



Canadian Mental  
Health Association

Association canadienne  
pour la santé mentale

*GAMBLING, SUBSTANCE USE & MENTAL HEALTH SERVICES*

# **ANNUAL REPORT** **2014/2015**

# Report From The Chair of the Board & Chief Executive Officer

This past year the Canadian Mental Health Association (CMHA), Simcoe County Branch has continued our strong tradition of providing client directed services using a recovery philosophy and harm reduction principles. We endeavour at all times to embrace our values in our work, values such as "Hope is Essential" and "Kindness Matters".

The following are successful highlights that enhance our services and our community partnerships:

- We were very fortunate to receive additional funding through the Local Health Integration Network (LHIN) for youth addiction services and supporting individuals in the homelessness initiative. Many thanks to Ann Hoggarth for her funding announcement in the CMHA Clubhouse and her speech in the House of Commons highlighting our services.
- We have strengthened our partnership with the First Nations, Metis and Inuit communities. The Bamaadsiwin committee meets regularly to ensure we work well together.
- Through our partnership with Waypoint Centre for Mental Health Care we received funding to operate the new Transitional Rehabilitation Housing Program (TRHP).
- We continue in our work with Pathways to End Homelessness in Barrie. CMHA purchased property on Mulcaster Street for the various partners to share space in order to improve coordinated services to those who experience homelessness or are at risk of being homeless.
- CMHA enjoys a close partnership with Barrie Police Services through the Crisis Intervention Training (CIT) program and our collaborative interactions with police officers.
- We are very proud of the services and supports our staff provides with our clients. We understand clearly that it is their journey and that they have the capacity to be successful. Client satisfaction has increased this year slightly to 97.6! Staff satisfaction overall has increased and is above the norm for both health and social service agencies. Despite this, we are always looking for more ways to improve.
- Our Clinical Director, Greg Howse has recently retired after over thirty years of dedicated service to the Addictions and Mental Health field. We held a celebration for Greg to acknowledge his contribution both internally and throughout his many Provincial activities. He will be missed! We were pleased to hire Himanshu Shah to assume the position of Clinical Director.
- Many thanks to our many community partners that we interact with on a daily basis. We have a long history in Simcoe/Muskoka of working well together for the benefit of those we support.
- We have a very dedicated Board of Directors who governs the agency with commitment and integrity. There are three Committees of the Board who also meet regularly including Finance, Governance and Quality, Risk and Asset Management.
- CMHA National and Provincial are instrumental in providing education, awareness and support to the many branches throughout Canada. This National brand positively impacts all the work we do.

# Report From The Chair of the Board & Chief Executive Officer....(Continued)

- Most of all, thank you to all of the clients/members/participants who allow us into their lives. We value your trust and commend you for your many achievements. We will continue in our journey to be the best we can be and to advocate for greater understanding of mental wellness.

With thanks,



**Beverly Pearl**  
Board President



**Nancy Roxborough**  
Chief Executive Officer

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## Board of Directors 2014/2015

**Beverly  
Pearl**

*President*

**Ron  
Walker**

*Vice President*

**Nancy  
Roxborough**

*Secretary*

**Tim  
Parr**

*Treasurer*

**Mary Jane  
Deacon**

*Past President*

**Christine  
Murray**

*Director*

**Stephen  
Bertelsen**

*Director*

**Lindsay  
Murdoch**

*Director*

**Penny  
Law**

*Director*

**Hailey  
McLean**

*Director*

**Megan  
Sisson**

*Director*

**Michael  
Wolfe**

*Director*

**Pauline  
Luening**

*resigned  
Oct 4/14*

# CMHA Simcoe County Branch Overarching Core Values

## Vision

An inclusive society which values human dignity and enhances the well being of all.

## Mission

To provide integrated mental health and addiction services to individuals and families using a recovery approach that respects individual uniqueness and choice.

## Values

Respect • Courage • Excellence.

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## I Made A Difference Award 2014/2015 Recipients

This recognition award is dedicated to staff that have gone above and beyond their day-to-day work to support fellow employees, clients, volunteers and students.

Congratulations and keep up the fantastic job!

