



CANADIAN MENTAL  
HEALTH ASSOCIATION

L'ASSOCIATION CANADIENNE  
POUR LA SANTÉ MENTALE

# Vision, Leadership and Innovation

Annual General Report  
2010 | 2011

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.

Supported by:



Ontario

North West Local Health  
Integration Network





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## 1.0 Message From the President And Executive Director 2010-2011

On behalf of our Board of Directors, I am pleased to present our 2010-2011 Annual Report “Vision, Leadership and Innovation”. This report outlines our shared efforts to exceed the ordinary.

This fall, seventy volunteers, staff, community partners, family members and program participants contributed to the development of our Strategic Plan. This process resulted in the renewal of our Vision, Mission and Values as well as the launching of six key strategic directions.

Dedication to a “learning organization” was realized through our achievement of Accreditation with Accreditation Canada; through our staff’s participation in a Reflective Practice Research Project and management’s thoughtful review and reflection on the text, “Principled Leadership” written by William Anthony.

Our pursuit for innovation was evidenced by our involvement with two major e-health initiatives: the Physician Integration Project and the IAR/Doorways Pilot Project as well as our partnership with the Ontario Arts Council.

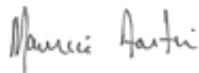
Our use of telemedicine supported both local and regional needs through access to specialized psychiatric consultation and care, in addition to the provision of education and training for staff and community partners.

A special thank you is extended to our Board of Directors, staff and management/leadership teams, who continue to exhibit excellence every day, often in the face of increasing and conflicting demands.

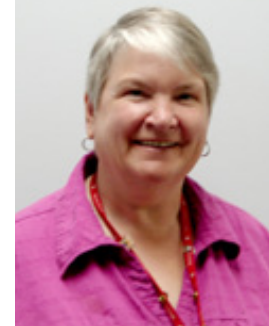
It is through our shared efforts that we can look forward to the coming year with a continued “less than ordinary” focus.



Sandra Rejall  
President



Maurice Fortin  
Executive Director



Sandra Rejall, President



Maurice Fortin,  
Executive Director



## 2.0 Board of Directors 2010 - 2011

### President

Sandra Rejall

### Vice-President

Linda Stewardson

### Treasurer

John Ramage

### Secretary

Sue Kaucharik

### Member-at-Large

Susan Tilson

### Honourary Chairperson

Shirley King

### Directors

Darren Roberts

Jeanne Kahara

Jonathan Stephens

Marcel Gagnon

Nicole Spivak-Nigro

Sharon Bak

Stan Polowski

Yvonne Wodell

James Wilcox

Peter Evans

## 3.0 Mission, Vision and Values

### Our Mission

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

### Our 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.

### We Value

- A person centered approach to recovery
- Open and transparent communication
- Respect for individual rights
- The important role of individuals and families living with mental illness
- A holistic approach to the Individual
- A collaborative, multi disciplinary approach
- Quality services that are founded on evidence based practices
- The contributions of staff and volunteers
- Innovation and creativity



## 4.0 Annual Highlights

### May 2010

- CMHA, in partnership with the Mental Health Network, organized 35 free workshops to enhance mental health and wellness. 800 community members participated throughout the week.

### June 2010

- CMHA, Thunder Bay Branch assumed a lead role in the implementation of OCAN and the IAR/Doorways Pilot Project. More than 40 staff commenced OCAN training. As of March 31, 2011, they had completed more than 22 assessments.

### July 2010

- CMHA launched the Live Life Well Committee demonstrating the organizations commitment to its employee's health and wellbeing.
- Once again, the 12th Annual Dragon Boat Festival raised funds through sponsorships, fundraising by teams and community supports for CMHA, Catholic Family Development Centre and St. Joseph's Foundation.

### October 2010

- Accreditation Canada validated CMHA's commitment to providing quality of care which resulted in the achievement of "Accreditation with Condition".

- Accreditation Canada recognized Photo Voice: Exposing our Path to Wellness as a leading practice carried out by a health care organization, demonstrating innovation and creativity.
- CMHA offered two suicide intervention-training sessions to professionals and volunteers in Northwestern Ontario. ASIST training continues to be in high demand with waiting lists for new sessions.
- CMHA hosted our third Annual Coffee House during Mental Illness Awareness Week. This event, organized in partnership with the Mental Health Network, featured the talents of artists with lived experience of mental illness.
- In partnership with the Children's Centre, CMHA raised more than \$29,000 at our second Annual Styles and Smiles event.

### November 2010

- United Way Employee Campaign - CMHA employees raised more than \$15,000 for the campaign achieving a Gold Merit Plaque from the United Way.

### March 2011

- CMHA established the Ethics Committee to advance ethical knowledge and practice within the organization. The committee includes representatives from frontline staff, the leadership team, consumers/survivors and the broader health ethics community.

