



annual **2020/2021**
report

canadian mental health association
**Haliburton, Kawartha,
Pine Ridge**



Canadian Mental
Health Association
Haliburton, Kawartha, Pine Ridge
Mental health for all

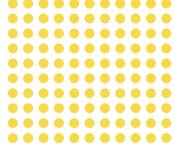
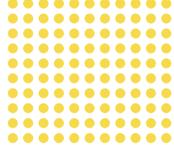


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A Message from our Board President and CEO

This year marks the 69th year that the Canadian Mental Health Association Haliburton, Kawartha, Pine Ridge (CMHA HKPR) has helped improve mental health recovery and quality of life for clients and families living with mental illness.

In mid-March 2020, the World Health Organization declared a global pandemic in response to the spread of COVID-19, and the organization’s plans for the 2020-21 year immediately shifted.

At the beginning of the fiscal year, we were still in the early days of the pandemic. Each day we learned more about COVID-19 and how to keep our clients and each other safe. As an organization, we implemented physical distancing measures, use of personal protective equipment (PPE), and adapted to evolving information as well as new protocols and guidelines being developed and implemented by the government on a daily basis.

Twelve months later, we continue to change, evolve and adapt to the new environment. What hasn’t changed is the continued commitment, dedication and leadership to the people we serve from front line staff, managers, and of course, our Board of Directors.

In addition to managing our role in the pandemic, thanks to you, CMHA HKPR has continued its important mandate in creating a better mental health system for all.

We expanded our Mobile Crisis Intervention Team (MCIT) to include services in Haliburton, and the City of Kawartha Lakes, partnering with the local OPP detachments.

Our Justice Supports saw a \$533,000 investment for direct support services to match a rent supplement investment of \$556,500 to provide 45 additional units.

After 16 years of operating our social enterprise Catering PLUS, we experienced the wrath of COVID-19. The catering jobs dried up and we had to make the difficult decision to close the business. We did, however, receive approval from the Local Health Integration Network (LHIN) to create a new social enterprise business to address bed bug remediation, Bed Bugs B’ Gone.

Finally, CMHA HKPR was the lead agency for the northeast and received \$965,000 one-time COVID-19 Emergency Mental Health and Addictions funding. We distributed funds to 15 partner organizations for COVID-19 related expenses which included: staffing resources, laptop purchases, cell phones, personal protective equipment (PPE), client food gift cards, transportation, residential cleaning and rental recovery expenses.

Looking ahead, our Board of Directors has embarked on updating the Strategic Plan of the branch commencing in July 2021, and wrapping up by year end. We invite you to read our Annual Report, share our pride and celebrate all the work we do at CMHA HKPR.

As we officially close out a year like no other, we reflect on exceptionally challenging times and the extraordinary people at CMHA HKPR who rose to them. We have remained flexible while keeping people safe. We adapted our work in a way that continues to create opportunities for people to get the help they need, when they need it.

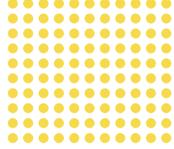
It is important that we continue to move forward while adhering to public health measures and cultivating the hope that mass vaccination brings. Thank you for your continued dedication to the work we do in what was certainly an exceptionally challenging year.



MARK GRAHAM
CEO, CMHA HKPR



VALDIS CUVALDIN
BOARD PRESIDENT, CMHA HKPR



Governance and Strategy



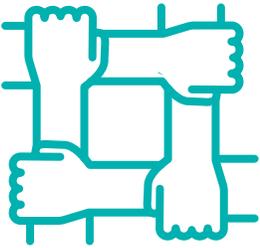
VISION

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



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.



VALUES

Canadian Mental Health Association, Haliburton, Kawartha, Pine Ridge adheres to the following client-centred values:

Self-determination

Social Justice

Collaboration

Diversity and Inclusion

Innovation

Accountability

Board of Directors

President / Valdis Cuvaldin

Vice-President / John Lyons

Secretary / Sandra Hamilton

Treasurer / Heather Temple

Past President / Drew Merrett

Directors /

Mary Reader

Paul Forget

Keely Jacox

Roger Hardy

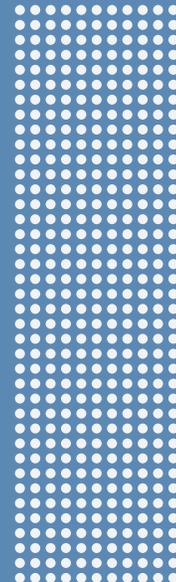
Caroline Monsell

Jessica Drover

Jim Shipley

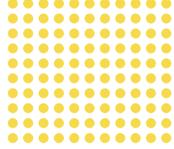
Krystina Cunningham

Matthew Wilkins





**here's
what we've
been up to
this year.**



Highlights from the Year

MOVING FORWARD IN A NEW NORMAL

Throughout the past year, the Canadian Mental Health Association Haliburton, Kawartha, Pine Ridge (CMHA HKPR) continued to evolve and adapt to a difficult and ever-changing environment. The one thing that remained consistent was our commitment to staff, the clients we serve and our dedication to our mandate, mental health for all.