**Evelyn Cooper**  
**Jan Aikins**  
**Gayle Quesnelle**  
**Laura Stouffer**

**Helen Abushawish**  
**Tina Brand-Lawson**  
**Catherine Cloutier**  
**Lisa Day**

**Bridgette Kenny**  
**Ruth Consiglio**  
**Daniel Afram**  
**Luladay Tebeje**

# Committee's of the Board of Directors

## Quality/Risk and Asset Management Committee

The Quality/Risk and Asset Management Committee is responsible to oversee, review and make recommendations to the Board regarding matters of quality care, safety, and risk.

The committee seeks policies and practices that will maintain and improve the care received by our clients, at the same time ensuring safe working conditions for our staff. The committee also recommends policies and practices that will protect our buildings, vehicles, and equipment from damage or loss.

The committee was very involved in our recent successful accreditation, and is continuing to work towards an even higher level of accreditation when it is time for renewal. The accreditation authority was pleased with our practices, while suggesting some areas for improvement.

The committee is presently engaged in creating a Risk Register that will aid in identifying and evaluating risks, and will also aid in establishing policies that will help to minimize the damage that may result from the risks to which we are inevitably exposed.

## Governance Committee

The Governance Committee's role is to ensure the establishment and maintenance of good governance structures, systems and practices and to recruit new directors that bring the required set of knowledge, skills, experience and philosophy to meet Board requirements.

During the 2014/15 fiscal year, the Board member orientation and education remained a priority for the Governance Committee as did the rigorous review of its work plan. The Committee is presently reviewing the work plans presentation format.

# 2014/2015 Agency Highlights

- Presenting on “Serving the Patient Living with Mental Health &/or Addiction Issues in the Hospital Emergency Department” to the Family Medicine Teaching Unit at the Royal Victoria Regional Health Centre.
- Participation in two episodes of Viewpoint television show on Rogers Cable. One on the Legalization of Marijuana and one on Addictions.
- We are taking part in the rewriting of the Withdrawal Management Standards of Ontario.
- Streamlined the Addiction Intake process by making it accessible as a “no appointment necessary” walk in service.
- Court Support/Diversion program continues to provide ongoing services to adults (18+) and youth (12-17) who have come into conflict with the law. There were 248 adult court diversions and 108 adult court support non diversions, 108 youth court support non diversions and diversions.
- Barrie Mental Health Court continues to operate on the first Friday of each month. Dr. Jeff Van Impe provides psychiatric assessments for this court, 283 individuals were served.
- Release from Custody (RFC) continues to provide ongoing support services to adults (16+) who are involved or at risk of becoming involved in the criminal justice system. There were 127 clients who received brief services. CMHA staff offer services to adults throughout the Simcoe community and beyond if necessary. CMHA, Central North Correctional Centre (CNCC) and Enaahgtig Healing Lodge share a Protocol Agreement in offering RFC services.
- Transitional Rehabilitation Housing Program, (TRHP) is a new joint program between Shelter Now Transitional Residence in Midland, Waypoint Centre for Mental Health Care in Penetanguishine and CMHA Simcoe County Branch in Barrie. This program supports adults from Waypoint Centre Regional Forensic unit, who currently have a Disposition Order under the Ontario Review Board. The program is dedicated to supporting these individuals to safely re-integrate into the community. There are four apartments at Shelter Now, which are accommodating of this new program. Shelter Now, Waypoint, CMHA and Peer Support staff works collaboratively in this new joint program. The CMHA staff office for this program is located in the Shelter Now Transitional Residence. The staff is currently working with 2 clients in the early stages of this program.
- Crisis Intervention Training (CIT) was provided 3 times to OPP and Barrie Police Officers, in collaboration with CMHA and has been successful. This will continue to be offered.

