

# ANNUAL REPORT

## 2017/2018



# STRENGTHENING OUR LEADERSHIP



Canadian Mental  
Health Association  
*Mental health for all*

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

**CMHA THUNDER BAY**  
ANNUAL REPORT  
**2017 | 2018**





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

# ANNUAL REPORT 2017 | 2018

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# 1.0

## MESSAGE FROM OUR CHIEF EXECUTIVE OFFICER + BOARD CHAIR

On behalf of the Board of Directors, Leadership Team and all Staff, we are pleased to present our 2017-2018 Annual Report!

The following quote so eloquently speaks to this year's theme "Strengthening our Leadership".

***"Leadership is not about a title or designation. It's about impact, influence and inspiration"***  
**- Robin S. Sharma.**

During the 2017-2018 fiscal year, we witnessed tremendous "impact, influence and inspiration" at all levels of the organization. Highlights include welcoming three staff from front line into management positions; supporting seven employees from front line and management to achieve their certification as trainers in the Coaching Out of the Box methodology; service teams took a leadership role in the development of their operational plans based on the organizations three key Strategic Directions - Recovery, Workforce and Partnerships; the Board of Directors engaged in a yearlong skills development program that embodies principles of good governance; and finally, CMHA Thunder Bay received the award of Accreditation with Exemplary Standing from Accreditation Canada. Everyone at all levels of the organization stepped up their game, assumed and demonstrated incredible leadership and commitment so that CMHA can continue to be a choice employer as well as ensure quality care is provided to those we serve. THANK YOU to our workforce for making 2017-2018 an amazing year!

Leadership was also witnessed in our community as donors stepped up to raise awareness of the impacts of mental illness while at the same time raising funds for CMHA. Brian Hamilton from the Bean Fiend led the Thunder Bay Community Coffee Card campaign along with nine other coffee shops raising over \$8,000 dollars for CMHA. Also, the Stubbings Family hosted the first Daryl Stubbings Memorial Golf tournament raising over \$24,000. To everyone who donated to our cause this past year THANK YOU! Every dollar raised allows us to continue the delivery of community education and workshops like Pathways to Resilience and the Family Recovery Series. We look forward to recognizing you all at our 2017-2018 Donor Appreciation Event.

Finally, as we move into the 2018-2019 fiscal year we continue to foster a new way of thinking and being as we bring our learning of \*The Empowerment Dynamic to life. The organizations cultural transformation will continue as we develop our skills as Creators - focusing on our vision and desired outcomes, as Coaches - empowering each other through the posing of thought provoking inquiry, and as Challengers - sparking learning within ourselves and those around us by challenging our assumptions and the status quo. 2018-2019 might just be our best year yet!



**SHARON PITAWANAKWAT**

Chief Executive Officer

**MICHAEL LEWKIN**

Board Chair

## 2.0

# BOARD OF DIRECTORS 2017-2018

### Chair

Michael Lewkin

### Vice-Chair

Neil Ronald Irvine

### Treasurer

Marcel Gagnon

### Secretary

Sarah Haney

### Member-at-Large

Katrina Oostveen

### Directors

Reese Little

Michaela Coulter

Hannah Gladstone

Drue Wood

Sandra Rejall

## 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 honor 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

# KARI RANTA-OJALA: COACHING OUTSIDE THE BOX

**CMHA continues to find new ways of challenging the status quo within our organization by building a positive work culture and strengthening our commitment to delivering recovery based services. In the last two years, we have incorporated a new approach to supporting recovery and building strong staff teams by implementing a tool called Coaching Outside the Box.**

This unique approach uses coaching skills to create a space for clients to explore and focus on what they need and supports them in finding their own solutions. It involves deep listening and curiosity and uses questions designed to encourage, explore, create awareness, and build confidence to find ones own answers. Not only does it support our clients, it impacts our work culture by enhancing relationships and improving team dynamics and communication. Coaching skills has given us the ability to engage others in conversations that are solutions-focused and promote accountability. All these skills will ultimately transfer to the people we serve.

