



19/20

ANNUAL REPORT

CANADIAN MENTAL HEALTH ASSOCIATION

HALIBURTON, KAWARTHA, PINE RIDGE



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

Association canadienne
pour la santé mentale
Haliburton, Kawartha, Pine Ridge
La santé mentale pour tous

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A MESSAGE

FROM OUR BOARD PRESIDENT AND C.E.O.

This fiscal year marks 68 years that Canadian Mental Health Association Haliburton, Kawartha, Pine Ridge (C.M.H.A. H.K.P.R.) has helped improve mental health recovery and quality of life for clients and families living with mental illness.

We continue to experience growth in our justice supports, housing and rent supplement units, early intervention peer support, and supports for 2SLGBTQ+, Indigenous and francophone populations. In light of low local rental vacancy rates, C.M.H.A. H.K.P.R. has made many alliances with local landlords resulting in increased housing for our clients.

Over the next few years, we'll see changes in how government funds and plans for health care. C.M.H.A. branches are well-positioned to be a partner and leader in Ontario Health Teams (O.H.T.s). O.H.T.s represent a new model of localized, integrated health care delivery. Under this new model, health service providers will partner to form O.H.T.s that are responsible for care delivery, funding and care coordinators across a specific geographic area. Government has clearly identified mental health and addictions agencies as key partners in O.H.T.s.

On Dec. 9, 2019, deputy premier and health minister Christine Elliott was in Peterborough to announce the

Peterborough O.H.T. as one of the first 24 in the province. The Kawartha Lakes Family Health Team's O.H.T. application is 'in development.' C.M.H.A. H.K.P.R. is excited to be part of the Peterborough O.H.T. and to be among the first teams to implement a new model of organizing and delivering health care that better connects patients and providers in their communities.

Finally, in mid-March 2020, the world was hit with the COVID-19 pandemic. This has changed the way we provide services. For the health and safety of our staff, clients and community, we implemented physical distancing measures, use of personal protective equipment, and adapted to provide services by telephone or virtually where possible.

C.M.H.A. H.K.P.R. is fortunate to have a strong foundation built on the skills and commitment of our board of directors, leaders, staff, volunteers and donors, all of whom are dedicated to improving the mental well-being of our community. We thank everyone for their contributions to C.M.H.A. H.K.P.R., an organization I'm proud to serve.

We invite you to read our annual report and share our pride and the good work we do to achieve our vision of mentally healthy people thriving in an inclusive society free from stigma.



Mark Graham
C.E.O.



Drew Merrett
Board President

MISSION, VISION & VALUES

BOARD OF DIRECTORS 2019-2020

President / **Drew Merrett**

Vice-President / **Valdis Cuvaldin**

Secretary / **Susan Grant**

Treasurer / **Heather Temple**

Past-President / **Patrick Dunn**

Board members /

Mary Reader

Paul Forget

Keely Jacox

Rob Seguin

Roger Hardy

Caroline Monsell

Jessica Drover

Jim Shipley

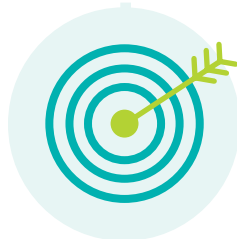
John Lyons

Sandra Hamilton



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

COVID-19 CHALLENGES AND SUCCESSES

With the announcement of a global pandemic in March, it was necessary for C.M.H.A. H.K.P.R. to adapt services to ensure the health and safety of staff, clients and the community.

Deemed an essential service by the Ontario government amid public health concerns related to COVID-19, C.M.H.A. H.K.P.R. remained open to ensure community mental health and addictions supports were safely available. This involved providing programs, services and information over the phone or virtually.

Our most vulnerable clients continued to receive face-to-face supports while making sure that staff had the required personal protective equipment (PPE) available. As there was a high demand for PPE globally, the organization worked tirelessly identifying alternate suppliers to maintain supply.