# 2014/2015 Agency Highlights....(Continued)

- Human Services Justice Coordination Committee (HSJCC) Simcoe Muskoka Regional and Local HSJC Advisory committee groups continue to meet quarterly in Barrie, Orillia, Midland, and Collingwood in order to review, discuss, plan, and support community identified needs. HSJCC will be hosting the 7th Annual Justice Served Conference, which is scheduled May 14th, 2015 at Fern Resort in Orillia.
- Ontario Telemedicine Network (OTN) psychiatric assessment service, as provided by CMHA continues to be available when needed for individuals who are involved in the HSJS programs.
- Opioid Treatment Program (OTP) continues to offer ongoing counseling support services to anyone who is concerned about their use of Opioid. Services were provided to 216 individuals. Harm Reduction is a key principle and practice when the staff is working with these individuals. Harm Reduction supplies are available.
- Increased partnership with OPP in Orillia.
- Increased recreation activities in North Simcoe ACTT with increased participation by clients (monthly calendar).
- 93 clients accessed Safe Beds; an increase of 45 clients from the previous fiscal year.
- Outreach worker in Orillia implemented with great success.
- Outreach/Brief Service position created to help support the waitlist, on-duty and community outreach (3 in total).
- Hired a Nurse Practitioner to help fill the void of client care.
- The RSVP Clubhouse provided social times along with structured groups has proven to be successful over the past year. Clients are enjoying groups such as laughter yoga, book club, recovery, self-esteem, walking, knitting, healthy cooking and computer learning.
- RSVP members are offered gym time at our agency gym five days per week.
- RSVP continues to provide free lunches served daily, except for Wednesday. We serve approximately 150 bowls of soup per week.
- Family Health Team – 2014/2015 STATS
  - o Counseling sessions = 6279
  - o Psychiatric Consultation (Face to Face) appointments (adult and youth) = 689

# 2014/2015 Agency Highlights....(Continued)

- o Telepsychiatric Sessions
  - Geriatric – 16
  - Youth (Virtual Emergency Room) – 68
  - Group Sessions – 110 conducted
- Family Health Team – 4th Annual Mental Health FHT’ness Conference (Accredited for 3 Mainpro-M1 Credits) was held on April 15, 2015. Speakers Included:
  - o Dr. Eric Mulder, MD, FRCPC – Chief of Psychiatry at RVH – Is it Bipolar Disorder?
  - o Dr. Geoff Daniels, MD, FRCPC – Geriatric Psychiatrist – Dual Diagnosis
  - o Dr. Jodi Lofchy, MD, FRCPC – Director of Psychiatry Emergency Services at UHN, Associate Professor at UofT – To Be or Not to Be: A Review of Suicide Risk Assessment
- Family Health Team – Health links Patient Portal – Staff received training on this secure messaging tool that will be used for administrative tasks including reminder phone calls, invitations to attend groups, appointment cancellations, office closures (e.g., holidays, the scheduling of appointments, etc.). Clients will be able to message the office regarding cancellations, confirming group attendance and scheduling.
- Family Health Team – Family Medicine Teaching Unit – The counseling team will be providing the training and consultation on family practice counseling to Physician Residents. Scheduled Mental Health Clinics will be offered at the Teaching Unit beginning in the fall of 2015. The education component will be based on the Counseling Skills curriculum developed by Dr. Shoel Shuster of the University of Toronto.
- The Shine program hosted a very successful youth drop-in over the summer, in which youth had the opportunity to participate in, and organize various recreation and social activities. There were also a series of wellness workshops held by the youth team.
- New funding for 3 new youth addiction counselors.
- Several culturally based FNMI events were hosted by John Rice for staff, clients, and community members.
- Start Talking About Coping & Drugs (STACD) Project conference was well attended and very successful.
- STACD enhancement funding allowed for several groups and activities to be facilitated, including an art show that was open to the public and youth could show off and sell their work.
- Implementation of the Transition to Independence Process Model for Transitional Aged Youth is well under way. Forms and processes have been adjusted to comply with the model.



## 2014/2015 Agency Highlights....*(Continued)*

- EPI's recreation program has flourished and we received very positive feedback from youth and families.
- CMHA held 4 trainings and successfully trained nearly 100 staff members from Gilda's Club, Simcoe County Children's Aid Society, Hydro One, County of Simcoe and Barrie Food Bank in Mental Health First Aid.
- The 3rd Annual Start Talking Shayne Corson Golf Tournament raised just over \$30,000 towards the Start Talking Campaign in September 2014.
- CMHA and the OHL (Barrie Colts) partnered on a mental health initiative called "Talk Today" and held several events and training throughout the winter season to promote the partnership including the first annual Start Talking Cup, raising over \$10,000.
- Crisis Program has provided the Crisis Intervention Team (CIT) training to Barrie Police services in February 2015. This is the 5th year of the training and there are a total of 107 trained officers in Barrie.
- Crisis Aftercare and Rehabilitation Enhancement (CARE) project worker is funded from the County of Simcoe with the focus to provide assertive outreach and intensive case management services to reduce homelessness and poverty.
- Skills for Safer Living; an evidence based practice group approach for individuals who have two or more suicide attempts. CMHA started the first group in Simcoe County with partnership from the Suicide Awareness Council and Georgian College. The group was offered from October 2014 to March 2015.
- Family Mental Health Initiative conducted 35 group sessions and presentations to family members, Laurentian University, Georgian College, and Hillsdale Elementary School.
- Family Mental Health Initiative continued its partnership to provide presentations to the Barrie and Bradford Grandparents Parenting Again Support Groups.
- Family Mental Health Initiative offered the "Creating Connections: A Family Conference" in partnership with the Council of Consumer/Survivor and Family Initiatives in the Muskoka Region.
- Team Spirit employed 7 clients and 5 volunteers assisted the team throughout the fiscal year. 549 requests were completed with an increase of 25% from the previous fiscal year.
- Volunteer hours increase by 4.3% from 2013/2014.

