



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

ANNUAL REPORT 2022 2023



Canadian Mental Health Association
HALIBURTON, KAWARTHA, PINE RIDGE

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MESSAGE FROM ARTIST JASON WILKINS

I have been fortunate over the years to work with amazing people on amazing projects.

But without a doubt, my time spent helping CMHA HKPR has been a high point. Employees came into my studio not knowing what to expect during the canvas creations, but every single person allowed themselves to be vulnerable and open to the process. It was an honour and privilege to be involved.

From my all-staff speech, "I didn't choose art, art chose me. Any of you here could've chosen another career, but it's clear to me after hearing your stories, that you were chosen for this mission of helping others."

Jason Wilkins - Illustrator/Muralist
Wilkins Art & Creative Inc.

OUR BOARD

John Lyons, **President**
Heather Temple, **Vice-President**
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Sandra Hamilton, **Secretary**

DIRECTORS

Jessica Drover
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OUR MISSION, VISION AND VALUES



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.



VISION

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



VALUES

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

A MESSAGE FROM OUR BOARD PRESIDENT AND CEO

We are pleased to present our 2022-2023 Canadian Mental Health Association Haliburton, Kawartha, Pine Ridge (CMHA HKPR) Annual Report. This past year we celebrated many accomplishments, continued our efforts on significant community initiatives, demonstrated our commitment to partnerships and continued to raise awareness and reduce stigma associated with mental illness.

Locally, we continue to experience growth in our justice supports with a \$200,000 expansion of our Release from Custody program. Through a \$150,000 grant from the United Way of Peterborough, we are moving forward with our first Garden Home Project. We anticipate a second home being built in 2024.

With the support from the City of Peterborough, we have added a two-year additional Mobile Crisis Intervention worker in partnership with the Peterborough Police Services. Through a separate City of Peterborough grant, we are providing two mental health workers for a one-year period, providing supports and services to the clients who are connected to Peterborough Social Services.

CMHA HKPR in partnership with Hospice Peterborough, has launched a Survivors of Suicide program. In addition, we received delivery of our two Mobile Mental Health and Addictions Clinic buses.

And finally, the Ministry of Health signed off on six withdrawal management and six treatment beds in a partnership with CMHA HKPR and FourCAST. A total of \$1,138 million has been allocated to the project. We anticipate full operations by the fall of 2023.

We continue to work collaboratively, demonstrating high standards of practice and providing the highest quality of care. In June 2022, Accreditation Canada presented us with the highest possible designation of Accredited with Exemplary Standing.

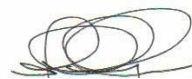
The Board of Directors approved the branch's new Strategic Plan for 2022-2025. Looking ahead, the board has embarked on amending their by-laws to conform with the new Ontario Not-for-Profit Corporation changes with the Act in 2024. We invite you to read our annual report, share our pride and celebrate all the work we do at CMHA HKPR.

None of these accomplishments would have been possible without dedicated direct service staff, management leadership, and the board of director's guidance.

Sincerely,



John Lyons
Board President



Mark Graham
Chief Executive Officer



THE PROVINCIAL GOVERNMENT'S INVESTMENT IN COMMUNITY-BASED MENTAL HEALTH CARE

This March, the Government of Ontario introduced the 2023 Provincial Budget, announcing \$425 million over three years for mental health and addictions. This investment includes a five per cent increase for base funding for community-based mental health and addictions services.

As a community-based mental health organization, CMHA HKPR welcomes this investment and sees it as a critical step forward.

This is the largest base funding increase that the community mental health and addictions sector has seen in a decade, and it will help to stabilize the sector, as requests for mental health and addictions support have continued to rise in our community and across the province following the pandemic. This surge in demand for services has led to heavier workloads for staff and contributed to burnout and difficulty with retention.

"It is long overdue, but this is a monumental step in the right direction and it will make a world of difference for our organization, particularly around recruitment and retention," says Mark Graham, Chief Executive Officer of CMHA HKPR. "In the past few years, the complexities of our clients have become more challenging on our staff."

