



CMHA Thunder Bay
Annual General Report
2012 | 2013



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

Annual General Report 2012 | 2013



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1.0 A Message from the President and Executive Director

In thinking about community, we are reminded of the words of Martha Long, Director of the Village Integrated Service Agency in Los Angeles, who wrote “no one belongs neglected in the streets or locked up because there is no place in the community. Don’t give up on anyone. Keep trying, even if you’ve tried everything.”

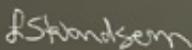
A powerful reminder of the dedication needed every day as we strive to support people with lived experience of mental illness as they try to find their rightful place in our community.

Our leadership team continued to look for ways to remove barriers to service. In the past year, we have assertively reached out to those in need. For instance, we have expanded our efforts to serve those who are homeless and at risk with both housing opportunities and supports. We provided treatment aimed at reducing the long term impacts for persons with emerging mental illness. Most important, our services focused on working in a more integrated approach within Canadian Mental Health Association (CMHA), and with our partners.

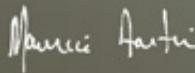
Our primary funder, the North West Local Health Integration Network, asked that we focus our resources on the top 5% of health care users who use 66% of health care funding. Over the next year, we will need to know who those 5% are, and how to best meet their needs.

On behalf of our Board of Directors, we extend our thanks to the staff and volunteers for their dedication and commitment to ensuring everyone finds a place in the community.

Respectfully,



Linda Stewardson
President



Maurice Fortin
Executive Director



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

Our Strategic Directions:

- › We will work within our communities to provide integrated services which support and promote optimal health.
- › We will deliver education and inclusive recovery based services that reflect the diversity of our communities.
- › We will foster a progressive culture that promotes the recruitment, retention and succession planning of staff and volunteers.
- › We will communicate in an open and transparent way within our communities.
- › We will responsibly manage resources to continually improve the quality of services.
- › We will ensure the safety of persons receiving service, our employees, volunteers and others associated with the organization.

2.0 2012-2013 Board of Directors

Linda Stewardson
Chair

Michael Lewkin
Vice-Chair

Marcel Gagnon
Treasurer

James Wilcox
Secretary

Cassandra Martin
Member-at-Large

Sharon Bak
Director

Ken Commisso
Director

Darren Roberts
Director

Brenda Mason
Director

Elly Tose
Director

Nancy Veal
Director

Robert Mawhinney
Director

Stan Polowski *

Jonathan Stephens *

Nicole Spivak-Nigro *

*Resigned during the year





3.1 Case Management

The core function of Case Management is to provide a central point of contact for individuals to access or be referred to mental health services and other required supports. Case Management consists of several services.

New this year, beginning in February, 2013, was the Housing First service. This model emphasizes housing as a basic human right. It aspires to change the practice of homeless services by providing individuals with immediate access to permanent independent housing without a precondition for mental health and/or addiction treatment. Rent supplements are a component of both Housing First and CMHA's other rent supplement programs, HIP II and Court Supportive Housing. Partnering with private market landlords in the community is one of the primary strategies supported by the government for alleviating homelessness. Our partnering with private market landlords is one of the many ways that we engage the community in supporting recovery. Thanks to all of our participating landlords in the community.

Getting Back on Track

Case Management is available to help individuals from all walks of life. As a soon-to-be mom, Amanda, needing to complete community service hours, accessed the Court Diversion Service. Through CMHA, she was connected to *Our Kids Count* and was able to complete her community service hours with her daughter's wellbeing in mind. "Being a single mom and having to do community service was pretty intimidating...CMHA helped me get through my court process and gave me guidance for the steps I needed to take to get my life back on track for my daughter and myself."

Amanda's positive experience with the program has inspired her to give back to the community on her own time. "Since doing my service hours with *Our Kids Count* I have continued to volunteer there, even so much as to be a part of their Board of Directors and a Planning Team member...I figured the least I could do is give a little bit of my time back to OKC since they have been so gracious towards Araya and I."

In addition to court services, Amanda was able to access housing support through the program. "CMHA has been wonderful...I am so happy and grateful that I was accepted into the rent supplement program... Overall, I have been very blessed by the support from CMHA!"

3.2 Crisis Response Services

Crisis Response Service is a community based crisis support program for individuals experiencing a mental health crisis.