CMHA HKPR is proud to have been able to meet all of our clients' complex needs over the past 16 months by evolving our services into a hybrid model of in-office, in-home, and in-community service, prioritizing the most complex or vulnerable clients. This was all possible, thanks to the resilience and dedication of staff.

CMHA HKPR has been able to provide staff with the tools they needed to safely provide client support. We have followed all recommended health unit measures, and have provided appropriate personal protective equipment to our staff and clients. We are also pleased to report that 85 per cent of our staff have received their first COVID-19 vaccine and 64 per cent of staff have received their second vaccination. As a result of these safety measures and diligence of our staff, CMHA HKPR is pleased to report zero reported positive COVID-19 cases amongst staff.

Over the past year, there has been significant upgrades to our infrastructure and technology, including the purchase of additional laptops and cell phones to ensure we were able to support moving to virtual platforms. This is inclusive of ensuring that our most complex and vulnerable clients had access to cell phones so we had direct contact with them.

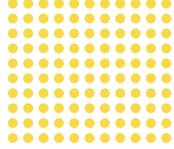
These significant costs were managed, in part, by funding provided by the LHIN, as well as the Emergency Community Support Fund through the United Way of Peterborough and Kawartha Lakes. This funding has allowed us to continue to offer our services and to keep our clients, staff, and community safe. We were also able to successfully move approximately \$300,000 from training and mileage to mitigate some of the costs involved in enhancing our infrastructure.



We have been extraordinarily successful in not having to step away from care, but we actually leaned into care during this difficult time."

- Ellen Watkins,
Director of Corporate Services





Highlights from the Year

CMHA HKPR's Senior Leadership Team is dedicated to not only ensuring physical safety of staff but also to supporting and promoting mental health and wellness in the workplace. CMHA HKPR has offered staff wellness sessions, including a wellness webinar featuring Dr. Isaac Bogoch, a staff physician at University Health Network and Infectious Disease Specialist.

Moving forward, CMHA HKPR is committed to continuing to bring about positive change in the field of mental health and we will continue to focus on the positive learnings that have occurred as a result of the pandemic. "CMHA HKPR will continue to work in this hybrid model of client services that we have developed for the foreseeable future, adhering to all public health measures. We will continue to be resilient in the face of change, while meeting the needs of our clients and community," says Mark Graham, Chief Executive Officer.

ACCREDITATION

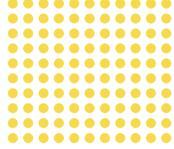
Accreditation Canada has also been impacted by COVID-19. Public health restrictions removed the ability for on-site visits prompting Accreditation Canada to develop a hybrid survey model. The new model includes both a virtual and an on-site component. They are also in the process of remodeling the accreditation cycle to a continuous model aiming to reduce the intense pressure leading up to the survey visit.

As we prepare for our fall accreditation date, CMHA HKPR teams and committees continue to work together to ensure we are meeting the standards. Part of this preparation is completing instruments and performing self-assessments.

Instruments, or surveys, capture the voice of both the Board of Directors and our employees. The Governance Functioning Tool, Worklife Pulse Survey and Canadian Patient Safety Culture Survey have all been completed and responses have been reviewed. From that, areas for improvement have been identified and action-plans generated.

Self-assessments provide the opportunity for committees and team members to go through the standards and discuss whether we are meeting them or if there are areas that we can improve on. Committees then incorporate any areas identified into their committee Work Plan for further work and discussion.





Updates and Expansions

A NEW APPROACH TO EMPLOYMENT SUPPORTS

This past year, the Ministry and Children, Community, and Social Services piloted a new employment services system as part of their objective to improve the delivery of employment services for Ontarians. In our region, Fleming College has assumed the role of the Muskoka-Kawarthas Service System Manager and now oversees all employment service providers in Haliburton County, City of Kawartha Lakes, District of Muskoka, Northumberland County, and Peterborough County and City.

As a result of the transformation, CMHA HKPR's new Mental Health Employment Support Consultation program was developed and the previous Employment Support program was dissolved. The program, which launched this past winter, has shifted away from direct client support towards the role of Mental Health Employment Support Consultation (MHESC).

MHESC works collaboratively with employment agencies within the Muskoka-Kawartha region to deliver mental health consultation, group facilitation and informational sessions related to vocational supports and services to help complex clients with mental health concerns find and maintain competitive employment.

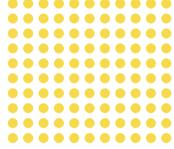
The shift in programming has also led to an expansion and the new MHESC program serves Haliburton, Kawartha, and Pine Ridge as well as the Muskoka region. This expansion and shift in programming has led to greater access to mental health supports for job seekers.

GENDER AFFIRMING CARE THROUGH TRANS PEER OUTREACH

The funding from the three-year Ontario Trillium Foundation Grow-Grant that supported our Gender Journeys Program came to an end in February. CMHA HKPR received annualized funding through the Central East LHIN to deliver a new program supporting transgender and gender diverse people across the four counties called the Trans Peer Outreach program.

While the Gender Journeys program had a significant focus on public education and group programming, Trans Peer Outreach is focused on one-to-one support and community building groups. The Trans Peer Outreach program offers supports and services for transgender and gender diverse people, to assist them to improve the quality of their lives through the provision of community-based, client-centred care that supports positive interdependence. Services are delivered by people with lived-experience as a transgender or gender-diverse person, and who also may have experience living with a mental health concern.