The announcement came after CMHA branches across the province had been advocating for structural funding to help meet an increased demand for service, with many attending pre-budget consultations held by the finance minister, his parliamentary secretary, and the committee.

"We thank the Ontario Government for this infrastructure funding. This commitment shows that the government sees the strain our sector is facing as we support individuals living with mental health and addictions challenges. We are grateful for this critical investment, which will help us to maintain a high quality of care for the individuals we serve in our community," says Mark Graham, CEO CMHA HKPR.



ACCREDITED WITH EXEMPLARY STANDING



In the spring of 2022, we received the highest possible designation from Accreditation Canada, Accreditation with Exemplary Standing. Accreditation Canada's surveyors assess hundreds of criteria based on best practices in health care quality and safety. During our site visit in late May to early June of 2022, we met or exceeded 99.8% (504 of 505) of the total criteria, our best result ever. Accreditation with Exemplary Standing is awarded to organizations that exceed Accreditation Canada's requirements and demonstrate excellence in quality improvement.

The survey team commended our agency for its response to the COVID-19 pandemic, which was client-centered, and for being responsive to the increased complexity of client issues and the multiple challenging determinants of health that affect clients' wellbeing. The team also praised the staff for being "passionate and dedicated to their work" and for having a "dedication to helping others and teamwork that could not be more evident." Additionally, the survey team highlighted the "collaborative, positive, and cooperative" work environment, the "strong, committed, and talented" leadership team, the strong and positive collective relationships with the community and health care providers, and the culture of quality improvement that is embedded into day-to-day operations. The Board of Directors was also commended for being diverse, talented, committed, passionate, and well-aligned with the Mission, Vision, and Values of the organization.

Accreditation creates stronger teams by improving communication and collaboration and promoting learning around leading practices, which results in reduced risk and higher quality care. Accreditation demonstrates an organization's commitment to quality, safety, and accountability. Accreditation Canada works with more than 900 expert peer surveyors with extensive health care and social services experience who are trained in Accreditation Canada's customized, continuous assessment program. Accreditation Canada has been working with health, social, and community service organizations for more than 60 years to advance quality and safety.

This achievement is a huge acknowledgement of the hard work and dedication of everyone at CMHA HKPR. Staff continuously demonstrate resiliency and all the qualities that make an exceptional team who provide excellent client-centered mental health services and support. Attaining Accreditation with Exemplary Standing is a testament to the organization's culture of quality improvement and how best to serve our clients.



UPDATES AND EXPANSIONS TO OUR PROGRAMS AND SERVICES

THE ROAD AHEAD ROLLS OUT

This December we received our two new vehicles for our Mobile Wellness Clinic, The Road Ahead, and hit the road supporting individuals living in rural communities across Peterborough County, Northumberland County, Kawartha Lakes and Haliburton who may otherwise have difficulty accessing mental health services.

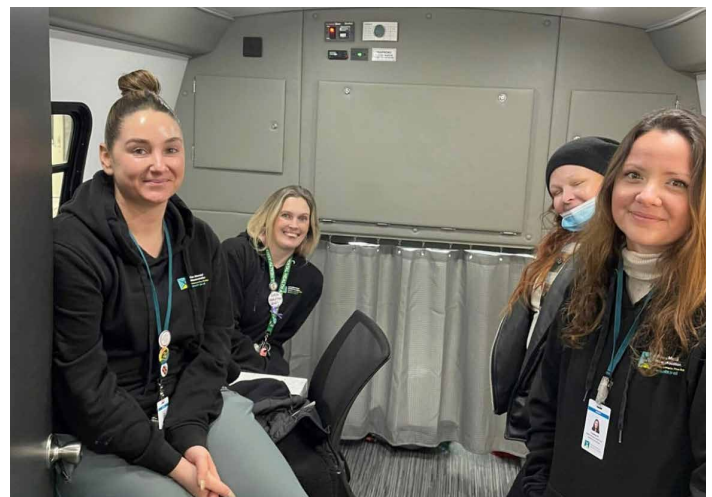
The mobile clinic brings a full range of mental health and addictions services, including:

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

Annualized funding from the Government of Ontario allowed us to purchase the first vehicle and thanks to our outstanding community and donors, we were able to purchase a second vehicle. Both vehicles are now fully operational and on the road providing supports. Prior to receiving the new vehicles, the program was operating through a retrofitted vehicle.



