



Canadian Mental Health Association Simcoe County Branch Annual Report 2016/2017



Report from the Chief Executive Officer and Board Chair

During the 2016-2017 fiscal year, the Canadian Mental Health Association (CMHA), Simcoe County Branch, at all times embraced our values, 'Hope is Essential' and 'Kindness Matters'.

The CMHA Board of Directors is a skills-based, community governed board. In 2017, the Board began the process of updating its strategic plan for the next five years. Highlights include a renewed commitment to our culture of kindness, continued collaboration with partners, stakeholders, and with our CMHA provincial and national family who advocate for enhanced Addiction and Mental Health resources.

The following are successful highlights of the year:

- Responding to the opioid crisis and developing practices and procedures with community agencies
- Participating on the four Health Links initiatives in Simcoe County
- Successfully developing internal quality initiatives to enhance client experience
- Actively partnering on the South Georgian Bay Sub Region Alliance
- Actively participating in the Children and Youth Mental Health Leadership Consortium
- Actively engaging in governance to enhance Francophone inclusion
- Actively engaging in the Aboriginal Health Forum

We are grateful to:

- Community partners with whom we have shared interactions daily, both at the board and operational level.
- CMHA Ontario, who created tools for collaboration so that the different branches can share information.
- CMHA National, who were instrumental in getting Mental Health into the Health Accord.
- Funders and donors, whose generosity enabled us to put clients first and enrich our community.

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



Beverly Pearl
Beverly Pearl
Board President



Nancy Roxborough
Nancy Roxborough
Chief Executive Officer

CMHA Simcoe County Branch Values

Vision

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

Values

Respect | Courage | Excellence

Mission

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

Governance

The Governance Committee of the Board of Directors is responsible for ensuring the establishment and maintenance of good governance structures, systems and practices. The committee is also responsible for recruiting new directors who bring the required knowledge, skills, experience and philosophy to meet board requirements.

During each fiscal year, a thorough review and update of the Work Plan and Board Orientations are a priority.

The Governance Committee also reviewed and made minor adjustments to the By-Laws for increased clarification.

2016-2017 Board of Directors

Executive

Beverly Pearl, President
Stephen Bertelsen
1st Vice President
Ron Walker,
2nd Vice President
Tim Parr, Treasurer
Nancy Roxborough,
Secretary

Directors

Arlinda Demiri
Cathie Gillespie
Hailey McLean
Susan Plewes
Megan Sisson
Gillian Hayes

Resignations effective June 2016

Lindsay Murdoch
Christine Murray

Annual Highlights

- Most agency addiction staff received training on the GAIN Q3 Assessment package.
- Reviewed and updated the group counselling service of our Addiction Program.
- Introduced a short-term counselling program.
- On-duty/Addiction Walk-in service supported on average 250 people per month.
- Increase in families attending the Monthly Family Support Group overseen by the Case Management Family Support Counsellor.
- The Community Awareness Program participated in many suicide awareness initiatives including Suicide Survivor Day, International Suicide Awareness Day and the Annual Simcoe County Suicide Awareness Day.
- Mental Health Court in Barrie and Orillia Courthouse locations covering Simcoe/Muskoka County now include new Personal Computer Video Conferencing psychiatric services.
- New "Drug Court" committee started regarding drug court services.
- Received funding from the LHIN to deliver Skills for Safer Living group program.
- Received one time funding from the LHIN to implement a Crisis Outreach and Support Team (COAST) pilot program in partnership with Barrie Police Services.
- Successfully launched the Start Talking website.
- Third party fundraising events raised \$27,003.
- Two vans were purchased to support recreational and vocational activities for clients.
- EPI was selected for a pilot project to create a method for measuring fidelity to the standards province wide.
- Youth Drop-in/intakes have become increasingly more popular with positive feedback from clients, including easier and quicker access to service.
- Increased participation and available group activities in North Simcoe ACTT. Collaborating with Wendat to provide ACTT clients with activities in Midland.
- Safe beds are full 99 percent of the time. 12-15 people are regularly reviewed for beds. Brief service and On-Duty are now provided to Orillia clients.
- Piloting a Measurement Based Care project based on CANMAT Depression Guidelines for Family Health Teams.
- RSVP members and staff are excited about the new focus of the Culinary Program. We currently have 12 kitchen staff working in the program with one staff focusing on training and support.
- The RSVP program recently partnered with Vertagro to implement a garden project growing fruits, vegetables and herbs to be used in our culinary program.
- RSVP members participated as leaders in programming. For example, one member leads a weekly group called "Life Goals". Ideas, needs or goals are brought forward by members, such as 'Living with Clutter' or 'Triggers... what to do with them'.
- New Road to Recovery funding was provided for 29 individuals through case management, Barrie Assertive Community Treatment Team (ACTT), North Simcoe ACTT and South Georgian Bay ACTT.
- The Crisis Team received the Barrie Police Services Civilian Agency Award in recognition of service, dedication and a strong working partnership.
- Received funding from the Local Health Integration Network (LHIN) for a South Georgian Bay mini ACTT supported by Barrie ACTT.
- Family Medicine Teaching Unit offers mental health clinic services three half-days/week. Therapists provide teaching and supervision to residents.
- Participated in the Excellence through Quality Improvement Project (E-QIP) - an 18-month partnership project between Addictions & Mental Health Ontario, CMHA, Ontario and Health Quality Ontario to promote and support quality improvement in the community.
- Planned and implemented an Information Management/Information Technology review.
- Ontario Telemedicine Network increased connections by 17%.