The Trans Peer Outreach program currently offers Trans Sensitivity Training through the CMHA HKPR Health Promotion and Education Team as well as a Binder Exchange initiative, a Gender Affirming Clothing Exchange initiative, one-to-one support, as well as group programming starting in the fall of 2021.



Updates and Expansions

EXPANDING MOBILE CRISIS INTERVENTION TO HALIBURTON, KAWARTHA LAKES, AND NORTHUMBERLAND

In December of 2020, CMHA HKPR received funding from the Ministry of Health that allowed for the expansion of the Mobile Crisis Intervention Team. The funding allowed for us to annualize one full-time position with the Peterborough OPP as well as expand the program into Kawartha Lakes and Haliburton.

CMHA HKPR's Mobile Crisis Intervention Team works in collaboration with local police services and allows for a mental health worker to accompany police and respond to calls for individuals who are experiencing a mental health crisis.

"In our rural areas especially, the ability to have a mental health worker attached to the police creates more client-centered outcomes. It connects individuals to supports and resources that they need to stabilize their crisis," says Tracy Graham, Manager of Specialized Crisis Services.

A NEW SOCIAL ENTERPRISE VENTURE

This past year, CMHA HKPR launched a new social enterprise venture, Bed Bugs B' Gone!

Bed bugs make up a large portion of situations that we, along with our community partners, deal with involving clients in their housing. Bed bugs create a lot of anxiety for people and this is magnified for someone with mental health issues, particularly anxiety disorders. This is why a new social enterprise venture involving pest control seemed like a natural fit for the organization.

Bed Bugs B' Gone is a joint venture between CMHA HKPR and community partners such as Community Care, with some provincial funding from the LHIN. Bed Bugs B' Gone will use an eco-friendly, chemical-free, heat-treat system to treat bed bugs.

As a social enterprise, Bed Bugs B' Gone will work with and train individuals who have lived-experience with a mental health concern and who may also face physical, age-related or financial barriers, giving them an opportunity to learn valuable skills that they can apply in the workforce.



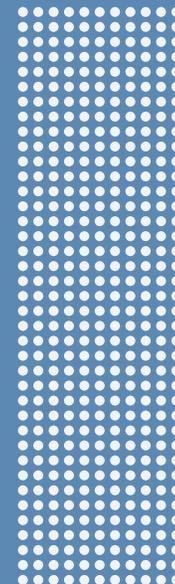
BED BUGS B' GONE

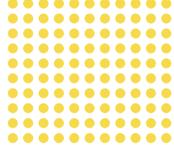
LOCAL, ECO-FRIENDLY, THERMAL
BED BUG TREATMENT



In our rural areas especially, the ability to have a mental health worker attached to the police creates more client-centered outcomes. It connects individuals to supports and resources that they need to stabilize their crisis."

- Tracy Graham
Manager of Specialized
Crisis Services





Expansions and Successes in Housing and Justice Supportive Housing

EXPANDING SUPPORTIVE HOUSING AND JUSTICE SUPPORTIVE HOUSING

CMHA HKPR is excited to announce the expansion of the Supportive Housing and Justice Supportive Housing programs. In 2020, CMHA HKPR purchased a residential site for 24/7 care for justice-involved individuals with funding from the United Way Peterborough and annualized funding from the Central East LHIN to go towards Justice Supportive Housing staffing for the site.

The new Justice Supportive Housing residential site aims to fill a significant gap in the Peterborough community for services to support high-needs individuals who have been involved in the justice system.

This innovative program offers a new and necessary approach for complex individuals that aims to change longstanding rates of recidivism and hospitalization for some of our community’s most vulnerable individuals.

“We know that cost-effective and evidence-based treatment and supports to keep vulnerable individuals out of the criminal justice system, correctional facilities, hospitals, shelter systems, etc. is incredibly valuable to the individuals as well as reduces high social and economic costs,” says Jonathan Hewitt, Manager of Justice Services.

This past year, CMHA HKPR also received \$556,500 in annualized funding from the Ministry of Health for 45 new Justice Supportive Housing rent supplement units.

CMHA HKPR’s Supportive Housing program has also expanded partnerships with two property maintenance companies in Peterborough, providing more vulnerable individuals in our community with opportunities for housing.

“Housing is fundamental, it is the first step for individuals being able to access services and resources. They are no longer in just survival mode, it is the start to recovery,” says Jennifer Bain, Manager of Supportive Housing.

The program is also doing a pilot project on Hostile Unit Takeovers (HUTS). Over the past few years, CMHA HKPR has seen a rise in HUTS amongst our clientele. Individuals with a mental health concern or a dual diagnosis are particularly vulnerable and unfortunately are often targets for HUTS. The pilot project is aimed at education and prevention and was made possible due to \$39,000 in funding from the United Way Peterborough.