Local stakeholders at a press conference launching the two new vehicles.



The Road Ahead Clinicians

COLLABORATIONS IN SUPPORTIVE HOUSING

We are thrilled to share that through collaboration and creativity, our Supportive Housing program has continued to expand in order to meet the growing needs of the communities that we serve. This expansion included new partnerships and opportunities with new properties, including a building on Water Street in Peterborough that was purchased by the Non-Profit Housing Corporation that adds four new units to our Supportive Housing portfolio.



FINDING HOME

In October, the Supportive Housing team partnered with Community Counselling and Resource Centre (CCRC), One City Peterborough, and the United Way Peterborough and District, on a new initiative called ‘Finding Home,’ which supports individuals involved in Housing Unit Takeovers (HUTs).

HUTs occur when tenants’ accommodations are at risk because unsheltered folks have overstayed their welcome. HUTs can pose many risks to tenancies and often the unsheltered folks and the housed individuals are in vulnerable positions. Finding Home provides support to individuals in the Peterborough region who are at risk of eviction because they are either involved in a housing unit takeover, are experiencing homelessness, or have overstayed their welcome at someone else’s home. The project aims to close the gap in homelessness by providing education, prevention, intervention, aftercare and consultation for tenants and service providers. Finding Home also assists individuals in finding and maintaining housing as well as provides survival gear and support to folks navigating the system as they seek housing. Finding Home is made possible by funding from the United Way’s ‘Reaching Home,’ initiative.

GARDEN HOMES

This year we were also excited to announce the development of our Garden Homes Project, led by our Supportive Housing team.

The Garden Homes project will support vulnerable individuals who are at risk of homelessness in the Peterborough area by providing affordable, small, custom-built homes. This project is one of the first of its kind in the region and we hope to pave the way for similar projects and more affordable housing in the future.

“Much of our community has been challenged with access to affordable housing. Through the support of United Way Peterborough and a generous donation from the Realtors Care Foundation, we are able to develop creative solutions to a highly complex issue in our region,” says Mark Graham, CEO CMHA HKPR. “With low vacancy rates and many people facing homelessness, this initiative is needed now more than ever.”

Thanks to support from the United Way Peterborough, Peterborough Realtors Care Foundation, generous donors, and events like Wild Rock's Ski Relay, we have purchased the first home, which will be situated on Park Street in Peterborough.

COMMUNITY HOMES FOR OPPORTUNITY

In 2021, we launched the Community Homes for Opportunity (CHO) program and this year we saw the program further develop and provide supportive housing to more individuals with a serious mental health concern in the Kawartha Lakes Community.

SURVIVORS OF SUICIDE LOSS SUPPORT GROUP IN PARTNERSHIP WITH HOSPICE PETERBOROUGH

This February we announced a new partnership with Hospice Peterborough where we provided support groups to survivors of suicide loss. "We are delighted to partner with Hospice Peterborough to support the Survivors of Suicide Loss Support Group. This partnership further strengthens this important resource in our community," says Tracy Graham, Director of Programs and Services.

This spring, the group offered an eight-week program designed to provide participants with information and support as they navigate the changes in their life following the death by suicide of someone close to them. The group explored aspects of suicide loss, such as stigma, the neurobiology of suicide and tools for coping with grief after suicide as well as connecting participants and encouraging self-care.

DETOX TREATMENT BEDS

In February we partnered with Fourcast to put together a proposal for a 12-bed service (six detox, six treatment) to help address the growing opioid crisis in our community. In May, we were approved for \$1,138,800 in funding through the Addiction Recovery Fund of the Government of Ontario.



Michael Tibollo, Associate Minister of Mental Health and Addictions (left) with MPP Dave Smith (right). Photo courtesy of David Tuan Bui, PTBO Canada.