Quality Risk and Assessment Management

The Quality Risk and Asset Management (QRAM) committee of the Board of Directors is responsible to oversee, review and make recommendations to the board regarding matters of quality care, safety and risk.

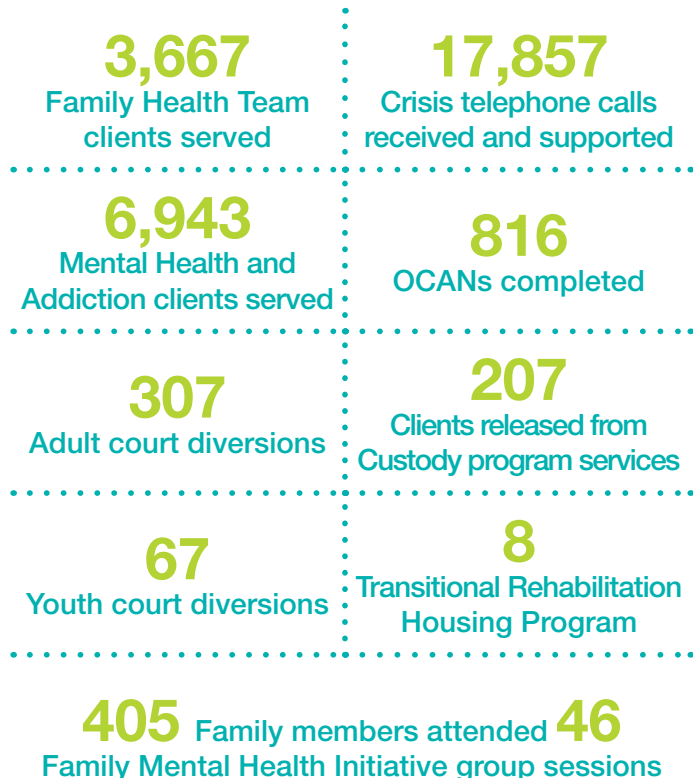
The committee seeks policies and practices that will maintain and improve the care received by our clients, ensure safe working conditions for our staff, and protect our buildings, vehicles and equipment from damage or loss.

The committee continued to align CMHA practices with the requirements of accreditation, following our first successful accreditation in the 2015-2016 fiscal year. The committee updated its risk register which was developed in the previous fiscal year to help identify and evaluate risks and to establish policies that minimize the damage that may result from the risks to which we are inevitably exposed.

Reports of adverse events are received by the committee from time to time, and are reviewed to help minimize the risk of future similar events. The committee also receives the results of the Client Satisfaction Survey and uses those results to identify areas for improvement.

97% satisfied with services received
99% would return to program/service
99% would recommend service to a friend

Program Statistics



Addictions Counselling

To address the growing wait for addiction counselling, a three-month Brief Service Addiction Counselling pilot project was introduced. Individuals were assessed for suitability using the new GAIN Q3 assessment tools and preliminary results suggest participants found this approach to be effective. Initiatives to increase service offerings include collaborating with Justice System partners to launch a Drug Court pilot in Barrie.