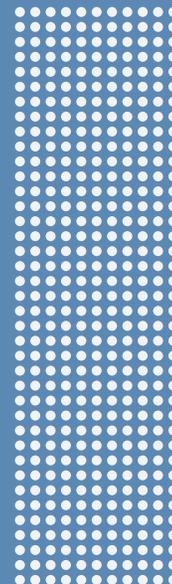


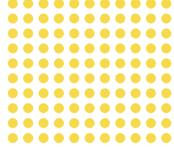
Most of the folks who are homeless in any given community have some type of involvement with the justice system. What they need is stable, supportive housing, which has been proven to reduce recidivism. Justice-involved individuals benefit from supportive housing greatly. For some individuals this will be their first experience with stable housing as an adult.”

- Maggie Stephens,
Director of Programs
and Services



THIS YEAR WE RECEIVED \$556,500 IN ANNUALIZED FUNDING FROM THE MINISTRY OF HEALTH





Expansions and Successes in Housing and Justice Supportive Housing

In spite of an incredibly busy year, with many changes and expansions, CMHA HKPR's Supportive Housing and Justice Supportive Housing programs continue to be incredibly successful in supporting some of our community's most vulnerable individuals. A success that Bain attributes largely to the staff.

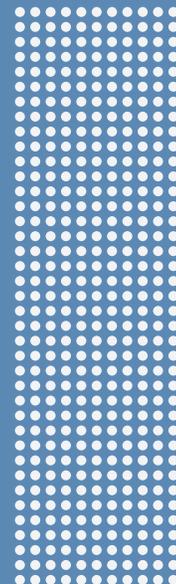


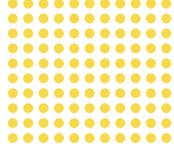
The housing team have been able to maintain stability of housing for individuals for a very long time. The team is very diligent in addressing the needs of our clientele. It is a testament of the on-going improvements to the program and the dedication of our housing staff."

CLIENT SUCCESS

This past year, the Supportive Housing Team provided support to a client who was expecting her first child and who was living in a very challenging situation with her father in a remote community, without access to clean water, proper hydro, much food, and in an environment that was infested with pests. The client ended up living in respite housing which was due to end at the end of July, 2020, at which time she was at risk for becoming homeless.

The client was accepted into CMHA HKPR's Supportive Housing program and qualified for rent subsidy. The available unit had just been newly renovated and is very clean, but most importantly provides her with access to clean water, food, and is closer to community supports and treatment. This client is excited to start a new chapter in a safe, clean, place of her own where both her and her child have access to the supports they need.





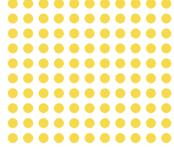
Information Technology Modernization

CMHA HKPR is excited to announce our Information Technology (IT) Modernization project. The project started in the fall of 2020 with a review of current systems to identify areas in need of improvement. The project is now well underway and will continue until December of 2021. Our main aim is to upgrade equipment, servers and applications to improve stability, functionality, security and work experience for staff.

The project includes:

- Purchase and install modern network appliances
- Replace all end of life software with current, supported platforms
- Purchase and install modern security appliances
- Purchase more robust back-up software
- Move away from remote desktop to applications directly on devices
- Deploy Microsoft Office 365
- Purchase updated laptops, monitors and docking stations for staff working remotely

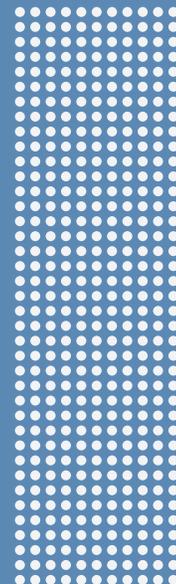
The COVID-19 pandemic truly emphasized the urgency to upgrade and improve our IT infrastructure to support staff working remotely and provide virtual services to clients. We are excited about the changes that are happening and the improvements that are coming.

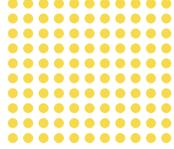


A New Learning Management System: Introducing iTacit

For many years, CMHA HKPR has been using several platforms to manage policies, track compliance, deliver training and manage applicants for individuals applying to positions with our organization. These systems worked independently and created an environment where staff were never sure if they were using the most current form, reading the latest policy or learning the correct process. Additionally, managers and Human Resources were spending excessive hours pre-screening unqualified applicants and using multiple forms and spreadsheets to develop metrics such as time to hire. It was identified that streamlined, consistent processes for hiring and location of key resource materials was key to the success of our current and future staff.

In early 2020, a small working group selected iTacit as the top vendor presented for a new learning management system. iTacit is a Canadian-based company that is mobile-friendly, enables seamless recruitment, a searchable candidate database, automated workflows, training and compliance tracking with easy reference to the current forms and policies. During the fiscal year 2020-2021, several staff learned how the system components would help to modernize the way we learned, hired and maintained compliance. A full launch of iTacit is anticipated to take place in early Fall of 2021.





Diversity, Equity, and Inclusion Training

Last year, CMHA HKPR developed and implemented Diversity, Equity, and Inclusion (DEI) training for all staff. The training was developed in collaboration with CMHA HKPR's Quality Improvement Committee - the Diversity Committee, Senior Leadership, Human Resources, and a local company, ATZ Consulting.

The Diversity Committee recognized a need to improve our awareness and practice in diversity to enhance quality of care for the individuals we serve. The sentiment was brought forward to the Senior Leadership Team and Board of Directors and was identified as a training directive.