OUR NEW HOPE LEARNING CENTRE



In April we launched our new HOPE Learning Centre, which stands for Helping Others through Peer Education. The HOPE Learning Centre provides virtual and in-person educational courses about mental health and well-being that promote recovery, hope, empowerment, possibility, and connection. The Hope Learning Centre supports individuals 16 and up in Peterborough and County, Northumberland, Haliburton, and Kawartha Lakes. The program is beneficial for people who could benefit from the support and guidance in making choices in their recovery journey.

The Hope Learning Centre follows the Recovery College Model. Recovery Colleges, or 'Learning Centres,' were first established in the United Kingdom and are becoming increasingly prevalent throughout North America. Currently, there are several Recovery Colleges in Canada, with many other CMHAs eager to develop a Recovery College in their community. CMHA HKPR is excited to be a part of the growing interest and demand for Recovery Colleges.

Thanks to support from Shoppers Drug Mart and Ontario Health – East we have been able to re-imagine our existing peer programs and create a more community facing, low-barrier program with the HOPE Learning Centre.

Under the Recovery College Model, the HOPE Learning Centre provides a unique opportunity where people with lived experience with a mental health concern, peers, family members, and mental health professionals use their knowledge and experience to work collaboratively to develop a wide variety of courses.

Through the HOPE Learning Centre, individuals gain knowledge and develop new skills but also gain a deeper understanding of one another and foster a culture of hopefulness and new opportunities. Participants are actively engaged, valued and empowered within a culture of mutual respect.

During its first year, the HOPE Learning Centre supported 280 individuals. All of which reported that they 'strongly agree' that HOPE has provided them with new knowledge to support their mental health. Participants also reported that they would recommend HOPE to others.

"The team is eager to do more, but we are limited in what we can offer with the number of staff we have and the complexities involved in travelling to offer program across all four counties," says Manager of Peer Initiatives and Employment Supports, Christine Crough.

Currently, HOPE Learning Centre has sites in Peterborough and Lindsay. Over the next year, HOPE will continue to develop programming based on community needs and requests.

"We continuously try and make improvements to simplify and streamline pathways to access programming, and we are working with our IT and Communications team to improve registration on our website," says Christine Crough, Manager of Peer Initiatives and Employment Supports.

PARTICIPANT QUOTES RELATED TO THE IMPACT ON MENTAL HEALTH AND WELLBEING

“It has made me stronger.”

“I feel better about myself.”

“It has helped me connect with the right support people.”

“I have made new friends.”

“It has given my desire back.”

“Helped me to be more aware, how to advocate for myself.”

“Feeling more positive.”

“Getting me out of the house and around new people has really helped since during COVID I was very shut off from people.”



“Yes, it gives me confidence.”



The new HOPE Learning Centre in Lindsay

FINAL FRIDAY NIGHT LIGHTS

In the fall, Team 55 Tackles Suicide Awareness held their tenth and final Friday Night Lights football event at Thomas A. Stewart in Peterborough on October 7 2022.

Over the past ten years, Team 55's Friday Night Lights event has raised awareness for suicide prevention amongst local high school aged teens and fundraised for our Assertive Outreach for Suicide Prevention (AOSP) program.

Team 55 has raised over \$600,000 for our organization through various fundraising events and initiatives. Founded by Dave Pogue after his son Mitchell died by suicide, the group is named after Mitchell's football jersey number, 55. Dave and his wife, Heather Pogue and the entire Team 55 group have been instrumental in our AOSP program, which provides follow-up to individuals and families of those who have made a serious suicide attempt. The program has helped hundreds of individuals since it launched in 2016.

As the group reached their decade milestone, they announced that this fall's event would be their last football fundraiser. "It's been an incredible, unbelievable journey for Team 55," Pogue said. "It's not the end of Team 55 by any means but I think it's going to be the final Friday Night Lights."

In true Team 55 style, the event was a huge success, raising over \$28,000 for our AOSP program and included an opening ceremony and double-header football games. The fundraiser also included a silent auction, which raised over \$12,000 alone. Auction items were donated by friends of Team 55 and local businesses and included big ticket items like Three Days Grace VIP concert tickets, a Peterborough Petes Private Suite, and a signed Carrie Underwood guitar.

