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Living Our Values

Canadian Mental Health Association
Thunder Bay
Annual Report 2015/2016



Canadian Mental
Health Association
Thunder Bay
Mental health for all

BE MIND FULL
CHAMPIONS FOR POSITIVE MENTAL HEALTH SINCE 1918



Canadian Mental Health Association (CMHA) Thunder Bay Branch Annual Report 2015/2016

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

Message from the Chief Executive Officer and Board Chair

On behalf of the Board of Directors, leadership team and staff, we are pleased to present our 2015-2016 Annual Report.

The theme for this year's report is "Living our Values" and to illustrate some of the amazing work carried out by our dedicated employees, we have included five stories that we believe demonstrate the way our values guide our actions, decisions and behaviour. Whether our emphasis is on good governance, fund development, education and stigma reduction or direct recovery support to those we serve, our guiding principles and core values continue to be the centre of all we do.

Upon reflection of last year's accomplishments, we would like to extend a heartfelt thank you to our amazing staff and management for the work they do to support over 2,500 individuals living with mental health issues. Your dedication and commitment to hope and recovery has provided much needed support to our community. We also want to acknowledge our corporate volunteers and donors. Your offer of time and/or financial support has allowed us to engage and interact with over 800 individuals as part of our education, training and workshop activities. Without your ongoing support this aspect of our work would not be possible, so to your dedication we say thank you.

As we move into the 2016-2017 fiscal year, we will focus on the renewal of our strategic plan and will look forward to engaging with staff, management, community partners and most importantly, with the people we serve.



Michael Lewkin
Board Chair



Sharon Pitawanakwat
Chief Executive Officer



Canadian Mental Health Association Thunder Bay: Vision, Mission, Values

Vision

An inclusive community that promotes emotional well being, human dignity and social justice where people are valued and opportunities in all aspects of life are available to everyone.

Mission

We are committed to supporting individual recovery and promoting mental wellness within families and communities.

Values

A Client Centered Approach

We are committed to maintaining an environment that respects diversity and is inclusive of all. We acknowledge and honour the fundamental value and dignity of all persons.

Commitment to Recovery

We are committed to implementing recovery based practices.

Excellence

We are committed to ongoing quality improvement.

Innovation & Creativity

We are committed to learning and growing as an organization.

2015/2016 Board of Directors

Michael Lewkin, Chair

Reese Little, Vice Chair

Robert Mawhinney, Treasurer

Kristen Jones-Bonofiglio, Secretary

Maria Vasaneli, Member at Large

Directors:

Mark Mikulasik

Neil Irvine

Mike McGinnis

Sarah Rowsell

Sarah Haney

Advancement Committee Highlights

The Advancement Committee, as directed by the Board of Directors, engages and builds relationships within the community, to secure funds required for non-funded CMHA programs, services and special projects.

Finding Innovative and Creative ways to link Community and Mental Health

- Teams of Dragonboat paddlers were out on the water at Boulevard Lake again in support of CMHA and Lakehead Canoe Club's youth program. CMHA's "Champions for Mental Health" had a great time, finishing second in their category.
- The Red River Trade Company held a one-day flash fundraiser, where \$50 from every tattoo was contributed to CMHA. \$2,010 was raised.
- Up in Smoke BBQ & Grill presented CMHA with a cheque for \$1,200. Owners Peter & Shelley Steimer committed to donating \$1 from every bowl of Gumbo served during November and December. That's a lot of Gumbo!
- Styles & Smiles 2016 became a Tribute to the Excellent Society, opening up to all genders and raising over \$33,000 for CMHA and the Children's Centre Foundation.
- CMHA received a very generous in memoriam donation of almost \$10,000.

\$6,500

raised in six months with "Get Real" Community Coffee Cards.

\$6,400

raised by CMHA staff through United Way payroll deductions and The Great Billboard Rescue.

\$2,800+

raised at Beaux Daddy's CAMO formal. Emceed by renowned fly-fisher, Rebekka Redd and Magic 99.9 radio host, Damian Norman.

400

people attended CMHA's Mental Health Week event and fundraiser.



(l to r) Authors Joseph Boyden & Richard Wagamese speak about their personal struggles with depression and suicide at The Fine Print conference.

Case Management Services

Case Management Services offers mental health support and diversion within the court system to youth and adults. It also offers housing support and outreach to individuals in the community who are not connected to traditional services, may be homeless and have serious mental health and addictions issues.