The Crisis Response Service provides telephone support to youth, adults and their families who are experiencing a crisis. It is available within the city and district of Thunder Bay. Services are recovery-focused and include screening, intervention, wellness calls, referrals and mobile outreach support. The Crisis Support Residence provides short-term admission to individuals in the community who need stabilization services for presenting mental health symptoms that are interfering with relationships, self-care or life roles, or as a result of medication changes. As part of our commitment to collaboration, existing agreements have been updated and new partnerships developed to promote continuity of care that is responsive to meet the needs and promote the full participation of individuals in our community.

A Community in Crisis

For many in Thunder Bay, 2012 was a year of devastation and loss. During the flood emergency of May 2012, Crisis Response Services provided outreach to individuals and families who were victims of the damage.

Over a period of 21 days, outreach support was provided to approximately 136 households, 320 people with 480 contacts in person and by telephone. The age range of flood victims and families was from several days old to eighty-eight years old. The team delivered supplies, distributed information and completed wellness checks, referrals, mental health assessment and intervention. As part of the Health Service Working Group, team members, working 12 hour shifts in collaboration with all involved services, provided support.

Keeping an eye on mental health is especially important during stressful times. CMHA is pleased to have been able to help the community through the support of Crisis Response Services.



CMHA Thunder Bay Crisis Response Services team

“ Keeping an eye on mental health is especially important during stressful times.”



3.3 Education & Training

We promote mental wellness and recovery and provide stigma reduction initiatives through the development and delivery of community workshops, training sessions and family groups.

In an effort to meet CMHA's strategic directions to deliver recovery based services, the Education and Training program was pleased to develop and launch a successful Recovery Training Pilot for staff in 2012. In May, after launching our documentary *Opening the Door*, our program presented the film in Ottawa at the International Anti-Stigma conference hosted by the Mental Health Commission of Canada. The documentary demonstrates the impact of incorporating arts in recovery, specifically as it relates to reducing self-stigma. In December 2012, we also completed the first phase of our latest photovoice project, funded by the Thunder Bay Community Foundation. Using cameras and storytelling, we collaborated with New Foundations members to explore the question: *What makes you come alive?*

Family Recovery Education and Support

Recovery involves the collaboration of community where families play a key role. The Family Mental Health Recovery series supports families by offering education on how to create a rich environment where all members not only survive, but also thrive in the face of mental illness.

Jim and Toni first entered the doors of CMHA through the First Place Clinic. Here they found support for their son and themselves through their Family Care Coordinator and a parent support group. In the fall of 2012, they participated in a 10 - week recovery education series delivered by CMHA's Education and Training program. As participants, they found relief from the isolation so often experienced in families.

"The challenges of a family member with mental illness can be very exhausting. To be able to use the techniques learned in the program was a great help. Not only did we learn new coping skills, we also learned how important it is to take care of ourselves. And, meeting other families struggling with similar challenges left us with a sense of not being alone in the roller coaster of emotions. It's an amazing group of caring and compassionate care givers who provide a place of non-judgmental attitude."

The Education and Training program creates community through education and mutual support. "It's about going forward instead of worrying about what we could have done differently in the past. Most importantly, it's remembering to never give up hope."

3.4 First Place Clinic & Regional Resource Centre

First Place Clinic and Regional Resource Center is a specialized service that offers community based consultation and treatment for individuals who are experiencing a first episode of psychosis.

First Place & Regional Resource Centre has been building and strengthening community partnerships during the last year. We sit on two committees whose goals are to enhance partnerships between schools and community agencies to better meet the needs of students, and to develop a community protocol for the re-integration of students with mental health needs. Our staff met with the school board's mental health leaders, as well as several local and regional service providers, hospitals, clinics and mental health agencies. We have also increased our educational initiatives region-wide, including another round of *Psychosis 101* training for service providers across the region via video conference. Our program also took part in the *Minding our Bodies Youth Forum* planning committee and community event.

Opening Up

Being part of a community is more than being in the same place at the same time; it also entails a sense of fellowship. Within its programming, First Place embraces community amongst clients by encouraging them to participate in social programming with their peers. The program has facilitated group programs ranging from visual arts to zumba to making cupcakes.

