



# CANADIAN MENTAL HEALTH ASSOCIATION HALIBURTON, KAWARTHA, PINE RIDGE

## ANNUAL REPORT 2021–2022



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

# TABLE OF CONTENTS

VISION, MISSION, VALUES .....	3
A MESSAGE FROM THE BOARD PRESIDENT AND CEO.....	4
A NEW STRATEGIC DIRECTION.....	5
AN UPDATE ON ACCREDITATION .....	6
OUR PROGRAM EXPANSIONS .....	7
THE ROAD AHEAD: CMHA HKPR'S NEW MOBILE WELLNESS CLINIC .....	9
EXPANSIONS IN SUPPORTIVE HOUSING AND JUSTICE SUPPORTIVE HOUSING.....	11
OUR IT MODERNIZATION PROJECT.....	12
TRAUMA-INFORMED CARE .....	13
WORK IN DIVERSITY, EQUITY AND INCLUSION .....	14
CONGRATULATIONS TO SHERI ERICKSON, MAURICE LOVNES AWARD RECIPIENT! .....	15
EVENTS IN THE COMMUNITY .....	16
EDUCATION UPDATE .....	18
IMPROVING SAFETY AND COMFORT AT OUR SITES .....	19
NUMBERS AT A GLANCE .....	20
PROGRAM STATISTICS.....	22
FINANCIAL REPORT .....	23

# VISION, MISSION, VALUES



## VISION

An inclusive community that embraces and fosters the mental health of everyone.



## MISSION

We work to improve the lives of people in our Haliburton, Kawartha, Pine Ridge (HKPR) community, through leadership, collaboration, and the continual pursuit of excellence in community-based mental health and addictions services.



## VALUES

**Self-Determination** – We are grounded in a philosophy of recovery, increasing everyone’s capacity to build resilience, become more empowered, make informed choices, and to transform choices into actions and meaningful outcomes.

**Social Justice** – We are committed to removing barriers and discrimination that impact quality of life, and supporting equitable access to resources, so that everyone can fully participate in society.

**Collaboration** – We are committed to working with our partners in the public interest and for social good.

**Diversity and Inclusion** – We embrace the dignity, integrity, beliefs, and culture of each person and seek to continuously provide safer environments for recovery.

**Creativity** – We promote innovative ideas and new ways of working that are responsive to the changing needs of our community.

**Accountability** – As a publicly funded charitable organization we are committed to transparency and managing our resources efficiently and effectively.

**President**  
**Vice President**  
**Secretary**  
**Treasurer**  
**Past President**

Valdis Martyn  
John Lyons  
Sandra Hamilton  
Heather Temple  
Drew Merrett

**Directors:**  
Mary Reader  
Caroline Monsell  
Jessica Drover  
Jim Shipley  
Matthew Wilkins



# A MESSAGE FROM THE BOARD PRESIDENT AND CEO

This year marks the 70th year that the Canadian Mental Health Association Haliburton, Kawartha, Pine Ridge (CMHA HKPR) has helped to improve mental health recovery and quality of life for clients and families living with mental illness.

Providing care during yet another year of a global pandemic, the determination of our people and their dedication to serving others continue to move us forward as leaders in mental health care. The needs of our community members related to mental health and addictions is on the rise in both volume and acuity. We continue to strengthen our health system partnerships, and in doing so, improve the lives of people in our communities.

We invite you to review our 2021-22 Annual Report showcasing our key accomplishments. It offers a glimpse into the world of the people who access our services, and the people who stand ready to assist along with financial and program summaries and updates.

This year the board of directors began the exciting process of developing a new strategic plan. We set three strategic directions to guide us over the next three years (2022-2025). The board also embarked on creating a Land Acknowledgement to use at all levels of the organization. We wish to honour the natural environment in which we live and work, and acknowledge the unfair treatment, past and present, of the First Nations, Métis and Inuit peoples of Canada.

CMHA HKPR's Accreditation survey was moved from the fall of 2021 to the spring of 2022 and the teams have been busy preparing for this.

We advanced our supports and services on initiatives such as the creation of a new mobile mental health and addictions clinic, the purchase of two properties through our sister board (CMHA Non-profit Housing Corporation of Peterborough), the development of Community Homes for Opportunity program to support three home operators providing 38 individuals with housing supports, the enhancement and expansion of the Release from Custody program to provide two additional Case Managers, and the expansion of the Mobile Crisis Intervention Team in partnership with the Peterborough Police Service and the City of Peterborough.