A Client Centred Approach to Recovery

How many nurses and social workers does it take to set up a client's kitchen? I recall a debate between two colleagues who were determining the needs for a client's new apartment: toaster or toaster oven? To settle the debate, we asked the client. It turned out that this particular client is from a culture that does not toast their bread. In fact, their bread is used as cutlery. The lesson learned was that client-centered care is the key to truly meeting the needs of the individuals we work with.

The Transitional Rehabilitation Housing Program (TRHP) strives to serve each individual based on their unique wants and needs. It is a relatively new rent subsidy program, a partnership between CMHA and Thunder Bay Regional Health Sciences Centre-Forensics Unit. Since starting in the spring of 2014, TRHP has supported eight inpatients in the process of finding independent housing and being discharged from the hospital.

In addition to housing, TRHP also supports learning, working and social aspects of life. Funding for recreational activities has allowed clients to pursue areas of interest, such as karate classes, attending a gym, and even a concert. Other unique support activities include trips to the jail to visit family, hair dresser appointments for a new weave, and participation in cultural events. What lies in store for TRHP? That will depend on the specific needs of our future clients!

101

people secured and maintained appropriate housing

953

direct client contacts by the Homeless Outreach program

123

youth and adults were served in court diversion programs

1,850

direct client interactions by GAPPS programs

Crisis Response Services

Crisis Response Services offers mobile crisis response, crisis support residence, and 24/7 telephone services to both youth and adults who are experiencing a mental health crisis.

Excellence in Crisis

Amidst the mess, amidst the chaos – We are the calm within the storm.
With no right answers, and no wrong ones – We do our best to keep good form.

Assessing – Assisting – Responding – Intervening

Excellence in Crisis gives us meaning.

A team of people, various skills sets – We come together with one mind.
Providing clients with a service that is like no other kind.

Counseling – Comforting – Supporting – Validating

Excellence in Crisis, always advocating.

Changing hats at a moment's notice – We are Crisis, it's all a process.
Never has one fully arrived; it's about coming alongside.

Referring – Directing – Empowering – Guiding

Excellence in Crisis, no longer in hiding.

Sometimes more is needed: A program, a group, a doctor – connection.
A wealth of knowledge and information, we can point to the right direction.

Educating – Stabilizing – Encouraging – Mobilizing

Excellence in Crisis, there's no compromising.

We are the hand that holds you through it.
You are the one who learns to do it.

2,011
unique people served

.....

11,306
contacts and consultations

.....

89 admissions to
residence

.....

298 admission days
to residence



Crisis Response Services moved to a new location in 2016 which includes the Crisis Support Residence.

Education and Training

The Education and Training Program promotes wellness and recovery and provides initiatives to reduce the stigma of mental illness through community workshops, family education groups and online communications.

Excellence in Evaluation

Photovoice: Exposing our Path to Wellness is an anti-stigma education program in which people identify, represent and express their experience of mental illness and recovery through photography.

Always a popular program, Photovoice has grown over the years and has resulted in over 100 multimedia presentations since 2006. That includes 28 new photographs and accompanying written narratives this past year.

Previous reviews have validated that Photovoice is an effective tool to inform audiences and raise awareness about mental illness and recovery. However, CMHA wanted further evidence that this program was truly making a difference.

To confirm the success and quality of Photovoice, a one-year evaluation was conducted in 2015/16. Its purpose was to measure the effectiveness of Photovoice as a tool that decreases stigma and increases knowledge surrounding the experience of mental illness. CMHA Thunder Bay conducted the research study in partnership with Dr. Greg Tippin, and Dr. Amanda Maranzan, of Lakehead University's Department of Psychology.

Participants in the study reported increased knowledge of mental illness after being exposed to the Photovoice presentation. Findings also support "the efficacy of Photovoice as an intervention tool to reduce stigma. Specifically, individuals reported a decreased perception of people with mental illness as dangerous, unpredictable, incompetent, a decreased fear of people with mental illness, and decreased desired social distance from people with mental illness."

CMHA recognizes that evaluations are crucial to quality programming. The agency strives for excellence by using evidence informed practices and frequent evaluations. Importantly, we champion, encourage and support individuals as they use their knowledge and skills to further reduce stigma and promote the possibilities of recovery and wellness.

440

**community
members
attended public
presentations**

343

**individuals
attended
workshops and
training sessions**

41

**people attended
education and
support groups**

First Place Clinic and Regional Resource Centre

First Place offers treatment for individuals who are experiencing a first episode of psychosis. Psychosis is a treatable illness that affects a person’s ability to know what is real versus what is not real.