Jasmine, 19, has actively participated in many of the groups. "First Place has been a safe-haven for me for many years. They understand my problems and make me feel like I can belong... I love the activities we do with other clients, others who can not only understand, but also relate. We talk about anything from pizza to meds, and have a great time together."

Now in Alumni, Jasmine appreciates the value of an inclusive community. "Being part of a community helps me to not feel as alone in my struggles, that I am part of a something. It helps me to know that there is a world beyond the confines of my home, my mind, my illness. I feel the community is getting more understanding, and I have been able to open up about my illness to more and more people."





3.5 New Foundations

In this program, the individual can expect to participate in a comprehensive and dynamic range of rehabilitative activities that will contribute to the quality of their life.

New Foundations understands that community inclusion is vital to recovery, and we seek out ways to give back to our community. In the past year, we've maintained a section of highway via the *Adopt a Road Program*, cleaned up our neighbourhood during *Spring Up to Clean Up*, and shared our creative talents for the *EcoSuperior Painted Rain Barrel Silent Auction*. Our inclusive *Dragonboat Festival* team won a silver medal, and we've been honoured to support two members' inductions into the *Society of Excellent Men* and into their role of champions to the *Styles & Smiles* event. We participated in the annual *Poetic License Coffeehouse* during Mental Illness Awareness Week. It was successful in celebrating stigma-reduction, community, and the many creative artists we have.

Inclusion At Its Finest!

This past year, CMHA celebrated the 4th annual *Styles & Smiles* event, a mental health services fundraiser and tribute to *The Society of Excellent Men*. The Society is made up of men - from all walks of life - who are aptly deemed "Excellent" for their no-fear, no-stigma approach to raising awareness of mental health issues within the community.

The Society's newest member is New Foundations' Daniel, who has had a positive experience joining the men in suits. The important thing in the *Society of Excellent Men* is not where you come from, but what you believe in—for Daniel, that meant the opportunity to support mental health initiatives as a community member, rather than a service recipient.

"To take a public role in the matter was something I had never before considered...I never considered attending events where the fact I was a person with lived experience seemed to be the focus. No one was told I was joining the society as a long-term user of the services of Canadian Mental Health...Inclusion at its finest! I was able to enjoy a sense of not just belonging, but a sense of success. I am inspired to tackle new challenges and look forward to more successes!"

4.0 Resource Development Highlights 2012/13

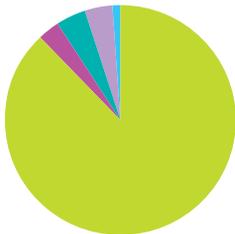
CMHA, Thunder Bay Branch, is committed to the promotion of mental health, the prevention of mental illness, and the improvement of attitudes about mental illness. Funding for these activities is provided by the United Way of Thunder Bay and is generated by our own fundraising efforts.

Key events and activities for this past year include:

- › A benefit concert with “The Once” hosted by the Sleeping Giant Folk Music Society;
- › Monthly bingos operated by dedicated Board and community volunteers;
- › “Styles and Smiles 2013” organized in partnership with Children’s Centre Foundation;
- › Shopping Days and Calendar Sales from Ostrom Outdoors;
- › Holiday Entertaining Packages from Bay Meats;
- › The many generous donations from individuals, and organizations received year round.

With community support, CMHA continues to provide valuable training and education programs.

5.0 Financial Report Summary 2012/13



Revenue by Source (less amortization)

\$5,204,779

- LHIN - Health (88%)
- Donations/Fundraising/Grants/Other (3%)
- Ministry of Children's and Social Services (4%)
- LHIN - Housing (4%)
- District Services Administration Board (1%)



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

\$85,372 (Gross Earnings)

- Workshops (22%)
- Donations (18%)
- Dragon Boat (6%)
- Gaming (8%)
- Other - Events (Styles & Smiles) (46%)

Statement of Revenue & Expenditures

April 1, 2012 to March 31, 2013. Full Audited statements are available upon request.



**Canadian Mental
Health Association**
Thunder Bay

Supported by:



Ontario

North West Local Health
Integration Network



United Way
Thunder Bay



Accredited • Agréé

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.

Special thanks to the talented Leslie Hill for volunteering her photography services for this report.

