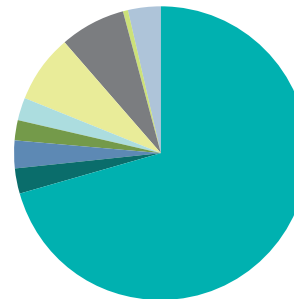
## Statement of Revenue and Expenses\* April 1, 2017- March 31, 2018

<b>REVENUE</b>	<b>2018</b>	<b>2017</b>
Ministry of Health and Long-Term Care/LHIN	\$8,209,387	\$7,911,747
Ministry of Health and Long-Term Care-Housing	1,627,014	1,338,230
Other Provincial Funding	1,439,704	1,466,140
Municipal Funding	34,349	126,441
Other Charitable Grants	63,364	100,059
Rental Income	138,994	134,141
Donations/Fundraising/Training Revenue	288,748	601,939
Interest/Sales/Misc.	272,770	250,219
	<b>\$12,074,330</b>	<b>\$11,928,916</b>
<b>EXPENSES</b>	<b>2018</b>	<b>2017</b>
Salary and Benefits	\$8,486,355	\$8,224,938
Staff Training and Travel	359,575	345,973
Program Costs	359,618	492,394
General Office Expenses/Professional Fees	252,619	291,937
Professional Fees - Psychiatry	308,430	306,139
Repairs/Maintenance/Occupancy Costs	916,448	678,565
Rent Supplement	841,919	803,926
Fundraising	83,125	110,946
Interest on Long-Term Debt/Amortization	415,099	415,163
	<b>\$12,023,188</b>	<b>\$11,669,981</b>
<b>EXCESS OF REVENUE OVER EXPENSES</b>	<b>\$51,142</b>	<b>\$258,935</b>
<b>PROVINCIAL GOVERNMENT SETTLEMENT ADJUSTMENT</b>	<b>\$105,615</b>	
<b>TOTAL EXCESS TO EQUITY</b>	<b>\$156,757</b>	



### REVENUE

- Ministry of Health and Long-Term Care/LHIN
- Ministry of Health and Long-Term Care-Housing
- Provincial Funding
- Municipal Funding
- Other Charitable Grants
- Rental Income
- Donations/Fundraising/Training Revenue
- Interest/Sales/Misc.



### EXPENSES

- Salary and Benefits
- Staff Training and Travel
- Program Costs
- General Office Expenses/Professional Fees
- Professional Fees - Psychiatry
- Repairs/Maintenance/Occupancy Costs
- Rent Supplement
- Fundraising
- Interest on Long-Term Debt/Amortization

\*Audited financial statements available upon request



## Canadian Mental Health Association

Haliburton, Kawartha, Pine Ridge  
*Mental health for all*

### **PETERBOROUGH PROGRAMS & SERVICES**

466 George Street North  
Peterborough, ON K9H 3R7  
Phone: 705-748-6711

### **KAWARTHA LAKES PROGRAMS & SERVICES**

33 Lindsay Street South, 2nd Floor  
Lindsay, ON K9V 2L9  
Phone : 705-328-2704

### **ADMINISTRATIVE OFFICE**

(Ontario Telemedicine/Early Psychosis Intervention)  
415 Water Street  
Peterborough, ON K9H 3L9  
Phone: 705-748-6687

Email: [info@cmhahkpr.ca](mailto:info@cmhahkpr.ca)  
[www.cmhahkpr.ca](http://www.cmhahkpr.ca)

### **MAJOR FUNDERS**

Central East Local Health Integration Network  
Ministry of Health and Long Term Care- Housing Program  
Ministry of Community & Social Services  
Ministry of Advanced Education and Skills Development  
Ministry of Children & Youth Services  
City of Peterborough  
City of Kawartha Lakes  
United Way of Peterborough & District  
United Way of City of Kawartha Lakes  
Ontario Trillium Foundation

### **MAJOR DONORS (Over \$5000)**

Merrett Home Hardware  
Helping Others Participate Equally  
Luke 4 Foundation  
Leon's Furniture Peterborough  
Anonymous (2)