



Canadian Mental
Health Association
Thunder Bay
Mental health for all

Association canadienne
pour la santé mentale
Thunder Bay
La santé mentale pour tous



ANNUAL REPORT

DIS/RUP/TIVE

IN/NO/VA/TION

20/21

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Message from our Leaders



This past year was a year like no other at CMHA Thunder Bay. It has challenged us, made us adapt to new realities and inspired us to never give up. But most importantly, it has made us proud of what the staff, members, clients, Board of Directors and Leadership can achieve together in a time of great crisis. 20/21 led us to disruptive services but our team led us to innovate and to continue like never before. This year has shown us that when we work together, we can overcome tremendous challenges, adapt quickly to support our community and achieve awareness for mental health and education. We are so proud to be part of this community, and we look forward to venturing into the future of mental health for all.

~ CMHA Leadership Team

"We are incredibly humbled by the resilience that staff and the Board have shown during this pandemic and this annual report shows it."

~ Jennifer Hyslop, CEO

Highlights for 20/21



IMPACT start up

"...commend you on the remarkable job you did on May 20, 2021, when you responded to a serious call of a female threatening suicide." Thunder Bay Police Chief Sylvie Hauth



Peer Support

Launched PeerConnect App and trained 10 peer support team members to provide all front line staff to access support in an easy and safe way.



Partnerships

Ontario Provincial Police for Crisis Call Diversion Project in east & west regions of Ontario



Diversion

Start up of Safe Bed program, diverting individuals from the hospital



Celebrate

First ever drive through celebration for staff at Christmas

Strategic Priorities

Our Thematic Goal

We will strengthen our leadership and regional recognition as a Recovery Oriented Service Provider by focusing on our work force, our community partnerships, and the people we serve; with a focus on quality, performance improvement and outcome measurement. And importantly, we will provide active leadership in providing a northern health equity perspective to the development of Ontario Health Teams in our region.

Mission

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

Vision

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



Board of Directors

Neil Irvine – Chair
Michael Lewkin – Past Chair
Jordan Vigliarolo – Vice Chair
Marcel Gagnon – Treasurer
Sarah Haney – Secretary
Sarah Hamlin – (Acting Secretary)
Katrina Oostveen – Member-at-Large

Sandra Rejall – Director
Michaela Coulter - Director
Amanda Maranzan – Director
Kavita Bapat-Morris – Director
Harleen Bhullar – Director
Sara Bye - Director

Values

- Client Centred Approach
- Commitment to Recovery
- Excellence Innovation and Creativity

Our Strategic Objectives



Recovery



Workforce



Partnerships

DISRUPTIVE INNOVATION

(adjective)

The process whereby CMHA Thunder Bay staff showed up to successfully challenge established pre-pandemic operations to focus on improving its service and program delivery for their clients and members, where staff exceed the needs in flexibility, resiliency, creativity, time and perseverance.

Here's how we disrupted innovation for 20/21...

Case Management, Justice & Housing Program

The pandemic created many challenges for agencies throughout the world and at times it was difficult to ensure that clients were receiving the care that they needed. Staff in the Case Management, Justice and Housing programs were able to show intense flexibility and adaptability as we navigated the constantly changing and evolving world.

Our Court Diversion and Case Management programs experienced a lower number of referrals due to the pandemic and the fire at the Court House. Our staff have been able to engage with clients over the phone, over zoom, and were finally able to have face to face lawn chair visits with clients in the community to check in and discuss treatment goals.

Housing First Program

63 referrals



32 clients were temporarily housed within the community

25 are still housed currently

Case Management Program

94 individuals served



Court Diversion Program

171 individuals served



68 out of the 94 clients were discharged between 2020-21 were successful.

Youth Court Diversion Program served 28 clients and 19 of those clients successfully completed the diversion program.

Crisis Response

Throughout the pandemic Crisis Response continued to operate with enhanced COVID measures so that we were able to continue to meet the needs of the community

January 2021 the IMPACT Team was implemented with Thunder Bay Police Services.

March 2021 the Crisis Safe Bed was initiated to provide 5 safe beds for short term stabilization



2475 individuals served
187 of children and youth
individuals served

Crisis Response Services (CRS) offers crisis services across the entire Northwestern Ontario region to children, youth and adults who may be experiencing a mental health crisis.



8746 total contacts

CRS provides the following services:
24/7 telephone crisis support
Regional Crisis Line
Safe Bed Program
Mobile Crisis Response
Integrated Mobile Police Assessment
Crisis Team (IMPACT)
OPP Crisis Call Diversion (CCD)



430 IMPACT contacts

Launched officially on Jan. 4, 2021, the Integrated Mobile Police Assessment Crisis Team (IMPACT) is an enhancement of the Joint Mobile Crisis Response Team (JMCRT). The team is comprised of one police officer and one crisis worker who respond to all mental health related calls for service 24/7.



197 ED diversions from IMPACT

Jan 4 2021 to March 31 2021.
Service is provided to individuals and their families to support the diversion from our emergency room departments when mental health calls are made.

Education & Training

Tracked community requests, directed to education opportunities and resources by switching to a virtual platform to reach a diverse audience within the community, district and region.