Kari Ojala Ranta is one of seven CMHA staff trainers in the Coaching Outside the Box methodology. Working in our GAPPS program, he uses his skills in coaching with clients and families, as well as co-workers, care providers, partner organizations and outreach workers:

“Using the coaching approach, my primary focus is on clients, their goals and their recovery plans. I make it my business to be aware of the goals and barriers of our clients and communicate that to staff and allied partners. I try to be the continuity point between staff and client recovery. It (coaching) creates a ripple effect by teaching behaviours and skills which you already have and can carry forward onto others around you.”

Coaching Outside the Box compliments our recovery service philosophy as the focus is on supporting our clients by “asking, not telling” them how to move forward in their recovery.

“Our client group is very diverse so that in and of itself provides challenges. Someone may have access to a community service in one area and it simply may not exist in another. They may have numerous problems but it’s not my responsibility to solve them; I like to use the analogy that our clients are driving the bus I am just the passenger. They are the ones in control of their lives. Through coaching I just help with directions and support them to stay on course to their destination”

“A large portion of coaching has to do with the skill set you already have, by being curious, supportive, and accepting, it’s really powerful to understand we use these skills daily and by being able to ask questions that are focused; it’s this committed delivery that makes our skills quite unique which makes such a difference for our clients.”

## 4.0

# KARI RANTA-OJALA: COACHING OUTSIDE THE BOX

The use of the coaching approach creates a positive work culture that supports our staff and clients to tap into their own wisdom and the wisdom of others to assist them in setting and achieving their goals.

“I enjoy working within the team at CMHA. The coaching approach has helped us to develop close relationships. Our language and conversations have changed creating more cohesive and collaborative teams”

“We have a really diverse group of clients, so creativity is a really important part of our recovery planning. Especially, with GAPPS, being able to redefine success was important and to celebrate small achievements make all the difference. The creative and collaborative part of my job keeps my day to day interesting to say the least; I take every day at CMHA as a challenge and help create partnership and opportunities for fellow staff, clients and community organizations.”



**KARI RANTA-OJALA**

# 5.0

## PROGRAM REPORTS

### Case Management

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.

#### Housing & Outreach

Number of clients who were housed: **25**  
Number of clients who remain housed: **23**  
Number of direct client interactions by the GAPPS Program: **3,265**

#### Justice & Case Management

Number of clients who received services in Adult and Youth Court Diversion: **167**  
Number of clients who received services in Case Management: **102**

### Crisis Response

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.

#### CMHA Thunder Bay Crisis Response Services Is Here to Help!

Total Unique individuals served: **1437**  
Total visits face to face: **7410**  
Admissions to crisis support residence: **55**  
Admission days: **327 Days**

# 5.0

## PROGRAM REPORTS

### Education & Training

The Education and Training Program offers programming 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.

Number of people who attended workshops and training sessions **185**

Number of digital campaigns developed for social media **25**

Engaged through social media platforms **4,912**

New followers to social media pages **407**

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### First Place Clinic & 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.