Leading the Way with Innovation and Creativity

First Place Clinic looks for innovative ways to connect with clients and families either in-person, over the phone, via email or OTN. This past year was no exception. In particular, CMHA Thunder Bay developed two in-person programs to support youth in their recovery.

The first initiative was a Photovoice project called “What does recovery mean to me?” CMHA Thunder Bay developed this five week program in partnership with the Community Arts & Heritage Education Project (CAHEP). Youth photographed aspects of their environment and experiences and shared the results. They were asked to capture how they see their world as it relates to recovery.

Sponsored by CAHEP, a professional photographer taught the youth about camera settings, exposure and shutter speed. The intent was to have the youth feel comfortable with the camera so that they would feel confident taking pictures in the community. Many were able to edit their pictures and all were given copies to take home.

The second program invited three to four youth every week for six weeks to come to the agency to build a harp. Not only did the program support recovery, it developed team building skills that earned mandatory volunteer hours for high school – a task that can be overwhelming to youth at times.

Participants determined how to build the harp, paint it, and once finished, the group decided what to do with the harp.

First Place Clinic finds innovative ways to educate, motivate, monitor and provide resources for prevention with the goal of helping clients live longer, healthier and resilient lives.

114 clients served

.....

54 new referrals

.....

50 new admissions

.....

43 discharges



Photovoice participants head out on their first photo shoot.

New Foundations

New Foundations offers a range of supports to assist people in developing skills in education, employment, housing, and social rehabilitation.

Our Commitment to Recovery: New Year, New Beginnings

At New Foundations, our commitment to recovery reflects hope. It is knowing that our dreams for a better self begins with us. Recovery also requires active participation. Each day we listen to members as they share their hopes and dreams.

New Foundations began the year with a Wellness and Recovery Conference. The conference included presentations by Maggie Holbik (mind, body and spirit wellness), Master Peng (Tai Chi), Derek Khani (drumming), Sharon Pitawanakwat (power of the breath), and Joanne Otte (creative expression). These sessions outlined the importance and cohesive relationships between both physical and mental fitness and personal recovery.

Our commitment to recovery has focused on the work of Dr. Henry Emmons' 'Pathway to Joy'. Sessions supported members in their recovery to inspire positive change and gain optimum health. All pathways were explored including: nurturing, balancing, flowing, settling, opening, knowing, connecting, belonging and deepening. Examples of our positive changes included working hard to reduce sugar, growing our own sprouts, and watching videos on healthy food choices. We have enjoyed a series of artistic expression classes, sessions on creative movement yoga, mindfulness and yoga.

New Foundations strives to be a community where members belong, fit in and are always welcome. We believe that people can and do recover from mental illness. We also believe that we can have a healthy and joyful life.



New Foundations member proudly stands beside her artwork on display at CMHA.



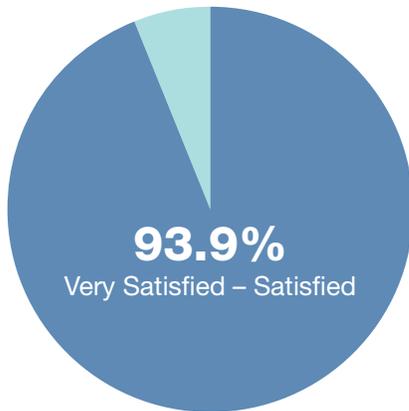
Annual Client Experience Survey

As part of our ongoing commitment to provide client centered approach, CMHA Thunder Bay has implemented various methods to obtain feedback on the levels of client satisfaction and organizational performance. One of the key measures used is the “Client Experience Survey” which asks a variety of questions to help the organization understand the client experience and make improvements on the way services are provided, planned and delivered.

234 individuals responded

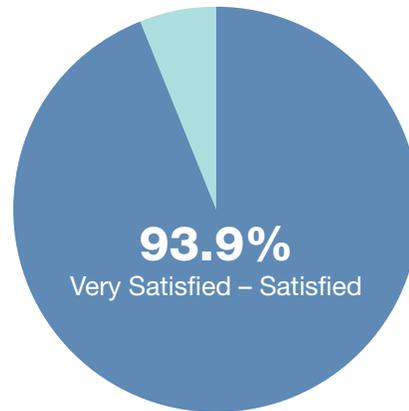
**My overall satisfaction with care and services:
93.9% Very Satisfied – Satisfied**

“This was a rewarding experience as it truly helped me during my time of need”.