# Profile of the Ontario Telemedicine Network (OTN)

Ontario Telemedicine Network (OTN) is one of the largest telemedicine networks in the world. Since its debut in 2006, OTN has facilitated 1.3 million patient encounters to date. OTN sites can be found in almost every community in locations such as hospitals, Family Health Teams and community agencies. With the increasing demand on our health care system OTN has come up with a platform that delivers timely, reliable, cost saving healthcare to give people access when and where they need it. This is achieved by linking patients and clients to physicians, specialists and educators across Ontario. In 2013/14 OTN facilitated 196,756 mental health consultations alone.

With the introduction of the OTN Program in 2012, the Canadian Mental Health Association has facilitated more than 1600 telemedicine events. By integrating OTN service delivery at CMHA we see the benefit twofold; clients are receiving timely care in a familiar and comfortable setting with specialists across the province, while staff can avoid costly travel related expenses associated with client transportation. CMHA is utilizing telemedicine to promote both educational and administrative events. Staff have the ability to participate in ongoing professional development as well as staying connected to those working more remotely. As the population grows and the demand on the healthcare system increases, telemedicine will become the go to mode for effective health care delivery. We currently host an array of consultants including The Hospital for Sick Children Telepsychiatry Program, Virtual Emergency Room at Ontario Shores, Centre for Addiction and Mental Health Telepsychiatry Program and University Health Network to name a few. We routinely facilitate psychiatric and psychotherapy clinics as well as residential treatment intake interviews. Without the use of OTN many of the clients who benefit from the program would be without care or another number on a lengthy wait list. CMHA is at the forefront of telemedicine delivery in our region. We anticipate our program to grow and develop as more providers see the great benefit in telemedicine services. CMHA Simcoe County Branch is in the forefront of this growth and will continue to be a leader in improving care through OTN.

Here are some of the OTN highlights from 2014/15:

- Greatest accomplishment for OTN this year has been the approved funding to purchase four new OTN systems, three of which are directly related to the Ministry of Health and Long Term Care, Mental Health and Addiction strategy funded by the Local Health Integration Network (LHIN). Three of the new systems will replace old systems that will be end of service (EOS) and no longer supported.
- Fourth OTN site will be added to 15 Bradford Street location to meet the increasing demand for OTN services. This brings our total number to eight main sites within our agency.
- Anne St location will be a new site hosting 2 OTN suites as we lose Essa Rd.
- OTN usage has grown dramatically over the course of one year. We ended our 2013/2014 fiscal year facilitating 322 clinical events. Coming to the end of this fiscal year, we have currently facilitated approximately 954 clinical events where the client is present.

## Profile of the OTN....(Continued)

- Number of OTN sites has increased within 2014/2015 to include Collingwood as an access point to OTN services by utilizing a Personal Video Conference system (PCVC). Collingwood clients now have access to all OTN services without the need to travel to Barrie therefore eliminating both time and money associated with travel.
- 4 new PCVC licences have been acquired this year for several staff who are in remote locations away from CMHA main offices. Staff now have the ability to participate in various activities remotely as well as provide their clients with services otherwise unavailable.
- CMHA is currently facilitating OTN consults for various agencies including The Hospital for Sick Children Telepsychiatry, Virtual Emergency Room with Ontario Shores, psychiatric consults, and psychotherapists.
- For the first time at our agency we are facilitating ongoing follow up care for a client who was in treatment in Ottawa and has returned home to Barrie. Without OTN the client would not have access to much needed follow up and group support.