While providing phone and/or virtual supports C.M.H.A. H.K.P.R. was faced with several challenges. The first priority was having the necessary equipment to work in a remote environment. To support staff working from home, agency laptops were made available. Clients without the means to maintain contact with their worker were provided cell phones and cell phone plans by the organization.

Virtual meetings became another priority. Zoom licenses were purchased allowing management, committee and team meetings to continue, groups to re-engage and virtual face-to-face client supports to start.

During this challenging time, the organization has worked together to adapt services and identify new ways to continue supporting clients, staff and the community. As new information and updates are released by the government, the senior leadership team continues to review and modify services to protect public health and safety to ensure we provide exceptional community mental health and addictions services to those in need.



PATHWAY TO A SUCCESSFUL FUTURE

The Board of Directors of C.M.H.A. H.K.P.R. decided at their March 18, 2020 meeting to forego development of a new, three-year strategic plan at this time, due to COVID-19 restrictions.

The board intends to refresh the current strategic plan, Pathway to a Successful Future, in the fall with a key focus on strategic priorities (goals and objectives). C.M.H.A. H.K.P.R.'s mission, vision, values and rights will remain the same moving into the future.

PILLARS: KNOWLEDGE, HOPE, BELONGING

C.M.H.A. H.K.P.R. operates on a strong foundation supported by three pillars, which supports 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.

ACCREDITATION

Accreditation is an ongoing process of assessing health and social services organizations against standards of excellence to identify areas of strength and areas of improvement. C.M.H.A. H.K.P.R. is committed to focusing on quality improvement and safety to provide the highest standard of care for clients, staff and the community. Our last accreditation survey was in the fall of 2017, where we were proud to be accredited with exemplary standing.

With our accreditation cycle being four years, our next on-site survey visit is coming in 2021. Teams and committees continue to work together, including the voice of clients and families, to ensure that we are meeting the required standards. In the upcoming months, teams will be working through a self-assessment process against the accreditation standards, identifying gaps and opportunities for improvement.



MENTAL HEALTH JUSTICE SUPPORTIVE HOUSING

C.M.H.A. H.K.P.R. is excited to announce a grant of \$385,000 was received from the Ministry of Health to support a joint initiative led by the Supportive Housing and Justice programs, as run by Jennifer Bain and Jonathan Hewitt.

This new initiative, the Mental Health Justice Supportive Housing program, will allow for 19 additional units in the counties of Haliburton, Kawartha Lakes, Northumberland and Peterborough. It will provide assistance to homeless individuals experiencing mental illness in the four counties who are currently involved in the court system or being released from custody.

An additional donation of \$1,000 was received from Mike Lytle, owner of Champs Sports Bar in Peterborough to assist with associated moving costs for clients.

Two major factors long identified as influencing recidivism are lack of available housing and the inability to attain essential skills for living independently. This initiative seeks to address both of

these by providing a safe and supportive solution to the housing challenges these clients are experiencing.

Other exciting updates include the implementation of housing best practices across the board, housing prevention strategies and the combination of all housing-related programs under one portfolio which has increased consistency and client stability. Three congregate living facilities opened this year to address the needs of our clients and the community.

The housing program in partnership with TVM Group built nine bachelor units in Cobourg, providing an opportunity to house vulnerable clients in the community. The expansion includes a small office for C.M.H.A. staff to be onsite and available to clients.

Additionally, two other opportunities were created by partnering with Guardian Property Management. These included the opening of a home for the Early Psychosis Intervention program, and a unit for the Dual Diagnosis Transitional Age Youth program.

HOUSING SUPPORTS SUCCESS STORY



I have been part of C.M.H.A. H.K.P.R. housing since 2012 almost consistently, but as of late 2018 my life became more chaotic than I was used to, which left me in a place that was not characteristic of my behaviours and actions. When C.M.H.A. H.K.P.R. noticed, they took me into consideration for a program that was a year-long intensive process with them. We were able to meet more often and keep a closer watch on the state of my housing. At first I was extremely apprehensive. Over the

course of one year of being under C.M.H.A. H.K.P.R.'s more acute supervision I was able to get my housing to a place that is stable, so much so that I now have my one and a half-year-old daughter in my life and she's with me almost half the week in my C.M.H.A. H.K.P.R.-assisted apartment. The partnership that I took with C.M.H.A. H.K.P.R. has led to the best place I've ever been in. I am happy and thankful for the help they've given me.

