

# CHANGE WITHIN

Building Our Capacity to Support Recovery



Artwork courtesy of participants of “ALLCAPS” Art Group  
First Place Clinic & Resource Centre



Canadian Mental  
Health Association  
*Mental health for all*

Association canadienne  
pour la santé mentale  
*La santé mentale pour tous*

**CMHA THUNDER BAY**

Annual General Report  
2016 | 2017





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

# ANNUAL GENERAL REPORT 2016 | 2017

## Contents

1.0	Message from the Chief Executive Officer & Board Chair	4
2.0	Board of Directors	6
3.0	Mission, Vision, and Values	6
4.0	Employment Program Gets A Boost	7
5.0	Program Reports	7
	Case Management	
	Crisis Response	
	Education & Training	
	First Place Clinic & Regional Resource Centre	
	New Foundations	
6.0	2016-2017 Highlights	09
7.0	Financial Report Summary 2016/17	10
8.0	CMHA Thunder Bay Branch Years Of Service	11

# 1.0

## MESSAGE FROM OUR CHIEF EXECUTIVE OFFICER + BOARD CHAIR

Our theme for this year's annual report is "Change Within...Building our Capacity to Support Recovery".

For more than 40 years, CMHA - Thunder Bay Branch has been building its expertise and knowledge; learning and applying practices that help us grow as a leader in recovery focused care.

Our journey began with the introduction of a Psychosocial Model of service delivery and over the years has evolved into a philosophy and approach that grows and evolves each and every year. We are proud to know that CMHA-Thunder Bay has become a safe place where individuals who are challenged with the impacts of mental illness can come back to us over and over again; where they can spend time with like minded people and become involved in activities that are meaningful and serve their needs; to be part of a community of support that is encouraging and supportive yet challenging and forward moving; whose primary focus is to help each individual reach their fullest potential...whatever that is for them.

This past year has been an amazing testament of what we believe in "building our capacity to support recovery" and this is true both operationally as well as at a Governance level.

The introduction of Coaching as a model of service allows us to be better listeners, ask more powerful questions, and hold people in a place of full capability. Expanding services in Housing First demonstrates our commitment to truly "be where people are at" and opens up possibilities for many individuals who our system may have forgotten or sometimes have given up on. Working in partnership with the Thunder Bay Police to extend mental health expertise and support to police officers who respond every day to numerous mental health and addictions needs where mental health is the priority, not public safety. Introduction of Situation Table models where we are now actively working with a wide range of partners to support those who have complex needs and whose challenges extend across all sectors: mental health, addictions, primary health, acute care, policing, corrections, legal, housing, etc. Our continued partnerships with the Arts Community, allowing us to bring a variety of art forms into the service continuum offering space for creative opportunities that support self

exploration. And finally, the incredible generosity of our community businesses who actively help us raise awareness and funds through endeavors like the Coffee Cards, 50/50 draws at Border Cat Games, Tattoo Days, etc.

This year the Board of Directors engaged all staff, managers and community partners in the development of their next Strategic Directions. Three key strategic priorities were launched that will lead our planning for the next three years and will focus on strengthening our leadership and regional recognition as a Recovery Oriented Service Provider with a focus on our work force, our community partnerships, and the people we serve; highlighting quality and performance improvement and outcome measurements as part the evidence of our success.

Year after year, the Board and CEO continue to be in awe of the caliber of staff we have working here at CMHA-Thunder Bay Branch, the degree of committed partners we have in this community, and the strength and capabilities of those who are challenged with the impacts of mental illness to achieve things that at one time seemed impossible.

The level of creativity, intuitivism, compassion, commitment, loyalty and above all true love for the work - truly does "build our capacity to support recovery".

It continues to be an incredible honour for both of us to serve in the capacity of Chief Executive Officer and Board Chair of such a forward thinking organization!

Thank you to staff, management, community partners, and those we serve for making 2016-2017 such an incredible year!



Sharon Pitawanakwat, CEO



Michael Lewkin, Board Chair

## 2.0

### BOARD OF DIRECTORS 2016 – 2017

#### Chair

Michael Lewkin

#### Vice-Chair

Reese Little

#### Treasurer

Marcel Gagnon

#### Secretary

Kristen Jones-Bonofiglio

#### Member-at-Large

Neil Ronald Irvine

#### Directors

Sarah Haney  
Cindy Crowe  
Katie Peters

## 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

##### 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 and Creativity

We are committed to learning and growing as an organization.

## 4.0

# EMPLOYMENT PROGRAM GETS A BOOST

William Valimaa's goals were modest when he decided to join CMHA's New Foundations Program. One of his goals was employment.