Eager to face the next set of challenges and opportunities in 2022-2023, it's important to take a moment and celebrate the incredible work done over the past year and the outstanding people at the centre of these accomplishments.

Thank you to our staff, board, donors, clients, partners, funders and volunteers for your endless energy and commitment to people living with mental illness.



Valdis Martyn  
Board President



Mark Graham  
Chief Executive Officer



# A NEW STRATEGIC DIRECTION

From June 2021 to January 2022, CMHA HKPR's Board of Directors developed a new three-year strategic plan. The strategic plan was developed with the support of a consulting company, Laridae, and in collaboration with clients, family members, caregivers, staff, management, government representatives, donors, and community partners via a series of focus groups. The goal was for the new strategic plan to respond directly to the evolving needs of those we serve and the community.

The resulting strategic plan '[Pathway to a Successful Future: Strategic Plan 2022-2025](#),' outlines three strategic priorities: **our clients, our staff, and the community.**

Over the next three years, CMHA HKPR is focused on maintaining a position of leadership in the community. At the core of our strategic directions is a commitment to respond -- above all else -- to emerging mental health and addictions priorities and the diverse needs of our HKPR community.



# AN UPDATE ON ACCREDITATION

Due to the COVID-19 pandemic, CMHA HKPR's Accreditation survey was moved from the fall of 2021 to the spring of 2022. This year, in preparation of our upcoming survey, CMHA HKPR teams and committees were busy working together to ensure we are meeting the Accreditation standards. Part of this preparation included 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 were all completed and reviewed. From that, areas for improvement were identified and action-plans generated. Self-assessments also provided 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 incorporated any areas identified into their committee work plan for further work and discussion.

CMHA HKPR's Accreditation survey will take place from May 30th to June 2nd, 2022.



# OUR PROGRAM EXPANSIONS

## Trans Peer Outreach

CMHA HKPR has seen many expansions and changes to programming during this past fiscal year and we are excited to announce the launch of Trans Peer Outreach, a program which offers supports and services for transgender and gender diverse people, ages 16 and up. Services are delivered by people with lived experiences as a transgender or gender-diverse person, and who also may have experience living with a mental health concern. This program has accomplished much in its first year of operation, including an increase in awareness through social media presence, as well as the creation of a new family program and group programming. Some examples of new group programming include the Core Group, Drop In Peer Support, Moving with Pride, Gender Affirming Clothing Exchange, Game Night, Trent University Groups, Gender Marker Change and Self-Advocacy workshops. This program has also been able to successfully develop and launch a fee for service supports with Trent University, as well as a fee for service Trans Sensitivity Training structure with the CMHA HKPR's Community Engagement Team. Trans Peer Outreach has supported over 150 people in the first year reaching folks locally and as far away as Texas. Providing access to supports virtually is helping reduce isolation for many folks.



CMHA HKPR also spent much time this year redeploying resources from existing peer programs to support another new program, Helping Others through Peer Outreach (HOPE). This program launched after a successful application to the Shoppers Drug Mart Recovery College grant, which allowed CMHA HKPR to recruit and hire a peer project lead. This program provides educational courses about mental health and well-being that promote recovery, hope, empowerment, possibility, and connection, and is intended for anyone over the age of 16 that is living with a mental health concern, but it is particularly beneficial for people who could benefit from the support and guidance in making choices in their recovery journey.

This past year has marked another busy year for the Justice Program. Working in close collaboration with the housing program, 64 justice housing units have been filled. The justice program will continue to grow as funding was announced in March for an additional two Release From Custody workers. The expansion of the program will increase our services in the four counties, particularly Northumberland and Haliburton. The pre-charge diversion program continues to grow with the Peterborough Police. The eligibility for officers to refer has expanded and we saw a significant uptake in referrals in 2022. Working in collaboration with our community partners; Fourcast, Elizabeth Fry Society and the Salvation Army, has enabled a seamless connection to appropriate services. The justice program also launched a Recreation Program in January of 2022



seeing justice involved clients able to participate in yoga, hybrid sports, personal training at the YMCA and bowling. Equine Therapy continues to be a successful program with four cohorts being offered this past year with 4-5 participants in each.

CMHA HKPR is also pleased to announce that we have expanded the Mobile Crisis Intervention Team, following funding from the Ministry of Health. The expansion aims to cover rural areas in Haliburton and Kawartha Lakes through partnerships with the Haliburton County OPP, Kawartha Lakes OPP and the Ross Memorial Hospital. A mental health worker with the Mobile Crisis Intervention Team says she “is pleased by the enthusiasm in which OPP officers have embraced and supported the MCIT partnership, and the compassion they have shown while responding to individuals in crisis”.