## 5.0 Program Reports

### 5.1 Crisis Response Service

The Crisis Response team provided emotional support, crisis assessment and intervention to 824 people. In addition, 45 individuals were accommodated at the Crisis Residence. The team accompanied 140 people to the Emergency Department for mental health assessments.

Crisis Response Service provided referrals, information and assistance to link people with housing, primary care and mental health services.

Also, two staff members developed a training seminar on “What is a Mental Health Crisis” and partnered with Geraldton Hospital and Nipigon District Memorial Hospital for frontline staff training.

We continue to explore innovative ways to blend psychiatric rehabilitation technology with the crisis intervention model of service delivery. We believe the blending of the two approaches will enhance better client outcomes and satisfaction.

### 5.2 Case Management Services

The recovery approach can be summed up by three seemingly simple terms – a house, a job and a friend. Unfortunately stable housing is frequently out of reach for many of the people we serve. This past year, 470 individuals sought service through our homeless outreach program as a result of a housing crisis. More than 20 clients were housed through our rent supplement program while our outreach program helped more than 70 clients find permanent housing. We continue to partner with the City of Thunder Bay in the development of a long term housing strategy that addresses this growing issue.

With support from the youth and adult court diversion program and case management, services 250 individuals were offered the opportunity to be diverted from the criminal justice system to other community services that assisted them in achieving their goals.

We extend thanks to the staff that makes the vision of recovery a living and breathing reality for those we serve.



## 5.0 Program Reports

### 5.3 Education and Training

This past year we hosted an event with Dr. Gabor Mate who spoke to an audience of 320 individuals about the connection between stress and disease. During Mental Health Week, in collaboration with community partners, we sponsored 35 workshops focusing on mind and body health. 311 people attended a variety of sessions. We thank all the presenters who shared their expertise to enhance the wellness of others.

Our Family Mental Health Recovery Program continues to offer mutual support and recovery education focusing on building healthy relationships with a relative with lived experience of mental illness. Instilling hope in the possibilities of recovery and providing families with the skills necessary to create an atmosphere of hope and wellness for their loved ones is at the heart of this ten-week program.

### 5.4 GAPPS – Getting Appropriate Personal and Professional Services

The GAPPS Program continued this past year as a partnership between the Canadian Mental Health Association, Thunder Bay Branch, (CMHA, Thunder Bay), St. Joseph's Care Group, and Alpha Court Housing Inc. CMHA, Thunder Bay continues to support the Outreach and Engagement aspect of services with a 1.5 compliment of staff dedicated to outreach activities that provided direct support to over 400 registered GAPPS' clients.

More than 1,100 outreach direct client interactions occurred within the community this past year. Negotiations for the continued delivery of this service commenced with the Northwest Local Health Integration Network in December and by March funding was approved for a one year extension. The project Management Team will be focused on Sustainability Planning in the new Fiscal Year with the joining of Northwest Community Health Centre as a member of the Management team.

## 5.0 Program Reports

### 5.5 First Place

First Place brings recovery-oriented mental health services to youth and families experiencing a first episode of psychosis. It has widened the geographical boundaries of our agency's reach to include all of Northwestern Ontario.

Through dedicated staff, innovative and flexible approaches to outreach and non-stigmatizing, youth oriented service design; we are increasing access to needed community based early psychosis intervention services. Our service helps to reduce both the length of and the need for hospitalization. More young people are able to choose to receive services at home or as close to home as possible.

First Place also continues to pursue a "shared care" approach to regional service delivery, partnering with local family physicians, community nurses and mental health workers to support early intervention efforts.

We will be celebrating five years of service during the summer of 2011.

### 5.6 Skills Development Services

Skills Development Services is committed to a vision of being a community where people are empowered to achieve healthy and meaningful lives. The focus of our service is helping members to achieve recovery by offering assistance in the areas of living, learning, working and social. Members were actively involved in the Peer Leader development training, training and implementation of the Ontario Common Assessment of Need, and the Minding our Bodies project.

Throughout the year, Skills Development Services provided support to 380 members. Supports included employment, housing, skills development, on site education, physical health activities, recreational activities, a community kitchen, meal preparation, etc. We have the privilege of joining members along their path to recovery and sharing in their hopes and dreams for a brighter future.


## 6.0 Dawn's Recovery Story

As far back as I remember, depression, loneliness and poor coping skills have been a part of my life. I left home at seventeen. During the next nine years, I became a single mom and moved eight times. Every move was motivated by an attempt to escape the depression that was threatening to take over. In 2002, I left southern Ontario for Thunder Bay, thinking that a place 1000 km away would solve my problems. It seemed to work for a while until in early 2004 my symptoms became so overpowering that I ended up in the hospital.