A SOLID FOUNDATION

DUAL DIAGNOSIS COLLABORATIVE CONSULTATION PROGRAM: YEAR TWO

This fiscal year saw our Dual Diagnosis Collaborative Consultation Program (D.D.C.C.P.) continue to develop and build upon the foundations it established in its first year. In particular, two of the three initial program goals were achieved:

1

Develop a model of multi-disciplinary collaborative practice:

D.D.C.C.P. continues to refine the multi-disciplinary model based on feedback received from patients and families, community agencies and internal evaluation. Modification of the model is live and ongoing to ensure D.D.C.C.P. is responsive to the needs of individuals using the service.

2

Increase collaboration amongst developmental services, mental health and primary care sectors as they support individuals with dual diagnosis, before and after they attend the H.K.P.R. clinic:

One way D.D.C.C.P. engages individuals and community agencies is by taking the lead in case conferencing. D.D.C.C.P. works closely with community agencies to provide support in the implementation of treatment plans. Through ongoing discussion, D.D.C.C.P. works to integrate feedback into treatment plans. This occurs regularly ensuring treatment plans are relevant, evaluated for effectiveness and altered in response to an individual's needs.

Like many programs, the latter part of the 2019-2020 fiscal year saw D.D.C.C.P. impacted by COVID-19. This created the need to develop timely responses and alter the way face-to-face services were provided. The program quickly adapted to using the Ontario Telemedicine Network (O.T.N) for individual online appointments. Using O.T.N. and the telephone, D.D.C.C.P. was able to continue to provide the necessary supports with minimal interruption to service.

LEAP UPDATE

As part of our organization's quality improvement program, C.M.H.A. H.K.P.R. relies on the Lived Experience Advisory Panel (LEAP) to integrate client and family perspectives into our programs and services.

Rick Walsh, Chair of LEAP and member since January 2020, whole-heartedly believes in the panel's mandate. "I think that having program designers, managers and facilitators listen to the lived experiences of clients, better treatment and communication will result," he says.

In 2019/2020, a highlight for Walsh was working on the Overall Perception of Care (OPOC) questionnaire which enables a comprehensive examination of progress by case workers. This includes creating targets and initiatives for when clients finish treatment, as well as tracking participation in peer support groups and other programs.

They helped identify missing information which painted a clearer picture of how C.M.H.A. H.K.P.R. services align with community needs.

The panel communicated with organizations and media outlets regarding the importance of language with high hopes that more public education will result in the decreased stigmatization of mental health. LEAP also worked with various team members within the organization to improve client experiences.

The LEAP community newsletter is one way to make clients aware of the power their personal experience can have on influencing treatment plans.



I THINK THAT HAVING PROGRAM DESIGNERS, MANAGERS AND FACILITATORS LISTEN TO THE LIVED EXPERIENCES OF CLIENTS, BETTER TREATMENT AND COMMUNICATION WILL RESULT."

"[They can] be part of a solution," says Walsh, noting the newsletter also presented the achievements of the panel to clients and organizational staff.

Moving forward, Walsh hopes to continue overcoming program challenges by following up on client feedback. Furthermore, the panel will be leveraging the newsletter and social media to raise awareness of the panel's service to C.M.H.A. and invite more client involvement.

EVENTS IN THE COMMUNITY

We are so grateful for all the support and dedication that the community has shown in raising funds and mental health awareness through events this year and in years past. 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 ran, cycled, wrestled, played baseball, football or hockey, promoted or attended these events, you helped raise over \$100,000 for our programs and services. What an amazing community we belong to. Thank you!