Community Homes for Opportunity (CHO) is a supportive housing program for people with serious mental illness and promotes independence and financial responsibility. About a year ago, CMHA HKPR had the opportunity to negotiate with the Ministry of Health to offer our services as a mental health community agency and oversee these homes in partnership with the homeowners. We currently partner with two homes, one in Lindsay and one in Fenelon Falls, both with 13 funded beds as well as privately funded ones. As with our other Supportive Housing models, the program assists tenants with a safe and stable environment and offers programming tailored to and with them. Where CHO differs from our other housing support programs is that tenants are living with the homeowners, albeit in their own section of the home, so they have access to care around the clock, every day. The tenants have meals together, are responsible for chores and are encouraged by the homeowners and our staff to make decisions about their daily living. While the target population is adults aged 16 years and up, the average age is 57 ranging from 31 to mid-70s and the vast majority are men.



# THE ROAD AHEAD: CMHA HKPR'S NEW MOBILE WELLNESS CLINIC

## *the* Road Ahead MOBILE WELLNESS CLINIC

This year, CMHA HKPR launched 'The Road Ahead,' mobile wellness clinic, with support from the provincial government. The mobile clinic brings a full range of mental health and addictions services to individuals living in rural and remote areas and who face barriers to accessing existing services and supports.

"The idea of a mobile clinic to support rural communities came about when the Ontario Health Team (OHT) recognized a disparity in access to services between urban and rural Ontarians, particularly in the mental health and addictions sector. The Centre of Excellence approached CMHA HKPR to see if we would be interested in piloting a clinic to address that disparity across the four counties - Peterborough, Haliburton, Northumberland, and Kawartha Lakes," says Jeff Cadence, Program Manager of The Road Ahead.

CMHA HKPR submitted a proposal for the project to the Ministry of Health with the provincial government and we were approved for annualized funding.

### IDENTIFYING NEEDS

The planning process for the mobile clinic included consultation with community partners, clients and potential end-users. Consultation included interviews, meetings, and focus groups which set out to identify the gaps in services and what people felt would be useful for our clinic.

Consultation confirmed physical barriers that we were already aware of, such as how individuals in rural and remote areas have difficulty physically accessing services, but it also identified non-physical barriers such as stigma and lack of anonymity in small towns, which may discourage individuals from seeking support.

Through consultation, the team was able to develop a service model for the clinic that would best suit the specific needs of the rural and remote communities across the four counties.



## THE CLINIC

Thanks to support from the provincial government, the team was able to purchase the first vehicle for 'The Road Ahead,' clinic and transform it so that it could travel the four counties, offering a full suite of mental health and addictions services, where individuals can access:

- Counselling and therapy
- Support with addictions and substance use
- Health and mental health education
- Medication support
- Access to other supports including psychiatry

"This first vehicle was purchased thanks to the support of the Provincial Government but we have determined that in order to successfully run the program and meet the needs of the four counties, we will require a second vehicle," says Cadence.

CMHA HKPR is currently fundraising for the second vehicle and so far, we have received support from many donors, including Kinsmen Canada.

## WHAT'S IN A NAME?

When naming the clinic, the team considered the barriers and concerns that were communicated during the planning process with community partners, clients and potential end-users.

"When considering different branding and a name, we looked at what we could do to encourage use rather than discourage use, paying particular attention to the stigmas that still surround mental health and addictions," says Cadence.

With help from a marketing firm, the team came up with a name that is welcoming and positive and isn't specific to 'mental health' or 'addictions,' - The Road Ahead.

## THE ROAD AHEAD

With the launch of the clinic well underway, staff hired, and branding nearing completion, the team has begun accepting referrals and are out in the community working with clients on their wellness journeys.

Next steps for the clinic include having two vehicles on the road, each with their own routes which will be determined by need. "The goal is to have the clinic supporting 60 clients at a time," says Cadence.

The team is also busy building relationships with the communities they hope to serve. This means being present at health fairs, events, concerts, farmer's markets, etc.

"One of the things we are encountering is that we are well suited to respond to communities in need. We can be on call to dispatch as a team to communities that need us and we are prepared to do that. The fact that we have a nurse and mental health clinicians on hand, we can create a good impact in communities in need," says Cadence.