To address the emerging opioid crisis, the Addiction Services team have been actively engaged in efforts to inform the Provincial Opioid Strategy and develop a Simcoe-Muskoka Opioid Strategy. These efforts included consultation on the development of the Patch for Patch program in partnership with the Barrie Drug Safety Strategy. Additionally, the team is working with the County of Simcoe Paramedics to develop a training module on how to administer Nasal Narcan (Naloxone) that will ensure staff are equipped to provide this life saving response to individuals experiencing an opioid overdose.

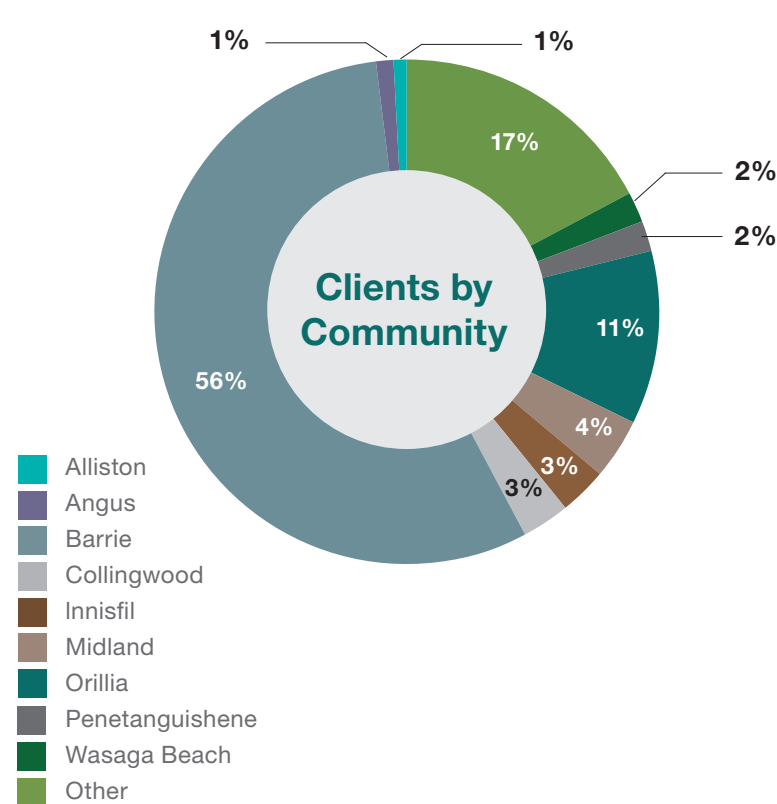
Four Addiction Services Counsellors have received certification as GAIN-Q3 trainers from Chestnut Health Systems. The trainers have spent the past nine months training addiction services staff to be administrators in preparation for the full launch of these provincially mandated addiction assessment tools.