**I was treated with dignity and respect:
93.9% Very Satisfied – Satisfied**

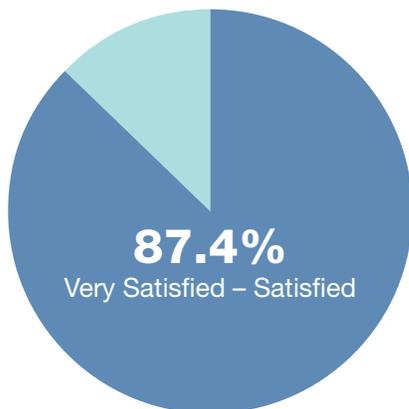
“All the staff were amazing and helped me feel ready to recover. I felt always supported and safe”.



I was involved as much as I wanted in planning and making decisions about services provided to me:

87.4% Very Satisfied – Satisfied

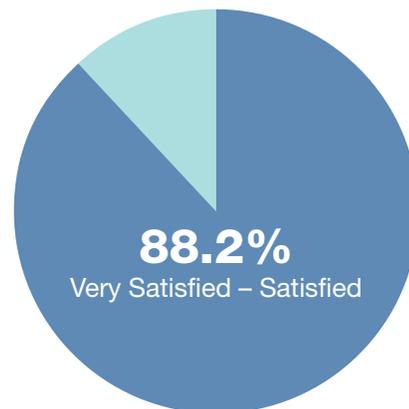
“Everything was directed towards me – staff would just help me get there”.



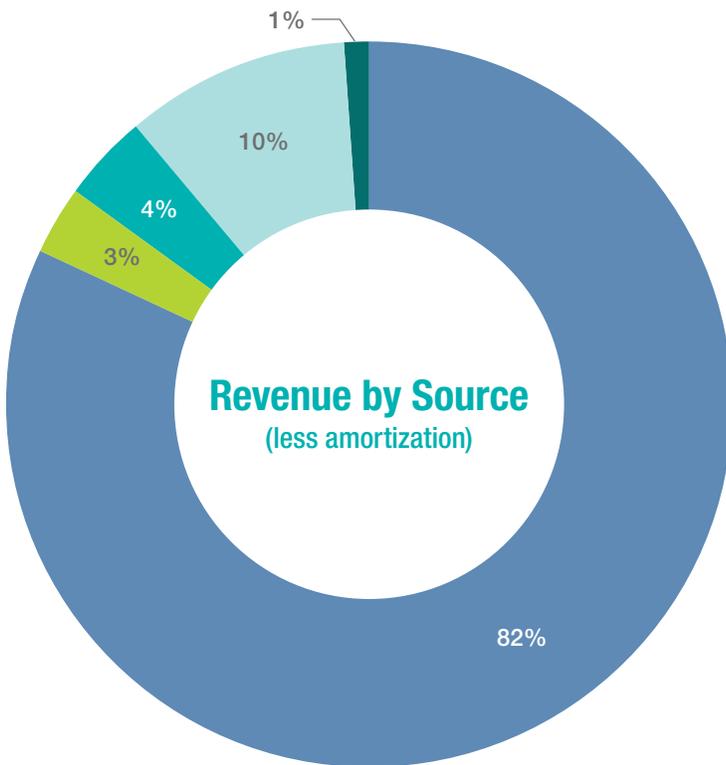
The service took into account needs related to language, culture or race:

88.2% Very Satisfied – Satisfied

“It would be nice that other people can learn about the aboriginal culture and me and my people”.