“

*We have the luxury right now of being able to be adaptive and change based on the needs we see in the community. We are learning new skills as a team and it is an exciting time!”*



# EXPANSIONS IN SUPPORTIVE HOUSING AND JUSTICE SUPPORTIVE HOUSING

CMHA HKPR is excited to share that the Supportive Housing and Justice Supportive Housing programs continue to expand to meet the needs of the communities we serve.

This year, we purchased several new units to support our clients, including a four-unit building on Water Street thanks to support from the Ministry of Health (Housing) as well as the CMHA Non-profit Housing Corporation of Peterborough. These units will be used for eviction prevention and they will also support individuals who have mobility issues.

In collaboration with the City of Peterborough and the United Way Peterborough, CMHA HKPR was also able to house individuals off of the Peterborough by-names list who identify as LGBTQ2S+. The purpose of this was to provide safe, transitional housing for individuals who are at risk of bullying and violence in community shelters and other institutions. "Housing these individuals under the same roof also gives them an opportunity to support each other and provides a sense of community," says Jennifer Bain, Manager of Supportive Housing.

In 2020, CMHA HKPR received \$556,500 in annualized funding from the Ministry of Health for 45 new Justice Supportive Housing rent supplement units. This past year, we were able to fill the remainder of those units.

CMHA HKPR's Supportive Housing program also received an annual increase from the Ministry. This funding has allowed us to increase our subsidy amount or house 6-8 additional individuals.

## HOUSING UNIT TAKEOVERS PILOT PROJECT (HUTS)

From January 2021 to March 2022, CMHA HKPR piloted a Housing Unit Takeover (HUTs) project, with funding from the United Way Peterborough.

The project aimed to educate staff, clients, and community partners on housing unit takeovers and provided them with the tools for prevention, assessment, intervention, and aftercare. Through the project, CMHA HKPR staff received HUTs training and so did 49 clients.

The project resulted in a significant increase in staff and client awareness and understanding regarding HUTs, how to identify them, and what steps to take to intervene.

Following the project, CMHA HKPR staff reported a 34 per cent increase in their confidence in supporting clients with unwanted guests in their home.

"The HUTs project has helped individuals feel safe in their home and we've seen increased rapport and trust between clients and their CMHA HKPR workers," says Bain.

"Moving forward, we are looking towards ongoing partnerships with our municipalities, shelters, and community partners, to end homelessness within our communities," says Bain. "Housing is the foundation of wellness. Housing reduces barriers to services in the community, provides individuals with empowerment through ownership of space, and reduces recidivism and hospitalizations in our community."

# OUR IT MODERNIZATION PROJECT

2021 has been a busy year for Information and Technology! The team has worked tirelessly to modernize IT systems, improve security, and upgrade equipment at CMHA HKPR.

The IT Team has:

- Purchased new and updated existing servers
- Virtualized servers
- Purchased 75 laptops, monitors and docking stations
- Purchased and installed 30 network security devices
- Purchased and installed a back-up and recovery system
- Moved email and on-premise systems to Microsoft Office 365
- Imaged over 150 computers
- Onboarded over 150 staff to the new environment

These updates have shown a significant improvement in stability, security, and user experience. Staff are now able to complete tasks quicker, with fewer systems to log in to. Accessing agency files remotely is done easily through a secure virtual private network, supporting staff to continue to work from home.

As we near the completion of this project, IT continues to seek opportunities for improvement. The team is in the process of updating our client record management system to the latest version, procuring more laptops to upgrade more equipment for staff, and they will be looking for ways to support and guide users in increasing their knowledge and comfort with Microsoft Office 365. Thanks to everyone for their patience and support through this transition as it has been a long journey with many delays due to COVID-19. Also thank you to the IT team who have worked hard together to make this project happen!



# TRAUMA-INFORMED CARE

This past year, CMHA HKPR implemented Trauma-Informed Care Training for all staff. Approximately 130 staff at CMHA HKPR had the opportunity to receive the training virtually by Dr. Lara Hiseler, Ph.D, a Psychologist and Clinical Director with Hiseler, Kelly & Associates.

Trauma-Informed Care is a framework of thinking and intervening that is directed by a thorough understanding of the effects that trauma has on an individual and how trauma impacts how a person interacts with the world.

Over the past few years, staff have seen an increase in the number of clients who have complex trauma history, as well as the ongoing traumatic effects of the pandemic. This training was provided to all CMHA HKPR staff to provide them with skills and approaches to not only help them in their work with clients, but with one another.

“Being informed about trauma has also allowed staff to reflect and identify vicarious trauma in themselves and learn to take care of themselves on an individual and systemic level,” says Samantha Parnell, Manager of Case Management and Intake in Peterborough.