In addition to securing employment through the Transitional Employment Program, Valimaa figured the paid position would help pay for his cable bill and give him some extra money each month. But once he got started, he soon found there was more to gain. "I find the work to be meaningful and you get a lot of exercise cleaning – shoveling in the winter, too," said the 46-year-old. "There is a lot I like about working here. I like that I have a group to work with. I like that I am contributing to keeping our city shelters clean and giving back to my community. I also like that it gets me up in the morning and gives me something to do."

Valimaa exemplifies what the Transitional Employment Program at CMHA-Thunder Bay has to offer. CMHA-Thunder Bay Branch has had a partnership with the City of Thunder Bay Transit Department since 2002. On Aug. 2 of this year, the partnership expanded and CMHA-Thunder Bay's TEP Program will now be servicing more than 120 bus shelters. When the opportunity first commenced in 2002, only twelve shelters were on the list. With the additional bus shelters, the TEP program has been able to offer more job opportunities to members like Valimaa who are attempting to build skills with a future goal of re-entering the job market.

Robert Sitch is a community mental health worker at CMHA Thunder Bay Branch and has been the lead staff involved with the program since its inception. The Transitional Employment Program is one of several work placement opportunities offered to members of New Foundations. The objective of the program is to help people

become comfortable within the workforce again. Members interested in this opportunity participate in an interview like any other job. When the right fit is found that fits with the members' vocational goals, it allows them to experience working as well as receiving a wage. Once the job is secured, members are treated as they would be in any other job. Dependability and commitment are must-have traits.

"It's small baby steps into adult steps," "It allows members to live life to their fullest." "We promote the employability of individuals in the community who have experienced mental health issues. We strive to meet individuals' needs enabling participants challenged by mental illness to live to their fullest potential, through preparing obtaining and maintaining employment," Sitch said.

Transitional Employment Program placements generally last from six months to one year. After that time, members can then apply for other placements or move on to supported or independent employment. Re-entering the job market after being challenged with mental health issues can be intimidating. Employment opportunities, like the Transitional Program, are designed to empower the vocationally disadvantaged to overcome barriers. On-site training and support are guaranteed and shifts are covered for the employer if the employee needs the day off.

Termination or fired are terms that are never used. When a person becomes unwell, someone covers for them until they are ready to return. "An individual's health is always the first concern," Sitch said.

When it comes to the Transitional Employment Program, the success rate for completion is 100 percent. The next step for members is to find a full time job. "It keeps me working, helps keep me motivated to look at future employment and gives me references for future employment", said Valimaa.

# 5.0

## PROGRAM REPORTS

### Crisis Response Service

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.

- Total unique individuals referred to service: 1353
- Total contacts: 8350
- Total admissions to Crisis Service Residence: 86
- Total admission days: 261 days

### First Place Clinic and Regional Resource Centre

First Place Clinic and Regional Resource Centre offers community based consultation and treatment for individuals who are experiencing a first episode of psychosis.

- 157 Individuals served
- 45 New referrals
- 408 Completed OTN sessions

### 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.

- 131 youth and adults served in Mental Health Diversion Programs
- 108 individuals were provided case management services
- 2,255 direct client interactions by the GAPPS Program

### New Foundations

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

- 403 Program Members
- 66 New Members
- 6404 Meals Served
- 14330 Attendance Days

### Education & Training Program

The Education and Training Program offers services to promote wellness and recovery and provides initiatives to reduce the stigma of mental illness through community workshops, training sessions, individual and family education groups and online communications.

- 361 Community members attended public presentations for Mental Health Week and Mental Illness Awareness Week
- 47 Individuals attended education and support groups
- 245 Professionals attended workshops and training sessions

## 6.0

# 2016-2017 HIGHLIGHTS

### Case Management

CMHA Thunder Bay and the Thunder Bay District Social Services Administration Board officially launched the expansion of our Housing First Program as a pilot project until March 2018.

### First Place Clinic & Regional Resource Centre

“First Place Clinic and Regional Resource Centre were awarded an Arts Education Project Grant from the Ontario Arts Council”

### Mental Health Works

Two staff were certified to facilitate Mental Health Works in January 2016. Nine workshops have been delivered to workplaces to promote mental health in the workplace.

### New Foundations

CMHA Thunder Bay was the recipient of RBC Day of Service. In addition to a \$2,000 donation, Royal Bank of Canada staff volunteered their time to stain CMHA's deck furniture, plant flowers and do grounds cleanup.