Individuals Served **176**

New Referrals **46**

Completed OTN Sessions **396**

### New Foundations

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

Program Members **346**

New Members **72**

Meals Served **5,957**

Attendance Days **13,868**

# 6.0

## 2017-2018 HIGHLIGHTS

### Strengthening Our Leadership:

#### CMHA Thunder Bay committed to "strengthened its leadership" by:

- Training fifty-three of our employees in an innovative training called the TED\* (\*The Empowerment Dynamic). This approach builds our capacity to create positive forward-thinking outcomes and helps us enhance all our relationships, at work and at home;
- Training seven employees as change agents and facilitators of the Coaching Out of the Box methodology. This new skill set helps us become more coach like in our conversations and builds on our commitment to be a recovery focused organization;
- Training fourteen employees and eleven police officers in a specialized Crisis Intervention Training. This 40hr certification course is a best practice approach for the launching of our Joint Mobile Crisis Response Team Program helping us provide effective & compassionate joint crisis response to individuals experiencing a mental health crisis;
- Promoting three front line employees into middle management positions;
- Securing a full time Nurse Practitioner (NP) who is now improving access to primary health care for clients involved with our First Place Clinic and Mental Health Diversion programs;
- Expanding services to include a Forensic Supportive Housing Program, Mental Health Diversion and Court Case Management. This resulted in the recruitment of five new full-time positions within the organization;
- Engaging members of New Foundation in activities that helped raise \$10,000 to support recreational endeavors for members of the service;
- Using our social media platform to reach more than 4900 individuals raising awareness of CMHA's services as well as the importance of maintaining mental health and wellness;
- Participating in the #GetLoud for Mental Health Campaign by partnering with CMHA staff, clients and the City of Thunder Bay Police, First Responders and Fire Fighters to host activities and events celebrating Mental Health Week.
- Taking a leadership role in a variety of community partnership endeavors such as the North West Community Mobilization Network and supporting the launching of situation tables in the City of Thunder Bay and communities of Greenstone and Marathon.

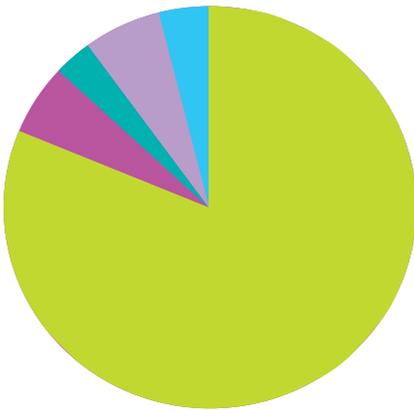
# 7.0

## FINANCIAL REPORT SUMMARY

### Revenue by Source

(excludes deferred capital contributions; amortization and repayables)

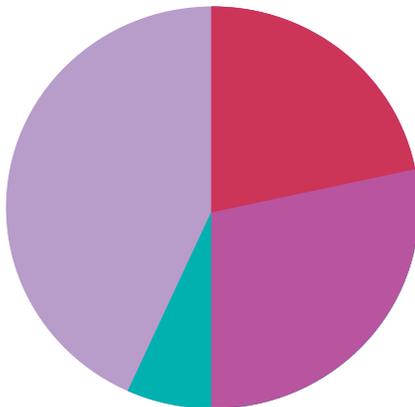
**\$6,281,138**



- LHIN - Health (81%)
- Donations/Fundraising/Grants/Other (6%)
- MCSS/MCYS (3%)
- LHIN - Housing (6%)
- District Social Services Administration Board (4%)

### Workshops, Donations, Gaming & Third Party Events

**\$83,961 (Gross Earnings)**



- Workshops (21%)
- Donations (29%)
- Bingo (5%)
- Third Party Events (Stubbings Golf Memorial/Coffee Cards) (45%)

### Statement of Revenue & Expenditures

April 1, 2017 to March 31, 2018. 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
- Chantal Vandermale
- Janice Kirychuk
- Mike Siska

### 15-20 YEARS

- Brant Warwick
- Joan Robinson
- Laurie Koval
- Robert Sitch
- Roslyn Bergman
- Tiffany Stubbings
- Joanne Books
- Dana Obljubek
- Carol Maxwell

### 10-15 YEARS

- Cynthia O’Toole
- David Derynck
- Ed Zapior
- Kathy Mitton
- Joanne Poulin
- Lana Landry-Clement
- Laura Marshall
- Sharon Pitawanakwat
- Phil Jamieson
- Ryan Sinninghe
- Christina Whatley

### 5-10 YEARS

- Debbie Croswell
- Evelyne LeBlanc
- Jason Arjune
- Jenny Leadbeater
- Judy Koss
- Kari Ranta-Ojala
- Shawna-Lee Kenney
- Maggie Hutchison
- Michelle Hopkins

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



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-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