Trauma-Informed Care Training has helped staff adapt their approaches and has provided staff with assessment and intervention tools that are trauma-informed. It has also provided them with the knowledge on how to integrate these tools into their work with clients.



Dr. Lara Hiseler



**130**  
staff received  
Trauma-Informed  
Care Training



# WORK IN DIVERSITY, EQUITY AND INCLUSION

As outlined in our strategic plan, one of our values at CMHA HKPR is diversity and inclusion. At CMHA HKPR, we embrace the dignity, integrity, beliefs, and culture of each person and seek to continuously provide safer environments for recovery. We seek to address the mental health needs of diverse populations, including radicalized, LGBTQ2S+, and Indigenous peoples and make positive changes to ensure our programs and services continue to evolve to meet the needs of everyone we serve.

This past year, CMHA HKPR's Board of Directors developed a new Land Acknowledgement in consultation with Curve Lake, Hiawatha, and Alderville First Nations.

Through consultation with Curve Lake, Hiawatha, and Alderville First Nations, it was identified that our land acknowledgment should be short and should include a personal reflection.

The land acknowledgment was completed this past winter and it was shared with all staff. CMHA HKPR's Diversity Committee also developed a background document on land acknowledgments and this was shared with all staff as a resource, supporting the launch of the land acknowledgment.

This past year, CMHA HKPR also recognized the first National Day of Truth and Reconciliation with orange flags, orange ribbons, and allowed staff to attend local events on agency time.

Our Human Resources team was busy integrating the Diversity, Equity, and Inclusion Training that was developed last year into our new hire orientation to ensure all staff receive it. The team also worked with Sheridan College's Human Resources program on a review of our hiring process from a diversity lens

to ensure we are creating opportunities for women, visible minorities, Indigenous Peoples, persons with disabilities and members of the LGBTQ2S+ communities.

“

*We know the history that has occurred in this country, we know there were treaties in the communities we serve that have not been honored. As an organization, it is important that we acknowledge that these Indigenous communities allowed us to live on their land and it is important to be respectful of their values and traditions. For this reason, CMHA HKPR prioritized creating a land acknowledgment to be said at the start of all meetings and events,” - Valdis Martyn, Board President.*

# CONGRATULATIONS TO SHERI ERICKSON, MAURICE LOVNES AWARD RECIPIENT!



The Maurice Lovnes Award is presented by CMHA HKPR each year at the Annual General Meeting to an individual or individuals who have volunteered with our organization and who have exemplified during the year; Vision, Dedication, Caring, Support and Commitment.

Caitlin McIntosh, Communications and Community Relations Specialist, saw the opportunity to nominate Sheri Erickson whose volunteer work demonstrates the vision of CMHA HKPR, which seeks an inclusive community that embraces and fosters the mental health of everyone.

Since 2018, Sheri has organized and hosted the Brent Upper Memorial Ball Tournament in memory of her son, Brent Upper, who passed away from opioid poisoning as well as his friend Jake Stanley, who died by suicide in 2015. Sheri decided to host the tournament because she wanted to do something in memory of the young men to help bring awareness of the need for supports for young people battling mental health concerns and addictions, and to provide funding that will stay local.

In 2018 the tournament brought in over \$21,000 for CMHA HKPR's Lynx program, the Lakefield Minor Hockey Association, and Team55 Let's Tackle Suicide Prevention.

In 2020, due to the COVID-19 pandemic and provincial restrictions, Sheri was unable to host the tournament, but she was determined to still collect donations to support local mental health programming. Through the funds and awareness raised from the tournament, Sheri helps youth in our area get the mental health support that they need.

Sheri demonstrates dedication, support, care, and commitment as she works tirelessly to organize the tournament, which typically occurs in July, and she does this on top of working a full schedule at her day job. For the days leading up to the tournament, Sheri stays up most of the night getting everything organized.

Through the Brent Upper Memorial Ball Tournament, Sheri has raised significant awareness for mental health and addictions as well as funds for CMHA HKPR's Lynx program, the Lakefield Minor Hockey Association, and Team55 Let's Tackle Suicide Prevention, helping youth in our community get the mental health support and resources that they need.

Sheri continues to conduct annual fundraising events in memory of her son. CMHA HKPR is grateful for Sheri Erickson's advocacy and support in mental health and wellness.

Sheri, our sincerest congratulations on winning the Maurice Lovnes Award!