2,000 individuals received counselling
1,300 attended group sessions

Agency Growth & Activities

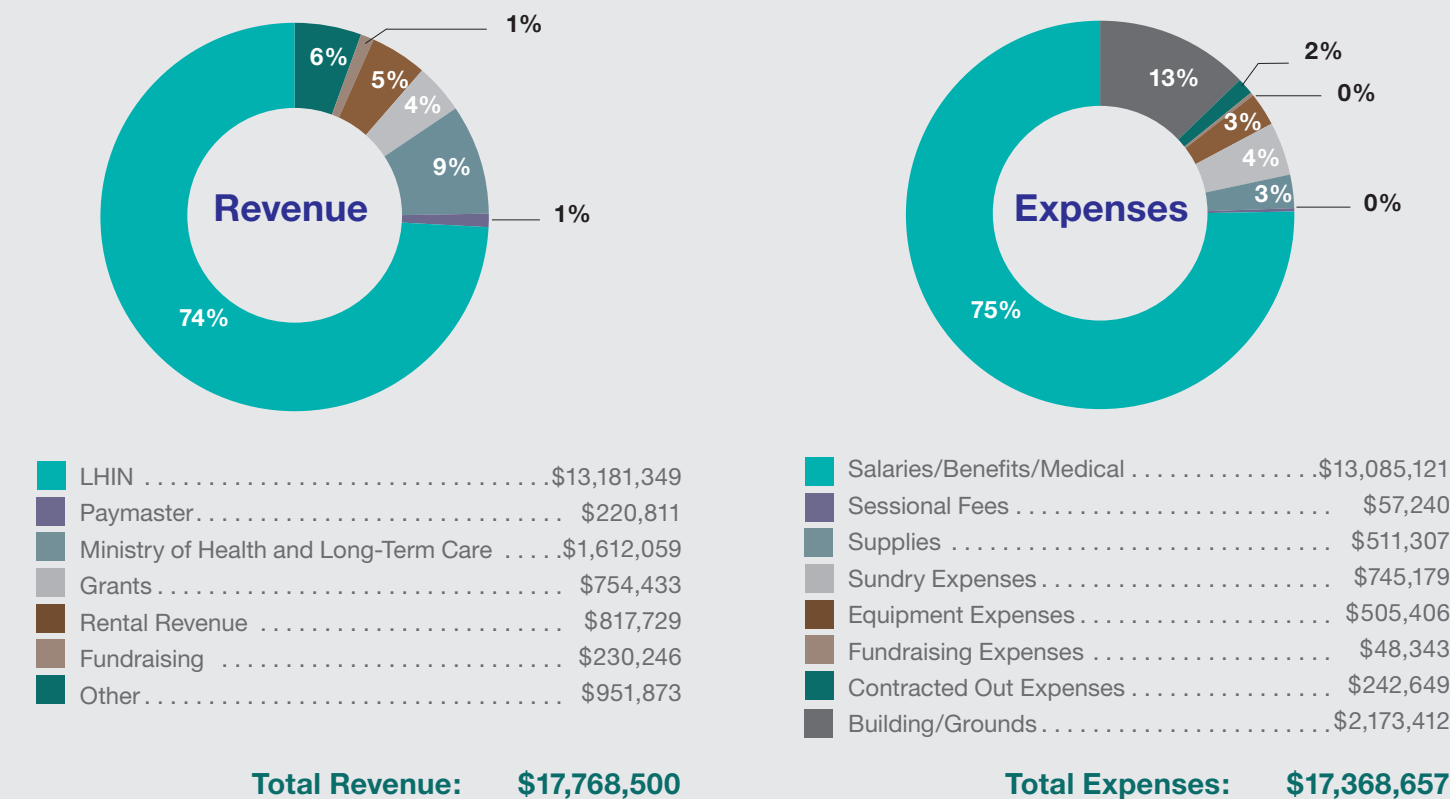


Clients Receiving Service



- 2** Suicide Intervention Trainings
- 2** CIT Training sessions
- 4** Non-Violent Crisis Intervention trainings
- 1** Mental Health First Aid training session
- 843** OTN sessions with healthcare professional and patient
- 1,941** Information and referral calls
- 1,300+** people receive **100+** mental health and addictions presentations
- 650** Team Spirit requests were completed by **6** employed clients and **9** volunteers

Finances



Complete audited Financial Statements are available on request.

Canadian Mental Health Association, Simcoe County Branch

Contact Us

cmhastartalking.ca | starttalking.ca | @StartTalking1 | @StartTalking1

Barrie Offices

15 & 21 Bradford Street,
Barrie, ON L4N 1W2

88 Mulcaster Street,
Barrie, ON L4M 3M5

128 & 134 Anne Street,
Barrie, ON L4N 6A2

Tel: 705-726-5033 | 1-800-461-4319

370 Bayview Drive,
Barrie, ON L4N 7L3

Tel 705-726-4225

Gloria House - Supportive Housing

Shanty Bay - Transitional Housing

Carah - Crisis Services

info@cmhastartalking.ca

Crisis Line: 705-728-5044 | 705-728-5835 | 1-888-893-8333

Supported by:



Collingwood Office

186 Erie Street, Suite 101,
Collingwood, ON L9Y 4T3
Tel: 705-444-2558

Midland Office

337 Midland Ave,
Midland, ON L4R 3K8
Tel: 705-527-8738

Orillia Offices

76 Nottawasaga Street,
Orillia, ON L3V 3J4
Tel: 705-329-5846 | 1-888-329-5846

50 Nottawasaga Street,
Orillia, ON L3V 3J4
Tel: 705-325-4499



Canadian Mental Health Association
Association canadienne pour la santé mentale
GAMBLING, SUBSTANCE USE & MENTAL HEALTH SERVICES