### Stats

The following represents the 8 clinical specialties that utilized OTN through CMHA to connect with clients during the 2014/2015 fiscal year. The numbers represent the clients who were present for these appointments.

Gastro-Enterology: **5**

Genetics: **1**

Hematology: **1**

**Mental Health: 958**

Other: **22**

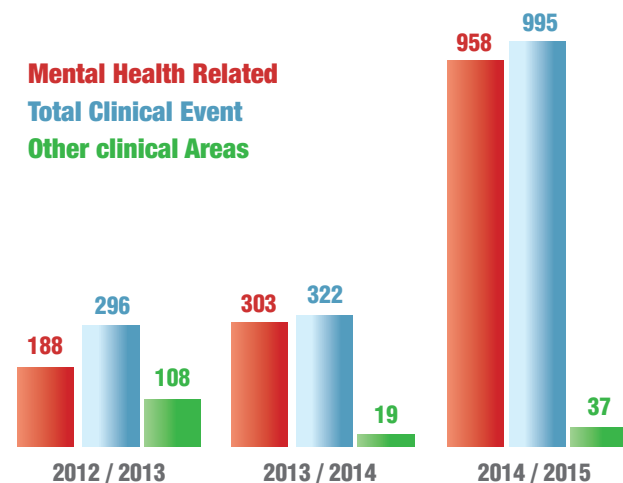
Neurology: **1**

Respirology: **3**

Thoracic Surgery: **1**

Urology: **3**

In comparison, 59.7% of all OTN utilization in the province for 2014/15 Q2 was Mental Health related, totalling 110,963 clinical events!



# CMHA by the Numbers

## Clients

- Unique Clients
  - 7759 Mental Health & Addictions Program Clients
  - 3079 Family Health Team Clients
- 14,284 Crisis Telephone Calls
- 1254 OCANs completed

54%	<b>Barrie</b>	1%	<b>Bradford</b>
11%	<b>Orillia</b>	1%	<b>Penetanguishene</b>
5%	<b>Midland</b>	2%	<b>Wasaga Beach</b>
2%	<b>Collingwood</b>	1%	<b>Victoria Harbour</b>
2%	<b>Innisfil</b>	1%	<b>Stayner</b>
1%	<b>Angus</b>	11%	<b>Other</b>
1%	<b>Alliston</b>	7%	<b>Unknown</b>



## Staff, Students, and Volunteers

- 200 CMHA Staff
- 29 Student Placements
  - 14,500 Placement Hours
- 117 CMHA Volunteers
  - 13,437 Volunteer Hours

## Staff, Satisfaction

- 3% increase as compared to 2013/2014

## Client Satisfaction

- 98% satisfied with services
- 98% would return to our services
- 97% would recommend to a friend.
  - (2% increase over 2013/2014)

## Information/Education

- 1336 - Information and Referral Calls
- Over 100 - Community Presentations on various topics related to mental health and addiction
- 4 - Suicide Intervention Trainings
- 4 - Mental Health First Aid Trainings
- 4 - Non-Violent Crisis Intervention Trainings
- 3 - Crisis Intervention Team Trainings
- 9 - Journal Club Sessions
- 954 - OTN's

<sup>1</sup> Other communities identified by clients as their place of residence include: Alcona, Bala, Balm Beach, Beaverton, Beeton, Belewart, Bolton, Borden, Brantford, Brechin, Burk Galls, Christian Island, Churchill, Clearview, Coldwater, Cookstown, Creemore, Cumberland Beach, Duntroon, Egbert, Elmvale, Everett, Fesserton, Gilford, Glencairn, Gravenhurst, Haliburton, Hamilton, Hawkestone, Hillsdale, Honey Harbour, Huntsville, Keswick, Kingston, Lafontaine, LeFroy, Lindsay, Markdale, Midhurst, Minesing, Mississauga, Moonstone, Narrie, New Lowell, Nottawasaga, Orangeville, Oro, Perkinsfield, Phelpsston, Port McNicoll, Rama, Ramara, Ravenna, Samia, Sault St. Marie, Scarborough, Springwater, Stroud, Thornton, Tiny, Toronto, Tottenham, Blue Mountain, Utopia, Victoria Harbour, Walkerton, Warminster, Washago, Waubauskene, Wyebridge, and Wyevale.