# EVENTS IN THE COMMUNITY

While the pandemic continued to change the way that many community events looked this year, we are incredibly grateful for the support and versatility of our community. All 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. This past year, we held our first ever virtual Ride Don't Hide event and it was our most successful Ride Don't Hide event to date, raising **\$37,000** for crisis mental health services.

This past year we also had new event organizers approach us wanting to support our organization after seeing just how much the pandemic has affected 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 cycled, skied, played football, bought a t-shirt, made an online donation or pledge, or donated to a virtual auction, you helped raise over \$60,000 for our programs and services. What an amazing community we belong to. Thank you!

Mental Health Week  
Ride Don't Hide  
Lowe's Hero Campaign  
Friday Night Lights  
World Suicide Prevention Day  
Transgender Day of Remembrance  
Well Together PTBO  
Bell Let's Talk Day  
24 Hour Ski Marathon by Wild Rock Outfitters  
and Kawartha Nordic Ski Club







Lowe's Hero Campaign



World Suicide Prevention Day



Friday Night Lights



Well Together PTBO



24 Hour Ski Marathon

# EDUCATION UPDATE

It is hard to say that anything positive can come from a global pandemic. One aspect that has come to light as a result of COVID-19 is conversation surrounding mental health and wellness. More and more people are starting to talk about the importance of mental health and all that can be done to stay well. What can be done to focus on wellness, where I can reach out for help, things I can do to support a loved one are just some of the discussions happening now.

The result in this uptake in awareness? A desire to learn more. The Community Engagement and Education team has worked closely with community members, partners, and individuals to bring more education surrounding mental health care.

Over the past year, an opportunity to reconnect has also presented itself. Due to the loosening of public health measures, allowing the gathering of larger groups, trainings were held in-person. A live, face-to-face connection that allowed people to learn and grow together. This in-person opportunity also allowed us to reinstate essential suicide intervention courses like Applied Suicide Intervention Skills Training and safeTALK. Integral courses that help to create suicide-safer communities, bringing a greater sense of knowledge, hope and belonging to all.

While in-person courses returned, education staples of the pandemic like Virtual Mental Health First Aid grew even larger. Over the past fiscal year CMHA HKPR delivered 39 Virtual Mental Health First Aid courses to nearly 500 participants. Organizations like Softchoice decided to make Virtual Mental Health First Aid a standard, reoccurring offering to all employees across North America. As the year went on, it became clear, people want to learn how to do even more to help.

The lessened restrictions also meant a return to classrooms, meeting with students to help them learn more about mental health care. Partnering closely with our local schoolboards to not only deliver seminars in class, but larger structured courses like “Living Life to the Full” which introduces students to concepts like Cognitive Behavioral Therapy. A course to give them practical application skills in how to work to be and stay well.

Moving forward into our new year, we’re faced with new challenges and opportunities with Health Promotion. While we may not be able to deliver education in the same ways as years prior, thanks to the generous support of the United Way of Peterborough, we will be back again connecting with schools, church groups, non-profit organizations and any/all community groups who want to learn more about mental health.





# IMPROVING SAFETY AND COMFORT AT OUR SITES

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

At Four County Crisis, which houses a short-term supportive housing unit, SafeBeds, as well as our Four County Crisis Line, the team reconfigured the space to create new offices, installed a new garage door, made the washrooms fully accessible, as well as installed new flooring and siding. The team also upgraded the fire alarm system to improve safety and response time.

At our Water Street office, which is an administrative building as well as home to the Ontario Telemedicine Network, Lynx Early Psychosis Intervention program, and Dual Diagnosis Collaborative Consultation Clinic, the Maintenance team installed new non-slip stair treads.

At our George Street office, which houses the majority of our Peterborough programs and services, the team installed egress fire windows and doors to improve safety.

But above all, the CMHA HKPR client housing units took priority this year.

"In general, the Maintenance team's philosophy is safe housing first. Making units safe for our clients is always our top priority and those issues are always addressed as quickly as possible," says Brent Richmond, Manager of Maintenance.