CMHA HKPR would like to sincerely thank Team 55, especially Dave and Heather Pogue, as well as all volunteers, donors, and friends of Team 55, who have worked tirelessly to make the Friday Night Lights events a success year after year. The impact you have made on our AOSP program and the individuals it serves is immeasurable. From all of us at CMHA HKPR – thank you! While this may have been the last Friday Night Lights football event, Team 55 has exciting fundraisers planned in the future. We can't wait to see what impact they have next!

THANK YOU TO FRIDAY NIGHT LIGHTS AND TEAM 55



Neil Sanderson of Three Days Grace with Dave Pogue, Founder of Team 55.



Dave Pogue



Local Highschool Footballers prepare for Friday Night Lights Game



Michael Landsberg, Sports Journalist and Mental Health Advocate.
Founder of 'Sick Not Weak.'

THE COMMUNITY ENGAGEMENT TEAM INTRODUCES NEW EDUCATION STRUCTURE

Our Community Engagement team has launched a new education process that is proving to be as dynamic and enriching as the program's objective itself.

The new model introduces a new position, "Relief Health Promoters". These Relief Health Promoters are CMHA HKPR staff that work in a variety of programs and bring their unique skillsets and expertise to the team. This exciting shift has allowed for the Community Engagement program to gain from the wonderful knowledge of many of our current staff members.

The current climate strongly advocates for primary prevention, focusing on mitigating the likelihood of individuals developing mental health concerns and overall promotion mental wellness. Mental health education proves to be an effective form of this primary prevention and becomes beneficial for everyone in the community.

Mental health is a fundamental component of a person's ability to function well in their personal and social life. Given that most mental health disorders peak during the transition from childhood to young adulthood, early intervention into these difficulties is critical. The new education model by the Community Engagement Team exhibits this forward-thinking approach by fostering collaborations between multidisciplinary specialized professionals, hence ensuring integrated services of extended primary care.

The Community Engagement team is excited to continue to implement this new education model, that is grounded in possibilities of profound positive impact.

EDUCATION STATS



256

Total Education Sessions



5976

Total Participants



31

Mental Health First Aid Courses (Virtual and In-Person)



381

Mental Health First Aid Participants (Virtual and In-Person)

CHANGES IN DIVERSITY, EQUITY, AND INCLUSION

As we navigate through our 2022-2025 Strategic Plan, we recognize that change is inevitable, and we embed effective change management principles as we continue to build a strong organization that adapts with growing demand and shifting community needs.

CMHA HKPR's Diversity Committee wanted to ensure that their work was aligned with our organization's goals and objectives, so they reviewed the organization's Values, particularly the value, 'Diversity, Equity and Inclusion' and changed the focus to 'Equity and Inclusion'. The committee recognized that while a workplace can be diverse in its composition, that does not mean that individuals experience equity and inclusion in that environment and they sought to use language that was more powerful than 'diversity.'

To make meaningful change, the committee needed to understand what each of these terms meant: Diversity refers to the composition of various social identity groups in a work group. Equity involves providing resources according to the need to help everyone achieve their highest state of health, and Inclusion strives for an environment that offers affirmation, and celebration of different approaches. Changing the Diversity of the organization may be challenging, but everyone at CMHA HKPR can make meaningful steps towards Equity and Inclusion every single day.

The role of the Diversity Committee is to create and maintain a culture of respect, dignity for all persons, and continuous learning within the organization. After careful review and respect to Equity, Inclusion and

Diversity, the Diversity Committee changed their name to the Equity and Inclusion Council.

As part of continuous learning and improvement within the organization, the Equity and Inclusion Council began a small workgroup to address evolving questions employees had regarding Land Acknowledgements. They began by looking at the larger purpose of the Land Acknowledgement and how personal reflections could be utilized. They also explored what we, as an organization, are working towards in terms of the calls to action. In their quest they developed an additional Land Acknowledgement.