\$100,000
Raised



Lift Locks and Leg Drops



Fourth Annual Ride Don't Hide



Brent Upper Memorial Ball Tournament



Wards Legal Kids' Road
Hockey Tournament



Talk Today Game Night with the
Peterborough Petes



Team 55's Friday Night Lights



Merrett Home Hardware Run for Mental Health



Lakefield Festival of Trees

RIDE DON'T HIDE 2019

BRINGING MENTAL HEALTH INTO THE OPEN, ONE KILOMETRE AT A TIME

2019 marked the fourth year that C.M.H.A. H.K.P.R. participated in the national cycling event, Ride Don't Hide. As our largest fundraising event, Ride Don't Hide raises money for C.M.H.A. H.K.P.R.'s mental health programming and sees roughly 130 cyclists participating, all with one common goal – to bring mental health into the open and to help individuals in our community get the help they need.

This year's ride was held on June 23 and raised over \$23,000 to fund a new Survivors of Suicide Support group.

Rob Seguin, who has sat on both C.M.H.A. H.K.P.R.'s Board of Directors since 2017 and the Ride Don't Hide organizing committee, has advocated for a support group of this nature since his brother Christopher died by suicide in 2016.

"I just want to turn a negative into a positive by helping others," says Seguin. Seguin has been essential in the planning of and fundraising for Ride Don't Hide, coming in as a top fundraiser for the past three years. Seguin, who advocates for mental health year-round through his position on our Board of Directors and through various speaking engagements in the community, says, "mental health is a complicated topic and it's a personal topic. The stigma still exists, and it's gone a long way but it's got a long way to go."

The success of Ride Don't Hide relies heavily on volunteers such as Seguin and peer-to-peer fundraising. C.M.H.A. H.K.P.R. would also like to recognize the tireless fundraising efforts of volunteers Mike Post and Jim Rainey.

Mike Post, our top Ride Don't Hide fundraiser in 2019, began volunteering during C.M.H.A. H.K.P.R.'s second annual Ride Don't Hide after struggling with depression. Post continues to fundraise and advocate for mental health year-round, and with the help of his wife Lauraine and son Trayton, he organizes raffles, bake sales, and even has his own mental health blog. Post believes strongly in being a mental health advocate because he says, "it's important that people know that the help is out there and that they don't have to be ashamed of it. That way they can get the help they need."



JIM RAINEY AT RIDE DON'T HIDE 2019.

RIDE DON'T HIDE 2019

Jim Rainey and his family have also been volunteering with C.M.H.A. H.K.P.R. for many years and Jim has been one of the top fundraisers since our first annual Ride Don't Hide. "I struggled with my own mental health-related issues and I also love cycling, so Ride Don't Hide has been a natural fit," says Jim. Jim, whose Ride Don't Hide team was named the 'Stigma Slashers' one year, believes, "eliminating the stigma is an extremely important objective that everyone should have. Stigma is pervasive and it makes it very hard for individuals relating to job opportunities, social opportunities, as well as makes it difficult to get help. No one should feel they have to hide their mental health."

Ride Don't Hide would also not be possible without the support of local businesses such as our presenting sponsor, Leon's Peterborough and diamond sponsors 100.5 Fresh Radio, Global News Peterborough, The Wolf 101.5, and Gardaworld.

Thank you to everyone who cycled, sponsored, volunteered, and fundraised. With your help we raised over \$23,000 for a survivors of suicide support group and brought mental health into the open in our community!



\$23,000+
Raised



130 Participants



MIKE POST, LAURINE POST, AND TRAYTON POST (ABOVE)
AND ROB SEGUIN (BELOW) AT RIDE DON'T HIDE 2019.

EXEMPLARY VALUES THROUGH SERVICE AWARD

CONGRATULATIONS LORI THOMPSON

Described as an amazing leader, a valuable client advocate and unafraid to tackle tough issues, Lori Thompson was named the first recipient of our Exemplary Values through Service Award.