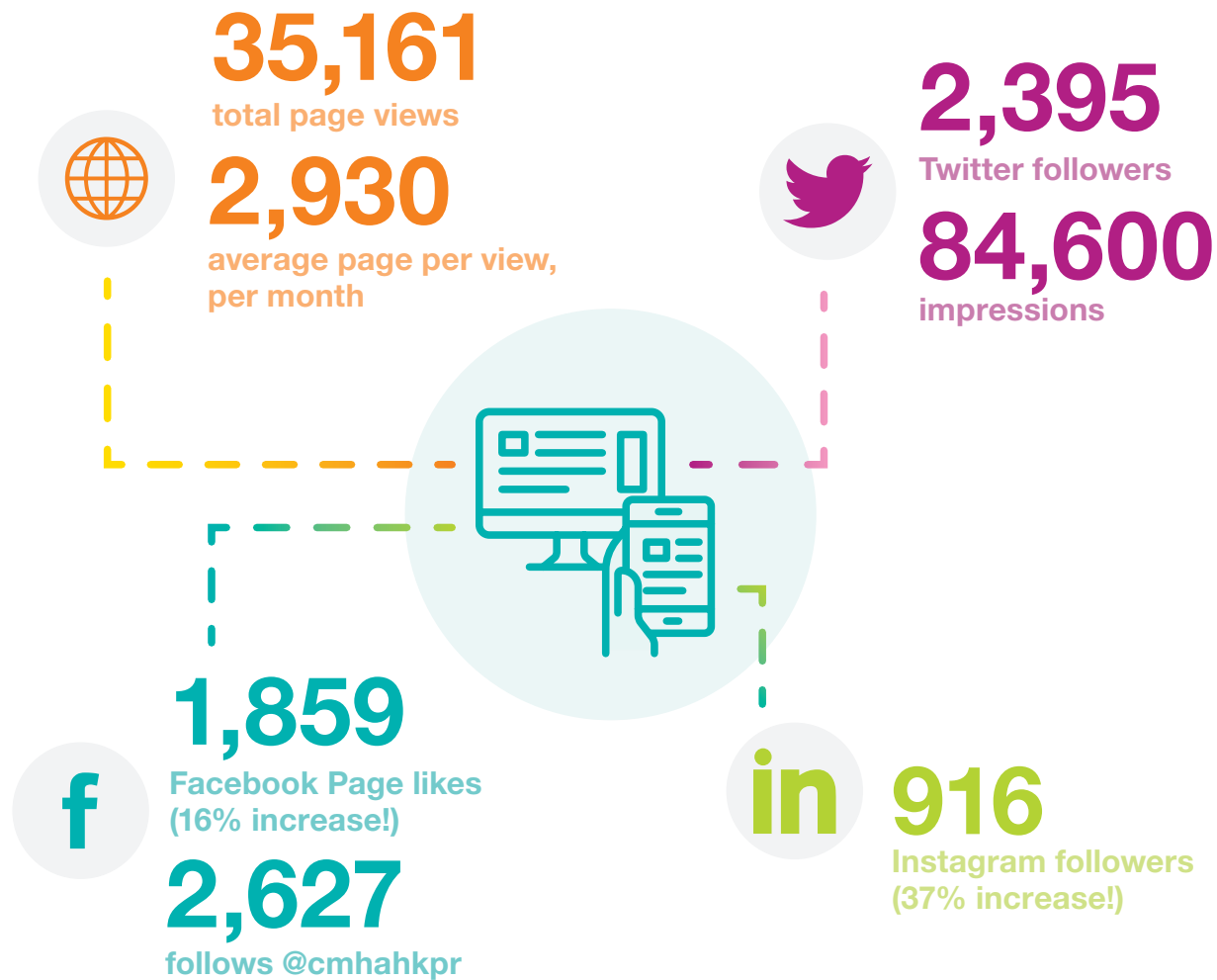
"Housing is the foundation of mental health recovery, so it is important we are able to improve living conditions for our clients. Upgrading our client housing is of top priority, one of our goals is to ensure we are staying on top of maintenance and upgrades in our client units. One big focus for next year is upgrading and improving client kitchens and bathrooms and making our client units more accessible," says Richmond.

Moving forward, the Maintenance team has identified around 72 jobs that will be completed over the next three years. These projects are prioritized by health and safety and deterioration.



# NUMBERS AT A GLANCE

## GROWING OUR DIGITAL PRESENCE:





# 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 (OPOC) results.



**95%** of respondents felt that overall they are respected, that staff are 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.