As Liz Decarlo, Equity and Inclusion Council Member, explains, "The purpose of a Land Acknowledgement is to recognize that many of us at CMHA HKPR are settlers on the land, and should recognize and express gratitude both for the land and the Indigenous people who lived, and continue to live on the land. It allows us the opportunity to appreciate the unique role and relationship that each of us has with the land, and provides a gentle reminder of the broader perspectives that expand our understanding to encompass the long-standing, rich history of the land, and our privileged role in residing here."

By reviewing and developing an additional Land Acknowledgement, the Equity and Inclusion Council hopes that staff will find words and language that resonate with them personally; this will make the delivery of the Land Acknowledgement and subsequent personal reflection more meaningful.

CONGRATULATIONS TO SUZANNE MCKAY, CAREGIVER CHAMPION AWARD RECIPIENT!

The Caregiver Champion Award for Family Members is presented by CMHA HKPR each year at the Annual Meeting honouring a family member or caregiver who has shown continued support to another family member living with mental health issues.

Suzanne McKay is no stranger in supporting her family members through incredible adversity, while living with mental health issues. Andrea Delaney, Family Education and Support Worker with the Assertive Outreach Suicide Prevention program and Journeying Together program, knows this very well and nominated Suzanne for this honourable award in 2022. Andrea said, “Suzanne is one of the most intelligent, resilient, and inspiring people that I’ve ever had the honour of knowing. She is a Champion Caregiver, and she is a survivor of her own challenging experiences through the years.”

Suzanne was referred to the AOSP program when her young adult daughter was struggling with mental health concerns. It was during this time that Andrea was inspired by Suzanne’s desire and hope for her family to enjoy positive mental health. Suzanne shared that she had lived her own trauma for a very long time. Her ex-husband, who died by suicide, was diagnosed with Paranoid Schizophrenia, Borderline Personality Disorder and Concurrent Disorder and was a very abusive man to Suzanne and her daughters. Suzanne made the decision to leave the marriage with her young daughters and ended up

staying in shelters. She courageously moved with her two girls across country, to ensure the family’s safety.

Some of the challenges experienced in shelter living are overcrowding, violence, substance misuse or overuse, lack of programming, and inadequate safety measures and protocol. Suzanne discovered these challenges in time. However, most shelters are safe places that offer domestic violence survivors and their children the tools and hope to move forward in life. Suzanne participated in the programming and support offered through the shelter, which included employment programs, court support, safety planning, substance misuse programs, and educational opportunities. Through Suzanne’s active participation, she obtained permanent and safe housing for herself and her daughters.

Suzanne’s daughters encountered abuse and they also were witness to the abuses their mother endured and experienced numerous disruptions in living conditions. As both daughters matured, they faced their own unique challenges due to their environment.

Suzanne’s daughters have faced various mental health challenges throughout their lives, including PTSD, self-harm, and Borderline Personality Disorder. Suzanne has often felt overwhelmed, helpless, and even blamed herself for her daughters’ struggles.

As Andrea pointed out, “Suzanne was not ready to give up on herself or her daughters.” Suzanne was ready for a change when she met Andrea. Suzanne made the decision to look after her own physical, mental, and spiritual health so that she could support her daughters effectively and with love.

Today Suzanne and her daughters are healthy, happy, and capable.



From left to right: Andrea Delaney, Mark Graham, Suzanne McKay

EVENTS AND FUNDRAISING 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. To everyone who organized, volunteered, and participated in the many community events held throughout the year, thank you. Through your support we continue to provide meaningful programs and services across our four counties. Whether you golfed, skied, read, cycled, played football or hockey, or pickleball or promoted or attended these events, you helped raise over \$330,000 for our programs and services. We continue to be blown away by our community!



\$330,000

RAISED

EVENTS AND FUNDRAISING, IN PICTURES

Mental Health Week
World Suicide Prevention Day
Transgender Day of Remembrance



Pixie and the Bees Book Fundraiser



Ride Don't Hide



QCR Golf Tournament



For Jess Golf Tournament



Friday Night Lights



Bell Let's Talk Day



Talk Today Game Night with the Peterborough Petes



Jennie Davis Learn to Play Pickleball Fundraiser



Wild Rock Outfitters 8-Hour Ski Relay

CAPITAL PROJECTS

Last year, our Maintenance team, led by manager Brent Richmond, embarked on a three-year Capital Projects Plan to improve our sites and the quality of care we provide to clients. The projects within the plan are prioritized by health and safety, deterioration, and accessibility.