Soon after, I became a member of CMHA's Skills Development Services. I found myself surrounded by peers and staff who really cared about getting to know me. I am amazed at how much I have grown during my journey of recovery. Through various opportunities at CMHA, I have been taking on several leadership roles in recovery education, advocacy and program planning and design. I co-facilitated over 60 recovery presentations in the community. Through CMHA, I took part in the Humanities 101 Program, which inspired me to pursue my dreams of becoming a social worker. I am a consumer leader in developing and maintaining the Minding Our Bodies Program.

I still struggle with my illness but I no longer run from it. I know that I can go to CMHA and there will always be someone there that I know I can talk to. CMHA has provided me with a safe place that I can come to and just be myself, and for that I am very thankful.

Dawn Betts



*"I found myself surrounded by peers and staff who really cared about getting to know me. I am amazed at how much I have grown during my journey of recovery."*

## 7.0 Innovations

### 7.1 Thinking Outside the Box: Arts Programming at CMHA

Supported by funding from the Ontario Arts Council and in partnership with Education and Training, CMHA, Thunder Bay, introduced arts education into its continuum of Skills Development Services. This project provided 18 participants with the opportunity to attend 24 weeks of training in three art forms (creative writing, creative movement and visual arts). Three professional artists from our community shared their skills and expertise with participants resulting in the Ontario Arts Council awarding designation and recognition of “Artist” to all participants. Through this project, it was validated that arts programming is a practice that naturally promotes all principles of recovery.

“We discovered our creative selves and tapped into our intuition and imagination. We learned to trust each other and take risks. We walked away with more confidence and self-esteem. The artists helped us to focus on the positive aspects of our lives. This project is confirmation of what I believe to be meaningful. Thank you for opening the door in my mind to the creative side and shedding light on the dark abyss.” Participant Feedback



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- Participant Feedback

## 7.2 Sick Kids Psychiatric Consultation and Education

CMHA, Thunder Bay, offers Adolescent Forensic Psychiatric video conferencing consultation and education through an agreement with The Hospital for Sick Children – Sick Kids TeleLink Services. Monthly consultations result in the development of meaningful treatment plans, which support mental health court diversion applications, as well as psychiatric and medical treatment of youth served. The youth report that they find the process to be accessible, friendly and non-threatening.

## 7.3 Recovery in Action – Meaningful Roles

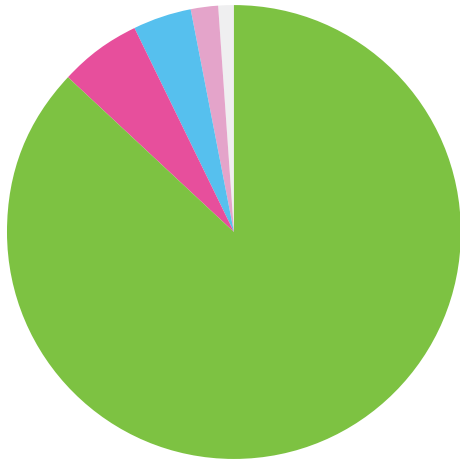
Who best to decide the services one needs than the person himself or herself? Skills Development Services believes in not only equal partnership between members and staff, but also that program decisions are best made by all involved. Therefore, with that in mind, in the fall and spring of the past year, more than 50 members and nine staff spent two full days carving out what the future of the program will look like. It was an exciting process, full of hope and positive energy! Recovery Principles were visible as everyone not only had an opportunity to contribute, but also, had the shared responsibility of developing and carrying out an action plan that will lead the program into the future.

## 7.4 A Shared Responsibility: Cross-Sectoral Training and Research

CMHA Thunder Bay delivered “Psychosis 101” training to Ministry of Child and Youth Services funded community mental health workers across the northwest region. Dr. Cheng, EPI Child & Adolescent Psychiatrist, delivered the two-day “Psychosis 101” training event in March 2011. Videoconferencing technology linked regional workers, creating a virtual classroom

The Provincial Centre of Excellence in Children’s Mental Health at CHEO awarded CMHA Thunder Bay Branch an evaluation grant. The grant supports the evaluation of “Psychosis 101” training as a means of increasing regional capacity to detect psychosis earlier and intervene at a local community level. The evaluation team will be lead by Dr. Cheng in partnership with research colleagues from McMaster University, CAMH, and the University of Toronto/Sick Kids Hospital.

## 8.0 Financial Report Summary



### Revenue by Source

(less amortization)

**\$4,904,346**

- (87%) Ministry of Health and Long Term Care & Housing
- (6%) Donations / Fundraising / Grants / Other
- (4%) Ministry of Children's and Social Services
- (2%) GAPPS & Other
- (1%) District Services Administration Board



### Fundraising, Workshops, Donations, Dragon Boat, Gaming & Events

**\$93,140** (Gross Earnings)

- (10%) Workshops
- (13%) Donations
- (25%) Dragon Boat
- (9%) Gaming
- (43%) Other - Events (Styles & Smiles)

Statement of Revenue & Expenditures

April 1, 2010 to March 31, 2011

Full Audited statements are available upon request





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