The first step was to see what resources were already available within our community for such a training, which led us to Kawartha Children's Aid Society where a number of our staff members attended a three-day intensive DEI training."

- CJ Pudsey

Manager of Community Homes for Opportunity with CMHA HKPR

With the goal of having all staff trained in DEI, it was decided that it would make most sense to bring the training in house. A working group was developed which consisted of staff, members of the Diversity Committee, Senior Leadership and Human Resources teams, and ATZ Consulting which had been brought on board to assist in developing the training curriculum.

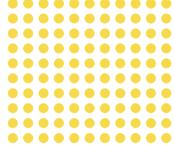
The curriculum consists of 11 modules, which are currently being offered virtually due to the pandemic via the online learning management system, iTacit. Following the modules, staff participate in a two-hour debrief via Zoom.

The goal is that by the end of September, 2021, all CMHA HKPR staff and Board Members will have completed the DEI training.

As a mental health service provider, CMHA HKPR recognizes the effects that discrimination, systemic racism and colonialism continue to have on the mental health and well-being of the individuals we serve, especially Black, Indigenous and People of Colour. In a mentally healthy society, there is no room for racism. We continue to advocate for mental health for all and are committed to reconciliation.

DEI Training Modules:

- Understanding Equity: Introduction to DEI
- Terms and Concepts of DEI
- Dimensions of Oppression
- History of Mental Health and Substance Abuse
- History of Oppression: Disability Rights and Intellectual Disabilities
- History of Oppression: Indigenous Peoples and Anti-Indigenous Racism
- Anti-Black Racism
- LGBTQ People
- Unconscious Bias
- Social Determinants of Health
- Wrap Up



Champion of Mental Health Award Recipients

CONGRATULATIONS RACHEL PETTY AND DR. TOM BELL

It was difficult for the Community Mental Health Awards Committee to select just one recipient for the Champion of Mental Health Award, so two amazing individuals were selected for the 2019-2020 award, which was presented at the annual general meeting last September. Congratulations to Rachel Petty and Dr. Tom Bell!

Through the Champion of Mental Health Award, CMHA HKPR acknowledges individuals or organizations that have made outstanding contributions in the community supporting mental health. These contributions support Knowledge, Hope and Belonging, the three pillars that form the foundation of our organization to enable Mental Health for All.

The Human Service and Justice Coordinating Committee (HSJCC) of Peterborough, Peterborough Aids Resource Network (PARN) and the Nogojiwanong Friendship Centre took this opportunity to recognize and nominate Rachel Petty for this award, recognizing her significant work and contributions on the HSJCC by focusing on mental health addictions, homelessness and street-based sex work education and harm reduction.

“Rachel Petty has been working to reduce stigma and the related barriers and harms in Peterborough and beyond for nearly a decade. Her commitment to collaboration, consultation and representation, through the meaningful involvement of people with lived-experience are key to her approach in addressing stigma at both the individual and systemic level.” as written in her nomination. In the words of PARN’s Interim Executive Director, Charles Shames, “Rachel is a fierce advocate with a gentle but persuasive manner.”

The second recipient of the 2019-2020 Champion of Mental Health Award, Dr. Tom Bell, has been working with CMHA HKPR since 2017 when he expressed an interest in shedding a brighter light on the impact of cannabis use on the risk of psychosis in adolescents. Dr. Bell started by writing journal articles and medical pieces and eventually wrote an entire book, with all proceeds from book sales being donated back to CMHA HKPR.

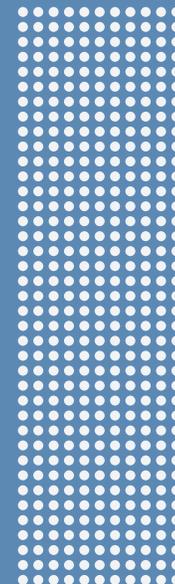
Dr. Bell was also the driving force behind the Cannabis Education Committee, which consists of a group of physicians and mental health professionals that designed, developed and deliver mental health education surrounding cannabis use, as well as education for how parents can most effectively talk to their children about cannabis.

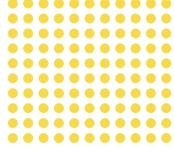
Our sincere congratulations to Rachel Petty and Dr. Tom Bell on this prestigious award!



Rachel is a fierce
advocate with
a gentle but
persuasive manner.”

- Charles Shames
PARN’s Interim
Executive Director





Events in the Community

OVER \$80K RAISED

While the pandemic changed the way many community events looked this year, we are incredibly grateful for the support and versatility of our community through these trying times. All but three of our regularly scheduled events occurred thanks to our incredibly resilient community in the midst of ever-changing public health measures. This meant that many of our events were adapted to a virtual environment and some were able to occur safely, in-person, while adhering to public health guidelines. Unfortunately, our largest annual fundraising event, Ride Don't Hide, was not able to happen last year.

This past year we also had new event organizers approach us wanting to support mental health after seeing just how much the pandemic was affecting our community's mental health.