“Our team’s philosophy is safety first. This year we focused on addressing deterioration at our Supportive Housing units and our sites, making them safer and more comfortable for our clients and staff,” says Richmond.

Since many of our properties are older, addressing deterioration was a top priority for the team. This meant repairing brick work and foundation at our older properties as well as replacing the roof at our George Street office, which houses the majority of our programs and services in Peterborough.

At our Barker residence, which houses Supportive Housing units for clients, the Maintenance team upgraded the kitchens in all units as well as upgraded the heating systems. The team is also in the process of installing accessibility ramps. At Summit House, another one of our other Supportive Housing properties, the team upgraded the fuse panel to improve safety.

“Housing is a key social determinant of physical and mental well-being. For many of our clients, having a safe and comfortable place to call home significantly improves their quality of life and mental health. That is why improving our client housing units is a top priority for our team,” says Richmond.

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 replaced the front door. At

both our Water Street and George Street offices, they installed swipe card access, improving safety.

In addition to these capital projects, this year, the Maintenance team also purchased three vans for our three main sites. The vans are used to take clients and staff to client appointments as well as for things like our Food Cupboard.

These projects were made possible through funding from the Community Infrastructure Renewal Fund (CIRF) as well as our Capital Reserve.

Over the next two years, the Maintenance team will continue to improve health and safety, accessibility, and comfort at our sites through the Capital Projects Plan.



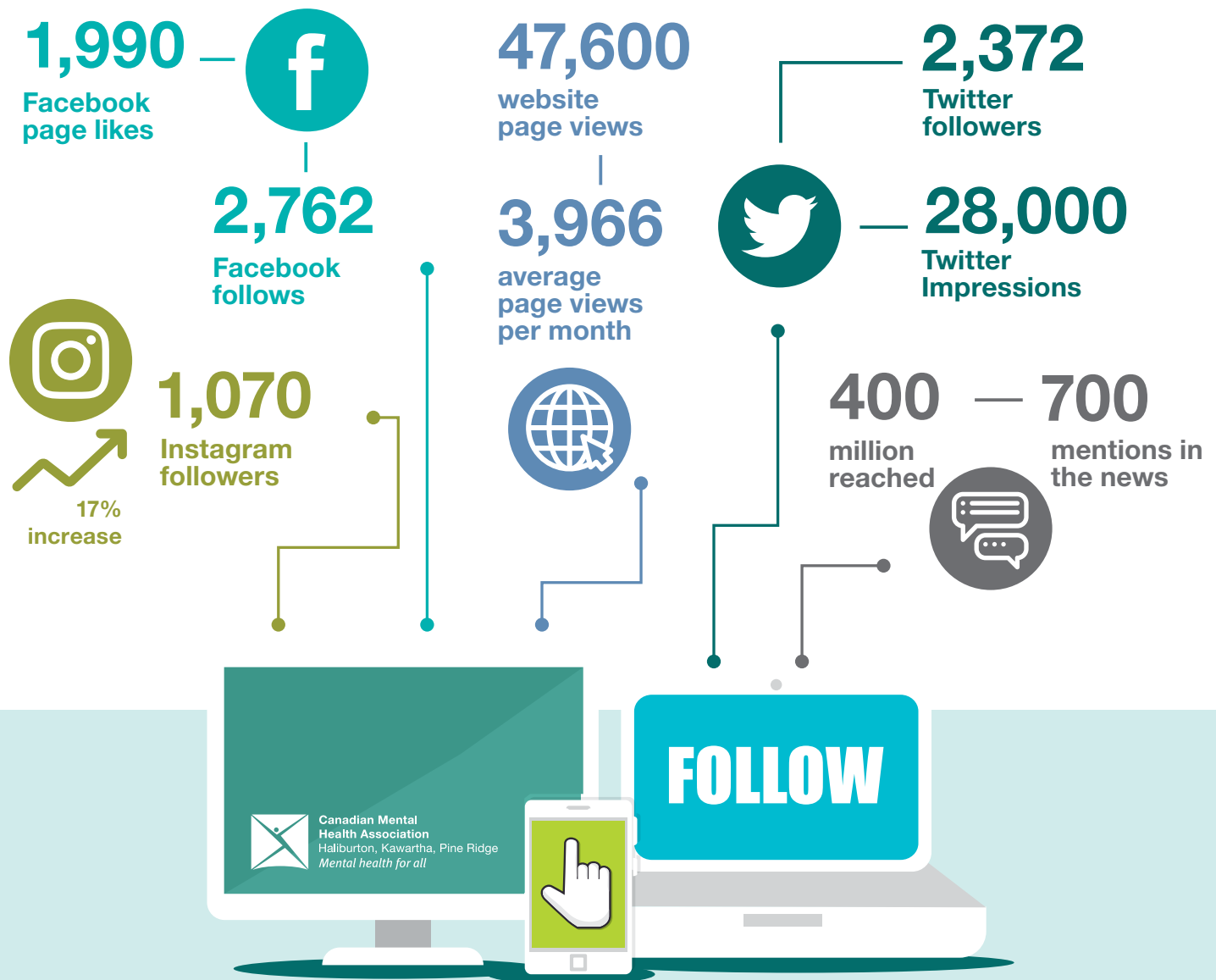
CMHA HKPR Staff in front of the new door at our Water Street office