### Coaching Outside the Box

With a \$20,000 grant from the Bell Let's Talk Community Fund, the branch can proceed with implementation of a cutting-edge training approach for staff known as Coaching Out of the Box to further entrench itself as a local agency that is delivering a positive impact in the community

### Education & Training

**Mental Illness Awareness Week** – Clint Malarchuk, former NHL Goaltender and author of *The Crazy Game: How I Survived in the Crease and Beyond* delivered an inspirational talk on his experience of recovery from mental illness and alcohol addiction.

**Mental Health Week** – Tommy Rosen leading authority on addiction inspired a group of 95 mental health workers on how to help someone with addictions using deeper levels of detoxification that support people to move beyond addiction and thrive through a transformative process of recovery.

### #Change Within

The #Change within group was formed to work on key priority areas and to build a positive, healthy organizational culture. The name highlights the desire to change within ourselves, our programs, and within our organization as we all have an investment in shifting our organizational culture. The first event was a “Season of Change” gathering for staff held in the fall to celebrate the end of summer and welcome to fall.

### Fundraising

\$30,000 was raised by the Excellent Society and the Styles & Smiles 2017 event which is split with our partner the Children's Centre.

Ten locally owned cafes raised over \$11,500 through the sale of Community Coffee Cards. \$5,000.00 of this was raised within one week when five hundred 2017 Community Coffee Cards were sold out.

### CMHA/Thunder Bay Police Services

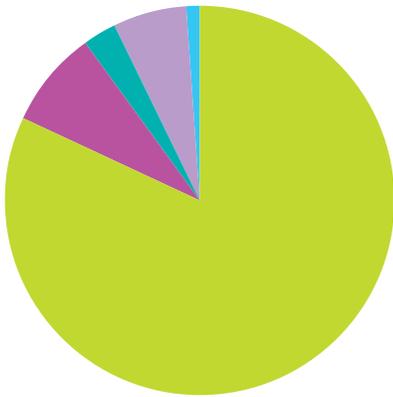
CMHA provided the Thunder Bay Police Services with specialized mental health training to all officers, as a first step toward the goal of developing a Joint Mobile Crisis Response Service.

### Fanny Rajala Endowment

The Fanny Rajala Endowment Committee awarded three educational bursaries of \$500.00 each to CMHA client members.

# 7.0

## FINANCIAL REPORT SUMMARY



Revenue by Source (less amortization)

**\$5,556,692**

- LHIN - Health (82%)
- Donations/Fundraising/Grants/Other (8%)
- Ministry of Children's and Social Services (3%)
- LHIN - Housing (6%)
- District Services Administration Board (1%)



Fundraising, Workshops, Donations,  
United Way, Gaming & Events

**\$105,317 (Gross Earnings)**

- United Way (23%)
- Workshops (13%)
- Donations (23%)
- Gaming (7%)
- Styles & Smiles (15%)
- Other Events (19%)

### Statement of Revenue & Expenditures

April 1, 2016 to March 31, 2017. Full Audited statements are available upon request.

# 8.0

## 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, mission and values.

### 25+ YEARS

- Brenda Atwood
- Janice Kirychuk
- Mike Siska
- Chantal Vandermale

### 15-20 YEARS

- Roslyn Bergman
- Laurie Koval
- Carol Maxwell
- Joan Robinson
- Robert Sitch
- Tiffany Stubbings
- Brant Warwick

### 10-15 YEARS

- David Derynck
- Phil Jamieson
- Lana Landry-Clement
- Laura Marshall
- Madeleine Murray
- Cynthia O’Toole
- Dana Obljubek
- Joanne Otte
- Joanne Poulin
- Ryan Sinninghe

### 5-10 YEARS

- Jason Arjune
- Debbie Crowwell
- Maggie Hutchison
- Sarah Jerrard
- Shawna-Lee Kenney
- Judy Koss
- Jenny Leadbeater
- Evelyne LeBlanc
- Kathy Mitton
- Sharon Pitawanakwat
- Kari Ranta-Ojala
- Christina Whatley
- Ed Zapior

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



# Canadian Mental Health Association Thunder Bay



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.



cmha.tbay @cmhaTbay

[cmha-tb.on.ca](http://cmha-tb.on.ca)

### CONTACT US

Canadian Mental Health Association  
Thunder Bay Branch  
200 Van Norman Street  
Thunder Bay, ON P7A 4B8

Tel: (807) 345-5564  
Fax: (807) 345-4458



### SUPPORTED BY



North West Local Health Integration Network  
Ministry of Children and Youth Services  
Ministry of Community and Social Services



United Way  
Thunder Bay  
Change starts here.



THE DISTRICT OF THUNDER BAY  
SOCIAL SERVICES ADMINISTRATION BOARD