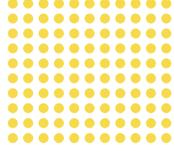
To everyone who organized, volunteered, and participated in the many community events this year, thank you. Through your support we continue to provide meaningful programs and services across our four counties. Whether you golfed, attended a drive-in concert, made an online donation or pledge, participated or donated to a virtual auction, (or like Jess Russell, ran EVERY single street in Peterborough) in support of mental health, you helped raise over \$80,000 for our programs and services. What an amazing community we belong to. Thank you!



Whether you golfed, attended a drive-in concert, made an online donation or pledge, participated or donated to a virtual auction, (or like Jess Russell, ran EVERY single street in Peterborough) in support of mental health, you helped raise over \$80,000 for our programs and services. What an amazing community we belong to.

Thank you!"





Events in the Community

IN-PERSON EVENTS

Crooks Rapids CountryFest Drive-in Concert *(below, left)*

QCR Golf Tournament *(below, right)*

Peterborough Memorial Centre's Drive-in Concert Series



VIRTUAL EVENTS:

The Great Canadian Giving Challenge

Bell Let's Talk Day

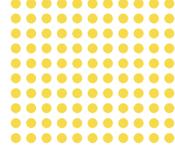
Brent Upper Memorial Ball Tournament *(below, left)*

Every Single Street PTBO *(below, right)*

Team 55's Friday Night Lights Virtual Silent Auction *(page 16)*

Mental Health Week





Virtual Education Update

COMMUNITY ENGAGEMENT AND EDUCATION

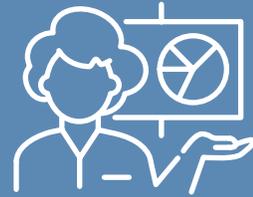
Now, more than ever, mental health is at the forefront of discussion for many. With the ripple effects of a global pandemic ever-present, more and more Canadians are experiencing detrimental impacts to their mental health. Isolation, lack of financial supports, uncertainty, all leading to an unfortunate yet expected outcome. While all of the teams at our branch continued to work vigorously to meet the mental health needs of our most vulnerable, the Community Engagement and Education team remained as busy as ever.

March of 2020 forced a drastic pivot in public education. Traditionally done in front of a large, captive audience, health restrictions made typical public education a non-reality. Public education and health promotion needed to be done in new ways. With the advancement of digital meeting platforms like Microsoft Teams, Zoom, WebEx and others, the Community Engagement and Education team was able to reach more people than ever.

This new digital landscape allowed us to widen our scope, running public education sessions all across North America. This new way of teaching also brought with it new partnerships. A large partnership with the Royal Bank of Canada saw public education sessions delivered to businesses across Canada. From small industry in Prince Edward Island, to large companies in Whistler, our team delivered impactful sessions, helping business owners and individuals alike learn more about mental health and wellness, as well as the simple things they could do to be well.

Our team also worked to support our Ontario Division, running public education sessions, helping to support the Mental Health Works team, during its busiest months, ensuring that no sessions were missed.

This new advancement in education has demonstrated one thing, these changes are here to stay. With many school campuses and workplaces returning back to hybrid models of on-site work and learning, the ability to deliver sessions in-person and virtually will be essential. While the Community Engagement and Education team can't wait to see people all safely gathered together in-person, we'll also be at the ready to send a quick Zoom link to anyone that needs it!

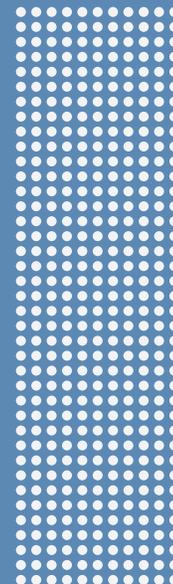


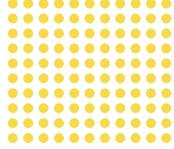
**72 TRAINED IN
VIRTUAL MENTAL
HEALTH FIRST AID**

**186 PUBLIC
EDUCATION SESSIONS**

**483 TRAINED
IN MENTAL
HEALTH WORKS**

**9,335 INDIVIDUALS
RECEIVED EDUCATION**





Capital Projects

Over the past year, CMHA HKPR's Maintenance team has been busy working on various capital projects at our different sites to help improve quality of care.

"Our team worked on many much needed improvements at our sites in Peterborough and Kawartha Lakes, including our residential supportive housing unit, Harrison House, and our offices at 466 George Street North and 415 Water Street," says Tim Coppins, Lead Property Maintenance Worker.

The Maintenance Team installed vinyl flooring in the hallway and in one of the bedrooms at Harrison House, a transitional, eight-bed, co-ed rehabilitative housing unit in Kawartha Lakes for individuals with a diagnosed mental illness.

At our 415 Water Street office there were improvements to the main floor washroom to improve accessibility. This included the installation of an automatic accessible door. 415 Water street is utilized by our Administrative team as well as the Ontario Telemedicine Clinic, the Lynx Early Psychosis Intervention program, part of the Crisis team, and the Assertive Community Treatment team.

Lastly, at our office at 466 George Street, which houses the majority of our Peterborough-based programs and services, the team installed new stair treads, a janitorial water works system for cleaners, as well as replaced the steel door at the rear of the building and installed new fire doors.