The award, which came into fruition in 2019, is intended to recognize C.M.H.A. H.K.P.R. employees who incorporate the organization's values in an outstanding way while delivering service. The peers who nominated Lori for the recognition, believe she does just this, particularly with respect to social justice as well as diversity and inclusion.

Her colleagues highlighted her advocacy for mental health, intellectual disability, addictions and homelessness, as well as her knowledge of the Truth and Reconciliation Commission Calls to Action.

"She has a deep respect and commitment to understanding issues impacting Aboriginal people such as health, welfare, equality preserving language and culture and land acknowledgment. Lori brings this knowledge to our team to ensure everyone is educated," the nomination reads, in part.

Lori says it has been an overwhelming honour to be recognized with the award, particularly for values she holds so close to her heart. "Inclusion, equity and understanding how privilege and oppression factor into our day-to-day lives has always been something I have been passionate about. I am able to think about this in many ways from a privileged standpoint. I haven't always practiced being a good ally and I am certainly still striving to practice good allyship," she says.

"Understanding that if you are part of a privileged group and have the opportunity to learn more, participate in workshops on your own or those offered through C.M.H.A., then you learn to listen to those who experience oppression daily, you learn to amplify voices, and rise up and lean into the uncomfortableness because that is when you grow. If you cringe thinking of something you said or did in the past, that's ok- it means you have grown and learned and hopefully are doing better."

As her colleagues have heard her say many times, Lori adds, "When we know more we can do better and then we can work alongside and better serve the folks we work with in our community."

In the nomination, Lori's team noted that the award winner uses this phrase to "remind us all of the importance of understanding others."

They added, "Lori's deep and sincere ability to empathise with and understand others, and also to share this understanding to help us all to do better, is the reason we believe that Lori should be recognized with this award.

"The last thing I want to do as a worker is to add to any of the stigma, the hurt, the aggressions- and that means constantly checking my privilege, challenging policies, forms, processes that are not equitable. It means having uncomfortable conversations with friends, colleagues, community partners. It means having uncomfortable conversations with myself and where my own biases' land," says Lori, further revealing just how deeply ingrained these values are in her character.



IF YOU ARE PART OF A PRIVILEGED GROUP THE BEST ADVICE I CAN GIVE IS SHUT UP AND LISTEN TO THOSE WHO EXPERIENCE OPPRESSION EVERY DAY, BELIEVE WHAT THEY SAY AND EDUCATE YOURSELF SO THAT YOU CAN DO BETTER. I PROMISE YOU, IF YOU ARE PART OF A PRIVILEGED GROUP, LIKE ME, THERE IS ALWAYS ROOM FOR US TO LEARN MORE AND DO BETTER."

Congratulations once again to Lori for this recognition and thank you for leading by example. Our organization is better because of you.

LATEST SOCIAL ENTERPRISE VENTURE

This past year C.M.H.A. H.K.P.R. began exploring a new social enterprise venture involving bed bugs. Bed bugs are a nuisance to individuals around the world and locally, Peterborough has seen an influx of bed bug activity over the past 15 years. In 2019, Peterborough ranked 21st on the list of top bed bug cities in the nation, according to Orkin Canada, a pest control company.

Patrick Lindsay, Manager of Safety and Social Enterprises, says, “bed bugs make up a large portion of situations we deal with involving clients in their housing. Unfortunately, a lot of our clients live in geared income housing and in situations where there are many individuals living in a space. We deal with bed bugs on a weekly to monthly basis and the same is said for our community partners.”



IT CREATES A LOT OF ANXIETY FOR PEOPLE, LIVING WITH SOMETHING IN THEIR HOMES, THIS IS MAGNIFIED FOR SOMEONE WITH MENTAL HEALTH ISSUES, PARTICULARLY ANXIETY DISORDERS.”

Working at C.M.H.A. H.K.P.R. for over seven years, Patrick has seen firsthand the effects that bed bugs can have on an individual's mental health. “It creates a lot of anxiety for people, living with something in their homes, this is magnified for someone with mental health issues, particularly anxiety disorders.”