**95%**

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



**94-100%**

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



**93%**

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

## ROOM FOR IMPROVEMENT

**21%** 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/>.

# PROGRAM STATISTICS

APRIL 1, 2021 TO MARCH 31, 2022

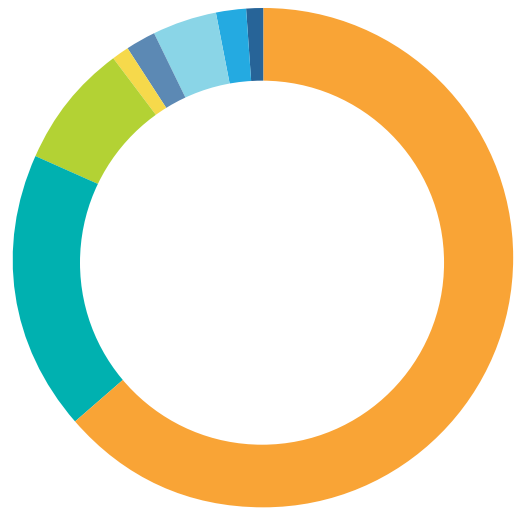
PROGRAM (INDIVIDUALS SERVED)	HALIBURTON	KAWARTHA LAKES	NORTHUMBERLAND	PETERBOROUGH	OTHER	SERVICE PROVIDER INTERACTIONS
FOUR COUNTY CRISIS (2,855)	128	217	191	1,952	367	23,639
CRISIS CASE MANAGERS (466)	75	90	3	246	52	2,497
CRISIS HOSPITAL TO HOME (156)	0	48	2	154	20	3,024
CRISIS SAFE BEDS (117)	1	6	2	102	6	2,560
COMMUNITY HOMES FOR OPPORTUNITY (28)	0	28	0	0	0	331
DIVERSION/COURT SUPPORT (345)	22	62	22	221	18	7,625
DUAL DIAGNOSIS (82)	0	5	1	76	0	12,661
EARLY PSYCHOSIS INTERVENTION / LYNX (221)	7	28	54	120	12	4,041
MENTAL HEALTH CASE MANAGEMENT (1,022)	2	331	0	677	12	17,579
ONTARIO TELEMEDICINE NETWORK (381)	1	19	6	317	38	2,653
PEER / SELF HELP INITIATIVES (249)	17	102	2	127	1	2,305
FORENSICS (290)	4	117	26	114	29	3,453
SUPPORTIVE HOUSING (283)	0	45	32	206	0	6,201
<b>TOTAL</b>	<b>257</b>	<b>1,098</b>	<b>341</b>	<b>4,312</b>	<b>555</b>	<b>88,569</b>

# FINANCIAL REPORT

## Revenues

**total: \$ 15,552,165**

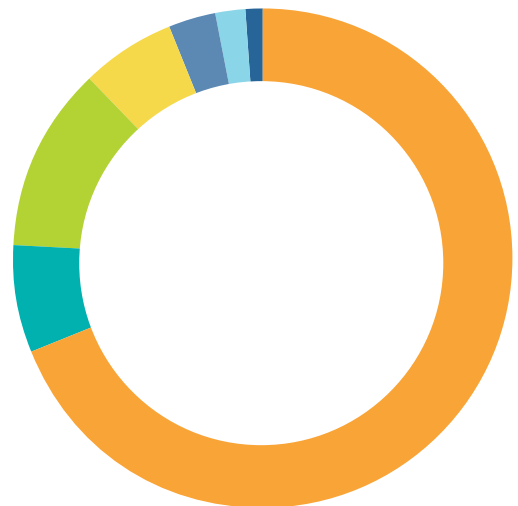
Ministry of Health/LHIN	\$ 9,806,694
Ministry of Health/Housing	\$ 2,871,445
Ministry of Children, Community, and Social Services	\$ 1,288,408
MOH - Centre of Excellenc	\$ 118,702
Interest/Sales/Misc.	\$ 315,641
Other Charitable Grants	\$ 588,817
Donations/Fundraising/Training	\$ 374,603
Rental Income	\$ 169,569
Municipal Funding	\$ 18,286



## Expenses

**total: \$ 15,438,610**

Salary/Benefits	\$ 10,603,521
Occupancy Costs	\$ 1,136,401
Rent Supplement	\$ 1,895,456
Program Expenses	\$ 941,900
Professional Fees	\$ 402,877
Office Expenses	\$ 318,781
Fundraising	\$ 33,579
COVID-19 Emergency Expenses	\$ 106,318
Bad Debt Recovery	- \$ 223





# THANKS TO OUR DONORS

Major Donors (over \$10,000)  
Team 55  
Herod Financial Services  
Anonymous

Peterborough Police Service Board  
Kinsmen Club  
The Chloë Fund

**We would also like to thank our many event sponsors!**

## CANADIAN MENTAL HEALTH ASSOCIATION HALIBURTON, KAWARTHA, PINE RIDGE

### 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

Crisis Line: 705-745-6484 | 1-866-995-9933

 [cmhahkpr.ca](http://cmhahkpr.ca)

 @cmhahkpr

 @cmhahkpr



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