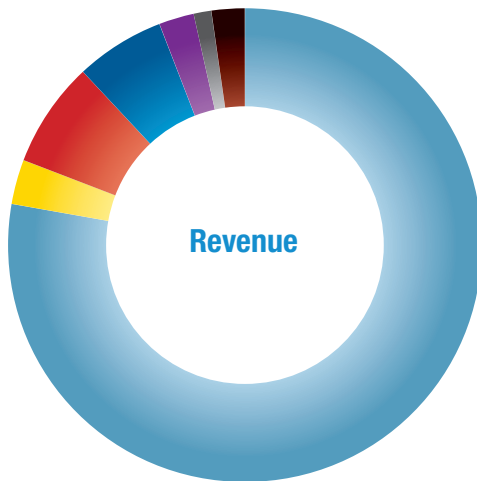
# Financial Statements 2014/15 (prior to audit adjustments)

Complete audited Financial Statements are available on request.

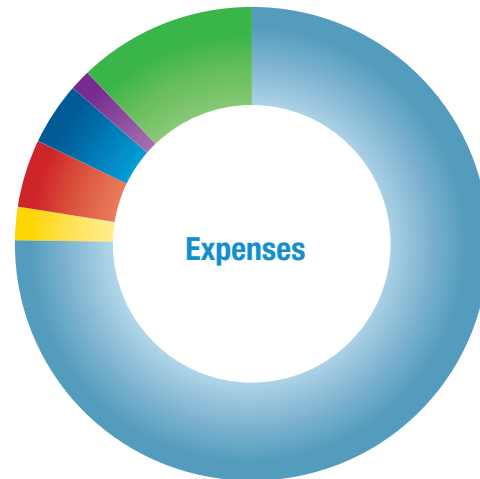
Revenue	Total	
LHIN	12,719,981	78%
Paymaster	496,955	3%
Ministry of Health	1,180,057	7%
Grants	994,549	6%
Rental Revenue	392,582	2%
Fundraising	195,929	1%
Other	372,011	2%
<b>Total</b>	<b>16,352,064</b>	<b>100%</b>

Expenses	Total	
Salaries/Benefits/Medical	12,027,547	75%
Sessional Fees	45,623	0%
Supplies	361,582	2%
Sundry Expenses	740,751	5%
Equipment Expenses	682,968	4%
Fundraising Expenses	46,981	0%
Contracted Out Expenses	225,257	1%
Building/Grounds	1,948,013	12%
<b>Total</b>	<b>16,078,722</b>	<b>100%</b>

**78% LHIN**  
**3% Paymaster**  
**7% Ministry of Health**  
**6% Grant**  
**2% Rental Revenue**  
**1% Fundraising**  
**2% Other**



**75% Salaries/Benefits/Medical**  
**0% Sessional Fees**  
**2% Supplies**  
**5% Sundry Expenses**  
**4% Equipment Expenses**  
**0% Fundraising Expenses**  
**1% Contracted Out Expenses**  
**12% Building/Grounds**



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## Closing Remarks

We would like to extend our appreciation to clients, family members, volunteers, staff, board members, agency members, community partners, and funders for supporting our vision and mission. We strive to provide the best care possible to all of the courageous individuals in Simcoe County who 'Start Talking' and ask for support. We are excited by all of the positive changes being made in mental health and addiction services in Ontario and we will continue to be a leader in adopting and developing services that meet the needs of clients. We look forward to another great year and many more to come.







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*GAMBLING, SUBSTANCE USE & MENTAL HEALTH SERVICES*

# Contact Information

## Canadian Mental Health Association, Simcoe County Branch

15 Bradford Street  
Barrie, ON L4N 1W2  
Phone: 705.726.5033  
Toll Free: 1.800.461.4319  
Fax: 705.726.8629

### Website:

[www.cmhastarttalking.ca](http://www.cmhastarttalking.ca)  
[www.starttalking.ca](http://www.starttalking.ca)

### Mental Health Services Information

Phone: 1-866-531-2600

### Facebook:

[www.facebook.com/StartTalking1](http://www.facebook.com/StartTalking1)

### Twitter:

@StartTalking1

### Email:

[info@cmhastarttalking.ca](mailto:info@cmhastarttalking.ca)



*Driving Quality Health Services  
Forces motrices de la qualité des services de santé*

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North Simcoe Muskoka Local  
Health Integration Network  
Réseau local d'intégration  
des services de santé de  
Simcoe Nord Muskoka