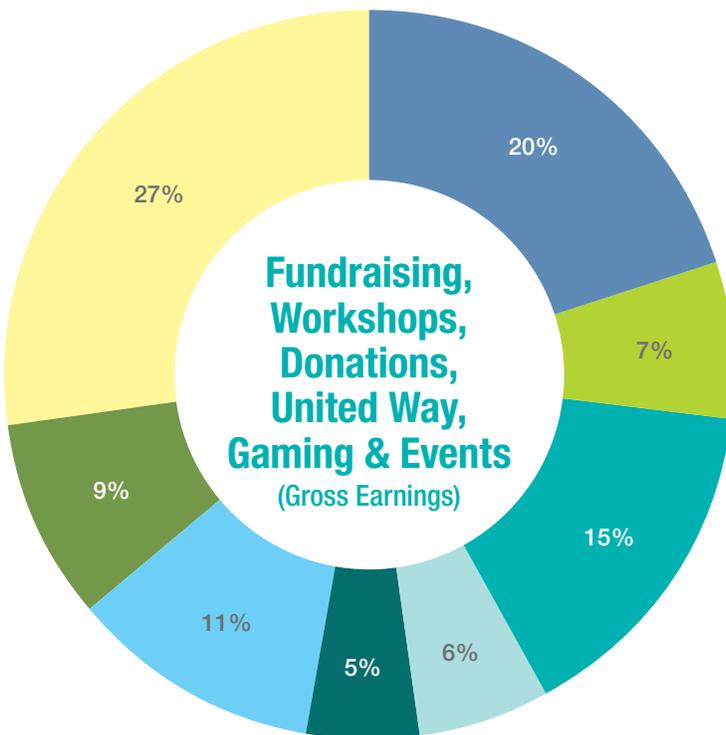


Finances



- LHIN - Health
- Donations/Fundraising/Grants/Other
- Ministry of Children's and Social Services
- LHIN - Housing
- District Services Administration Board

Total
\$5,477,583



- United Way
- Workshops
- Donations
- Coffee Card Sales
- Gaming
- Styles & Smiles
- Special Event - Mental Health Week
- Other Events

Total
\$171,778
Gross Earnings

Statement of Revenue & Expenditures
April 1, 2015 to March 31, 2016
Full Audited statements are available upon request.

“My Name is Sean

A Client Story

I am 27 and have been asked to write about my experiences here at New Foundations and how this place has impacted and helped me through my struggles with Mental Health. First things first, I have been a member here for five years. I was recommended to this place after I experienced a grave loss in my life that landed me in the Adult Mental Health Ward at the Regional Sciences Centre. As a condition of release, I agreed and came to an orientation here some time ago. At that time I was timid and didn't know how to start as a member, I would come in and try to get used to the people here both members and staff.

As time passed I became more and more comfortable and as I came more I became more involved with activities and putting my plans of recovery in action. Since then I have had a lot of great experiences here, this place is like a second home to me. The workers here are always open and friendly and whenever I need help whether it's with work, school or personal issues. They are there and I have to say if it was not for this place I don't know where I would be in my recovery. I was in a really bad place and I feel that New Foundations has not only been a place I can reconnect with the community. It's been a place I have met wonderful and interesting people as well. The staff have challenged me in my recovery and pushed me in the right direction.

They connected me with the right people as I have progressed and I am glad that I have this place to come to. If I have a hard time at home there is always someone I can call and talk to right in my own home. If I don't show up for awhile I receive phone calls to see how I am and it makes me feel like I'm not alone. All in all, New Foundations has and will continue to be a place that helps me through difficult times in my life. I am stronger and more confident than I have been since becoming a member because of their program and the help they provide. I feel I have the skills and the knowledge to take the next steps to a full recovery.

This has given me a bit of insight into how much New Foundations is really a place for anyone who needs not only a place to go for a day. It's a place that if you are ready and determined to help yourself, they are there to guide you through it step by step. If they can't help, they will connect you with someone who can. This will be a place I will always come to visit even after I have recovered from my struggles of my past.

“All in all, New Foundations has and will continue to be a place that helps me through difficult times in my life.”

CMHA Thunder Bay Branch Years of Service

The Board of Directors and Leadership honours and appreciates all employees for making the decision to choose CMHA, Thunder Bay Branch as their place of employment. We recognize the following individuals who have committed to five or more years of continued service and dedication toward the achievement of the organization's vision, missions and values.



Bernice McArdle
Mike Siska
Janice Kirychuk
Chantal Vandermale
Brenda Atwood



Darlene Squissato



Laurie Koval
Joan Robinson



Joanne Otte
Robert Sitch
Tiffany Stubbings
Roslyn Bergman
Carol Maxwell
Brant Warwick
Dana Obljubek
Phil Jamieson
Joanne Poulin
Laura Marshall-Chamut
Cynthia O'Toole



Sharon Pitawanakwat
Madeleine Murray
Ryan Sinninghe
Lana Landry-Clement
Ed Zapior
Kathy Mitton
Shawna-Lee Kenney
Christina Whatley
Judy Koss
Debbie Crowell
Jason Arjune
David Derynck
Jenny Leadbeater
Evelyne Leblanc
Sarah Jerrard
Maggie Hutchison
Kari Ranta-Ojala

Please note years of service are calculated based on hours of work, equivalent to one year of service (excludes contracted hours).

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Contact Us

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The Canadian Mental Health Association, Thunder Bay Branch, is part of a national non-profit organization that is dedicated to enhancing and promoting the mental health of individuals, families and community through advocacy, education and mental health services.