This is why in 2019, when Patrick was assigned the role of manager, social enterprises, a venture into the business of pest control seemed like a natural fit.

The pest control social enterprise is a joint venture between C.M.H.A. H.K.P.R. and community partners such as Community Care, with some provincial funding. The business will deal primarily with bed bugs but will also treat cockroach infestations, using a chemical-free, heat-treat system.

According to Lindsay, using a heat-treat system is more time consuming but safer for customers, pets in the home and employees. Furthermore, he says, “bed bugs don't become immune to the heat over time as they do pesticides, which need to be changed constantly. Heat kills the eggs, which leads to future problems if left untreated using pesticides.”

C.M.H.A. H.K.P.R.'s pest control social enterprise is currently in development and has yet to be named, but Lindsay, alongside his team and community partners, is getting the business up and running, with hopes of launching in the fall of 2020. Initially, Lindsay sees the team treating a minimum of two to three homes a week, with one full-time position and two relief positions in place.

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

Lindsay has been managing C.M.H.A. H.K.P.R.'s social enterprise Catering PLUS and has seen the positive effects that a social enterprise can have on an individual's life. “It becomes something to look forward to, a reason to get up in the morning, a purpose and a sense of accomplishment. It also builds a social network for individuals who might otherwise be isolated.”

Lindsay hopes customers will be more comfortable working with a C.M.H.A. H.K.P.R. social enterprise, “we work directly with clients who are part of a vulnerable population and we have a greater understanding of the conditions in which these individuals live and the stigma surrounding them. We take away that stigma and that shame. We have the skills to support these individuals properly,” says Lindsay.

A LOOK AT C.M.H.A. H.K.P.R.'S 2019-20 CAPITAL PROJECTS

C.M.H.A. H.K.P.R.'s maintenance team has been busy over the past year working on various capital projects at different sites to help improve quality of care.

Patrick Lindsay, Manager of Safety and Social Enterprises, manages C.M.H.A. H.K.P.R.'s capital projects and says that "this past year saw many much needed improvements at our sites in Peterborough, including our Four County Crisis site, Water Street and George Street offices, as well as at our residential supportive housing unit, Harrison House, in Lindsay."

At Four County Crisis, which houses SafeBeds, a short-term supportive housing unit, as well as our Four County Crisis Line, in a beautiful residential setting, the team completed renovations indoors and outdoors. Outside the team replaced wood with vinyl siding and installed a new door and new windows. Inside, the kitchen was remodeled and the unit also got new floors, electrical upgrades and a new security system installed.

Our Water Street office, which is an administrative building as well as home to Ontario Telemedicine Network, Lynx Early Psychosis Intervention program, and the Assertive Community Treatment team, received two bathroom upgrades and structural changes on the bottom floor to ensure more privacy for our Lynx clients receiving support.

The most extensive renovations that took place this past year were two kitchen remodels at our George Street office which houses the majority of our Peterborough-based programs and services.

"The kitchen in the Multi-Purpose Room and Staff Room were both deteriorating and in need of a complete overhaul," says Lindsay. The Maintenance team installed accessible automatic doors at our George Street location and installed new flooring, and converted two rooms into meeting rooms for clients.

In Lindsay, we renovated two bathrooms and installed new vinyl flooring at Harrison House.

"As our organization grows, we have a greater need for space, particularly rooms where clients and workers can meet," says

Lindsay. "The capital projects completed this past year not only created more space for meetings but improved the comfort, cleanliness, accessibility, and overall appearance of our sites, positively impacting the quality of care we provide."

All of the capital projects were made possible through funding from the Community Infrastructure Renewal Fund as well as end of year surplus.

Looking forward to next year, Lindsay says that there will be a greater focus on improving our residential housing units.



THE MULTI-PURPOSE ROOM (ABOVE) AND STAFF KITCHEN (BELOW) RENOVATIONS AT GEORGE STREET.