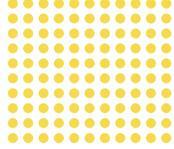
"The capital projects that we completed this past year improved the comfort, cleanliness, accessibility, and overall appearance of our sites, which positively impacts the quality of care we provide," says Coppins. All of the capital projects were made possible through funding from the Community Infrastructure Renewal Fund.



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- Tim Coppins
Lead Property
Maintenance Worker





Program Statistics



FOUR COUNTY CRISIS (3,390)

- 119 Haliburton
- 329 Kawartha Lakes
- 275 Northumberland
- 2,418 Peterborough
- 249 Other
- 23,412 Service provider interactions

DUAL DIAGNOSIS (90)

- 9 Kawartha Lakes
- 2 Northumberland
- 76 Peterborough
- 3 Other
- 11,983 Service provider interactions

PEER/SELF HELP INITIATIVES (313)

- 27 Haliburton
- 141 Kawartha Lakes
- 107 Peterborough
- 38 Other
- 2,441 Service provider interactions

CRISIS CASE MANAGERS (387)

- 2 Haliburton
- 24 Kawartha Lakes
- 14 Northumberland
- 306 Peterborough
- 41 Other
- 3,514 Service provider interactions

EARLY PSYCHOSIS INTERVENTION/LYNX (203)

- 7 Haliburton
- 28 Kawartha Lakes
- 35 Northumberland
- 116 Peterborough
- 17 Other
- 3,083 Service provider interactions

HOSPITAL TO HOME (198)

- 50 Kawartha Lakes
- 4 Northumberland
- 115 Peterborough
- 29 Other
- 3,373 Service provider interactions

CRISIS SAFE BEDS (51)

- 2 Northumberland
- 47 Peterborough
- 2 Other
- 1,041 Service provider interactions

MH CASE MANAGEMENT (1,025)

- 325 Kawartha Lakes
- 13 Northumberland
- 597 Peterborough
- 117 Other
- 17,102 Service provider interactions

FORENSICS (332)

- 3 Haliburton
- 174 Kawartha Lakes
- 17 Northumberland
- 115 Peterborough
- 23 Other
- 3,196 Service provider interactions

DIVERSION/COURT SUPPORT (282)

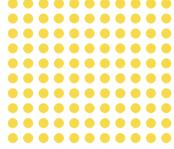
- 14 Haliburton
- 59 Kawartha Lakes
- 23 Northumberland
- 166 Peterborough
- 20 Other
- 4,081 Service provider interactions

ONTARIO TELEMEDICINE NETWORK (520)

- 2 Haliburton
- 4 Northumberland
- 411 Peterborough
- 69 Other
- 2,874 Service provider interactions

SUPPORTIVE HOUSING (285)

- 1 Haliburton
- 48 Kawartha Lakes
- 28 Northumberland
- 205 Peterborough
- 3 Other
- 5,814 Service provider interactions



Numbers at a Glance

OUR CLIENT'S PERSPECTIVE:

Our organization is committed to putting clients and families first. In all our services and programs, we work with clients and families to understand their needs and put their priorities at the centre of what we do. We are pleased to report that this commitment is reflected in our Ontario Perception of Care results.

94% of respondents felt that overall they are respected, that staff is knowledgeable, services have helped them, and they feel safe at our offices, among others.

95% of respondents had a great experience accessing services, feeling welcome from the start, locations were convenient, wait times were reasonable, staff was on time for appointments, among others.

94% of respondents felt they had private space, thought staff believed they could grow, services were of high quality, felt comfortable asking questions, among others.

95% of respondents felt staff were knowledgeable, understanding, supporting and respectful.

98% felt if a friend were in need of similar help, they would recommend this service.

ROOM FOR IMPROVEMENT

14% did not know how to make a formal complaint to our organization. CMHA HKPR is committed to making sure our clients and their care providers are aware, and have access to our complaint process. Our process is available in our Supporting Your Wellness booklet and on our website. For more detailed results, please visit <https://cmhahkpr.ca/about-us/organizational-performance/>



GROWING OUR DIGITAL PRESENCE:

71,968 WEBSITE TOTAL PAGE VIEWS

5,997 average page per view, per month



2,360 TWITTER FOLLOWERS

244,130 impressions @CMHAHKPR



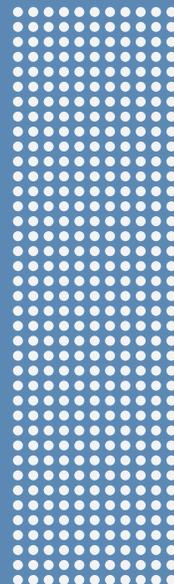
670 INSTAGRAM FOLLOWERS

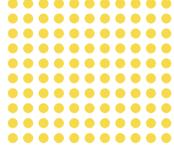
(28% increase!) @CMHAHKPR



1,598 FACEBOOK PAGE LIKES

(8.5% increase!) @CMHAHKPR





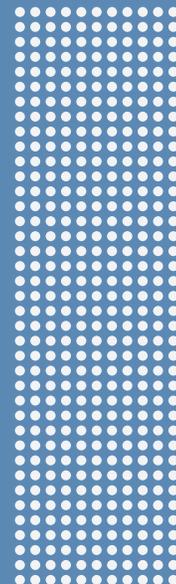
Major Funders/Donors

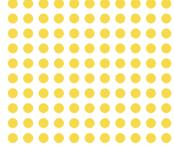
MAJOR FUNDERS

Central East Local Health Integration Network
Ministry of Health - Housing Program
Ministry of Children, Community and Social Services
City of Peterborough
City of Kawartha Lakes
United Way of Peterborough & District
United Way of City of Kawartha Lakes
Ontario Trillium Foundation