The new kitchen in one of our Barker Street units

NUMBERS AT A GLANCE

GROWING OUR DIGITAL PRESENCE



OUR CLIENTS' PERSPECTIVES

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.

93% 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.

94% of respondents had a great experience accessing services, felt welcomed from the start, felt locations were convenient, wait times were reasonable, and staff were on time for appointments.

98% of respondents felt they had private space, felt staff believed they could change and grow, services were of high quality, and felt comfortable asking questions.

93% to 96% of respondents thought services were high quality, helped them deal more effectively with life's challenges and would recommend a friend.

WHERE WE EXCELLED

100% of respondents felt comfortable asking questions about their treatment, understood they could discuss options to participate in certain activities and were given a private space when discussing personal issues with staff.



ROOM FOR IMPROVEMENT

Up to 20% of respondents do not feel like they have a plan for when they are finished their program/treatment.



PROGRAM STATS



Haliburton



Kawartha Lakes



Peterborough



Northumberland



PROGRAM (TOTAL INDIVIDUALS SERVED)	HALIBURTON	KAWARTHA	NORTHUMBERLAND	PETERBOROUGH	OTHER	SERVICE PROVIDER INTERACTION
Four County Crisis (2572)	62	268	171	1,624	447	18,768
Crisis Mobile Mental Health & Addictions Clinic (112)	34	22	9	27	36	956
Crisis Safe Beds (153)	2	12	14	108	17	2,929
Crisis Specialized Services (852)	61	113	26	605	47	6,742
Community Homes for Opportunity (48)	0	45	0	1	2	470
Diversion/Court Support (300)	20	46	16	210	8	7,183
Dual Diagnosis (81)	0	5	0	76	0	11,205
Employment Supports (114)	14	50	16	60	4	1,194
Early Psychosis Intervention/ Lynx (205)	9	19	51	114	12	4,942
Mental Health Case Management (1,297)	4	503	18	759	13	23,538
Ontario Telemedicine Clinic (256)	10	43	23	265	15	1,767
Peer/Self Help Initiatives (421)	40	175	10	160	36	4,276
Forensic (296)	6	87	44	124	35	3,726
Supportive Housing (309)	0	41	35	233	13	5,771
TOTAL	216	1,126	344	3,849	601	79,694



ANNUAL REPORT 2022 2023

CANADIAN MENTAL HEALTH ASSOCIATION HALIBURTON, KAWARTHA, PINE RIDGE



**Canadian Mental
Health Association**
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Mental health for all

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