PROGRAM STATISTICS

PROGRAM (INDIVIDUALS SERVED)	HALIBURTON	KAWARTHA LAKES	NORTHUMBERLAND	PETERBOROUGH	OTHER	SERVICE PROVIDER INTERVENTIONS
FOUR COUNTY CRISIS (2,962)	111	341	276	2,070	275	21,528
CRISIS CASE MANAGERS (485)	0	64	2	378	41	4,652
CRISIS SAFE BEDS (169)	0	14	12	135	8	169
DIVERSION/ COURT SUPPORT (242)	17	82	2	137	4	242
DUAL DIAGNOSIS (78)	0	7	0	71	0	78
EARLY PSYCHOSIS INTERVENTION/LYNX (273)	7	45	44	168	9	273
CASE MANAGEMENT (1,162)	1	405	5	684	67	1,162
OTN (843)	2	45	10	685	101	843
PEER OUTREACH (269)	4	147	1	105	12	269
HOSPITAL TO HOME (243)	29	104	4	14	92	243



NUMBERS AT A GLANCE

COMMUNITY ENGAGEMENT AND EDUCATION



- 259** public education sessions
- 3,243** individuals received education
- 119** trained in ASIST
- 179** trained in SafeTalk
- 195** trained in Mental Health First Aid

ROOM FOR IMPROVEMENT

16%

did not know how to make a formal complaint to our organization

C.M.H.A. H.K.P.R. 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 [here](#).

For more detailed results, please visit [here](#).

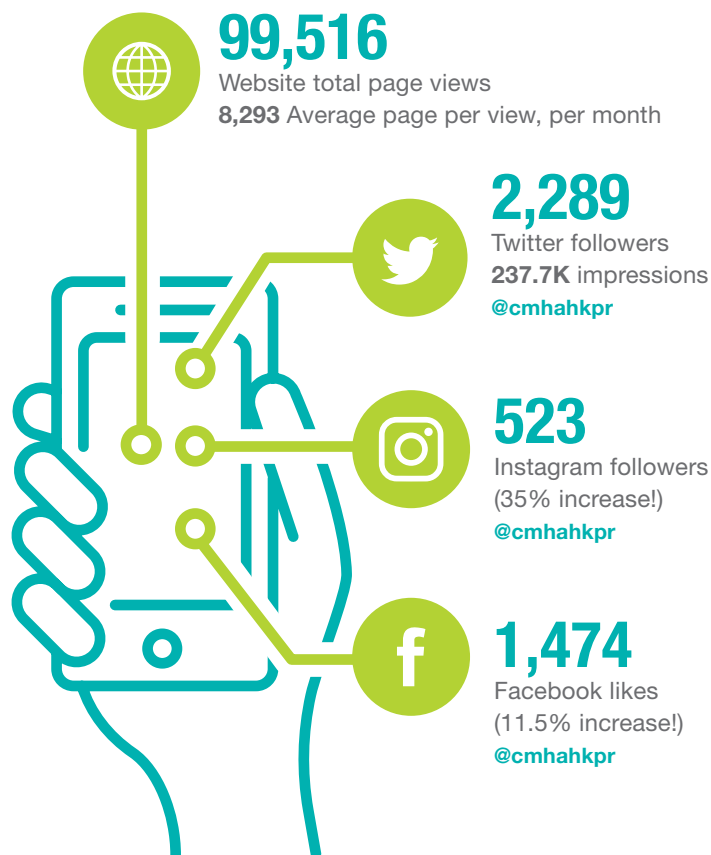
OUR CLIENTS' PERSPECTIVE

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 (OPOC) results.