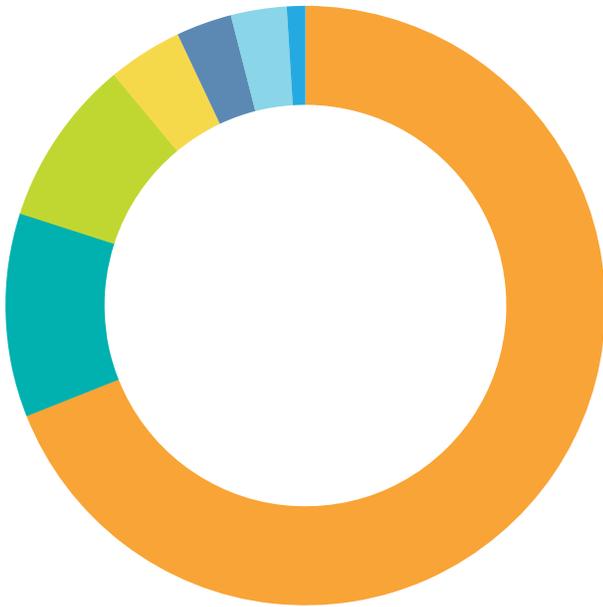
MAJOR DONORS (OVER \$5,000)

Team 55
Herod Financial Services
Anonymous
Community Foundation of Kawartha Lakes
100 Women of Kawartha Lakes
100 Men of Kawartha Lakes
William Pierce
Port Hope and District Healthcare Foundation
ScotiaMcLeod Charitable Foundation
Darling Insurance
RBC Dominion Securities
John (Jack) McGowan
We would also like to thank our many event sponsors!





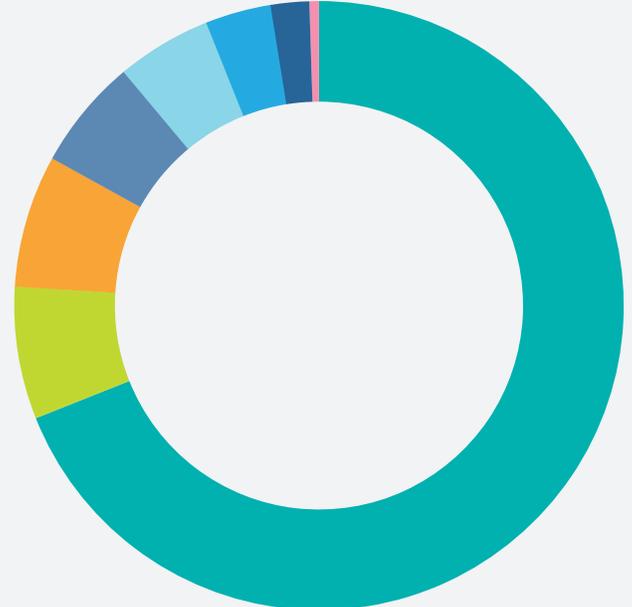
Financial Report



SOURCES OF REVENUE

TOTAL: \$14,792,889

■ Ministry of Health/LHIN	\$10,193,404 [69%]
■ Ministry of Health/Housing	\$1,641,363 [11%]
■ Ministry of Children, Community and Social Services	\$1,309,378 [9%]
■ Other Charitable Grants	\$621,871 [4%]
■ Donations/Fundraising/ Training Revenue	\$455, 854 [3%]
■ Interest/Sales/Misc.	\$412,314 [3%]
■ Rental Income	\$141,897 [1%]
■ Municipal Funding	\$16,808 [0.1%]



SOURCES OF SPENDING

TOTAL: \$14,561,457

■ Salary Benefits	\$10,031,648 [69%]
■ Rent Supplement	\$1,045,774 [7%]
■ Occupancy Costs	\$1,040,364 [7%]
■ COVID-19	\$888,310 [6%]
■ Program Expenses	\$672,267 [5%]
■ Office Expenses	\$506,040 [3.5%]
■ Professional Fees (Psychiatry)	\$331,784 [2%]
■ Fundraising	\$45,270 [.5%]
<hr/>	
Excess of Revenue over Expenses	\$231,432
Other Item	\$5,316



canadian mental health association
**Haliburton, Kawartha,
Pine Ridge**



**Canadian Mental
Health Association**
Haliburton, Kawartha, Pine Ridge
Mental health for all



cmhahkpr.ca



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Crisis Line: 705-745-6484 | 1-866-995-993 | Email: info@cmhahkpr.ca

**PETERBOROUGH
PROGRAMS & SERVICES**

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

**KAWARTHA LAKES
PROGRAMS & SERVICES**

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

ADMINISTRATIVE OFFICE

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