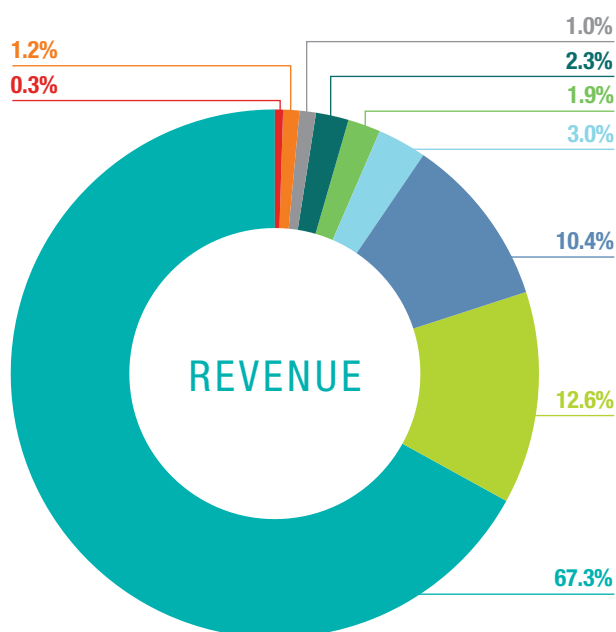
- 96%** felt (overall) respected, services have helped, and felt safe at our offices
- 95%** had a great experience accessing services
- 97%** felt they had private space, services were of high quality, and comfortable asking questions
- 99%** felt staff were knowledgeable and competent
- 98%** felt if a friend were in need of similar help, they would recommend this service

GROWING OUR DIGITAL PRESENCE



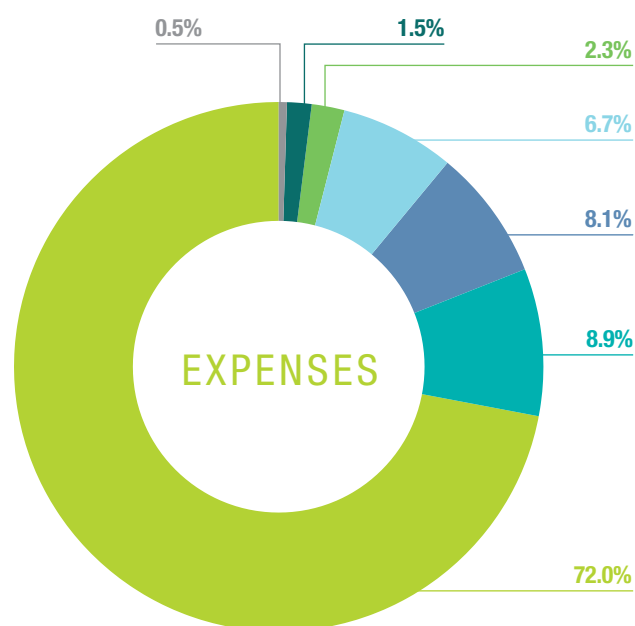
FINANCIAL REPORT 2019/2020

STATEMENT OF REVENUE AND EXPENSES APRIL 1, 2019 - MARCH 31, 2020



Ministry of Health/LHIN	\$9,085,939
Ministry of Health/Housing	\$1,704,077
Ministry of Children, Community, and Social Services	\$1,402,913
Interest/Sales/Misc.	\$403,287
Other Charitable Grants	\$314,823
Donations/Fundraising/Training Revenue	\$260,655
Ministry of Labour, Training, and Skills Development	\$166,805
Rental Income	\$127,872
Municipal Funding	\$40,831

TOTAL: \$13,507,202



Salary/Benefits	\$9,736,315
Occupancy Costs	\$1,198,366
Rent Supplement	1,090,374
Program Expenses	\$902,602
Professional Fees (Psychiatry)	\$312,312
Office Expenses	\$203,416
Fundraising	\$74,400

TOTAL: \$13,517,785

THANK YOU

As COVID-19 continues to impact communities around the world, people are coming together to help one another more than ever. Our healthcare workers and hospital staff are providing compassionate and collaborative care. Our educators are showing innovation and persistence to make sure learning doesn't stop. C.M.H.A. H.K.P.R. staff are working together – many working remotely – to ensure clients in need receive support. For all this and more, we say thank you. We're grateful to you for rising to the challenge in these unprecedented times.

MAJOR FUNDERS

Central East Local Health Integration Network
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We would also like to thank our many event sponsors!



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