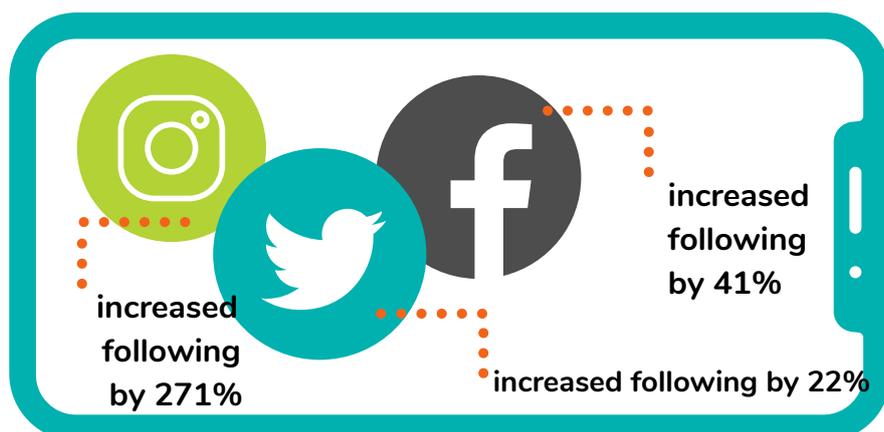
Adapted education

Provided virtual training opportunities to over 366 participants

- MIAW Changing the Conversation
- SAD presentations
- NOSM & Confederation College SSW
- DPVS
- CIT Training
- Mental Health Works
- ASIST training
- Practical Recovery Approach
- Family Group



\$69,207 received in local donations to our education & training program



First Place Clinic & Family Resource Centre

This past year we were definitely faced with something out of our control but we were able to adapt to meet the needs of the individuals and families that we serve. Referrals continuously came in and 1-2 intakes were completed weekly. Client's continued to receive injections, Clozaril checks, support with employment and education as well as support and education provided to families. The team balanced shifting to and from virtual care when appropriate. The resiliency shown by our clients, families and staff during these times was simply amazing. Client care will continue to be offered virtually as an option to meet accessibility needs.

“Not everything that is faced can be changed, but nothing can be changed until it is faced”
- James Baldwin

177

individuals served

124

individuals living in region

59

new referrals

215

completed OTN sessions



60%

Decreased our 'no show' rate by

More ways we disrupted innovation in 20/21...

- Involved in a research project led by CAMH along with 6 other sites in Ontario. The research is around the NAVIGATE model of care that our clinic launched in 2020.
- Presented case studies at ECHO sessions and we have been asked to present our care pathways to all sites at an ECHO session for 2021.
- Took part in a fidelity assessment in early 2021
- Referrals continue to flow in at a steady rate and we continue to be creative and flexible to decrease wait time.
- Strengthened our connections with our clients/families in Northern Communities as well as the district
- Our two family workers completed a 9 week virtual family group psychoeducation series that included families who live in the district/Northern Communities

New Foundations

This past year, the pandemic created many challenges for our program that is largely based on social interactions. Our members needed us now more than ever so we had to be more innovative and creative in how we provided services.



Expanded delivery

- Instead of lessening hours, we EXPANDED them from 8:30am to 9:00pm
- Weekly outreach calls to each of our members (320 in total) to support them
- Zoom meetings EVERY DAY with our members
- Delivered home cooked meals 2X per week (approx. 140 meals per week)
- Celebrated Easter, Thanksgiving and Christmas with members by delivering over 325 holiday dinners.
- Meals shifted from delivery to pick up on site only
- Program intakes were completed, at times, in the parking lot to ensure individuals were able to receive the services they needed
- The program maintained direct service delivery in innovative and creative ways while following public health directives
- The Transitional Employment Program which provides members with employment placement opportunities remained running thanks to the hard work of program staff, to ensure members had opportunities when they were allowed to return.
- Purchased lawn chairs for staff so that they could visit clients at their homes and have outdoor visits to provide support.

Northwest Centre of Responsibility and Thunder Bay Situation Table

A switch was made to host all training and planning sessions virtually using the Zoom platform this year. As well, all Situation Table meetings were switched to Zoom and a Virtual Meeting Procedure was developed and disseminated to the membership of the Thunder Bay Situation Table.

Weekly COVID-19 Information Sharing Meetings were between March to June of 2020 involving members of the Northwest Centre of Responsibility (NWCOR), Kenora Rainy River District Human Services Justice Coordinating Committee, Thunder Bay Crime Prevention Council and Thunder Bay Drug Strategy. A COVID-19 Resource Directory was also developed in collaboration between attending groups. The NWCOR Coordinator organized and provided training resources to the COVID-19 Release from Custody Task Force, a multi-sector agency initiative addressing the needs of individuals being discharged from correctional institutions across Northwestern Ontario during COVID-19.

Thunder Bay Situation Table

41 new members trained

35 individuals attended a NW Ontario Regional Refresher Training for Situation Tables

11 individuals attended a Refresher Training for the Thunder Bay Situation Table

Northwest Centre of Responsibility (NWCOR)

COVID-19 Resource Directory was also developed in collaboration between attending groups

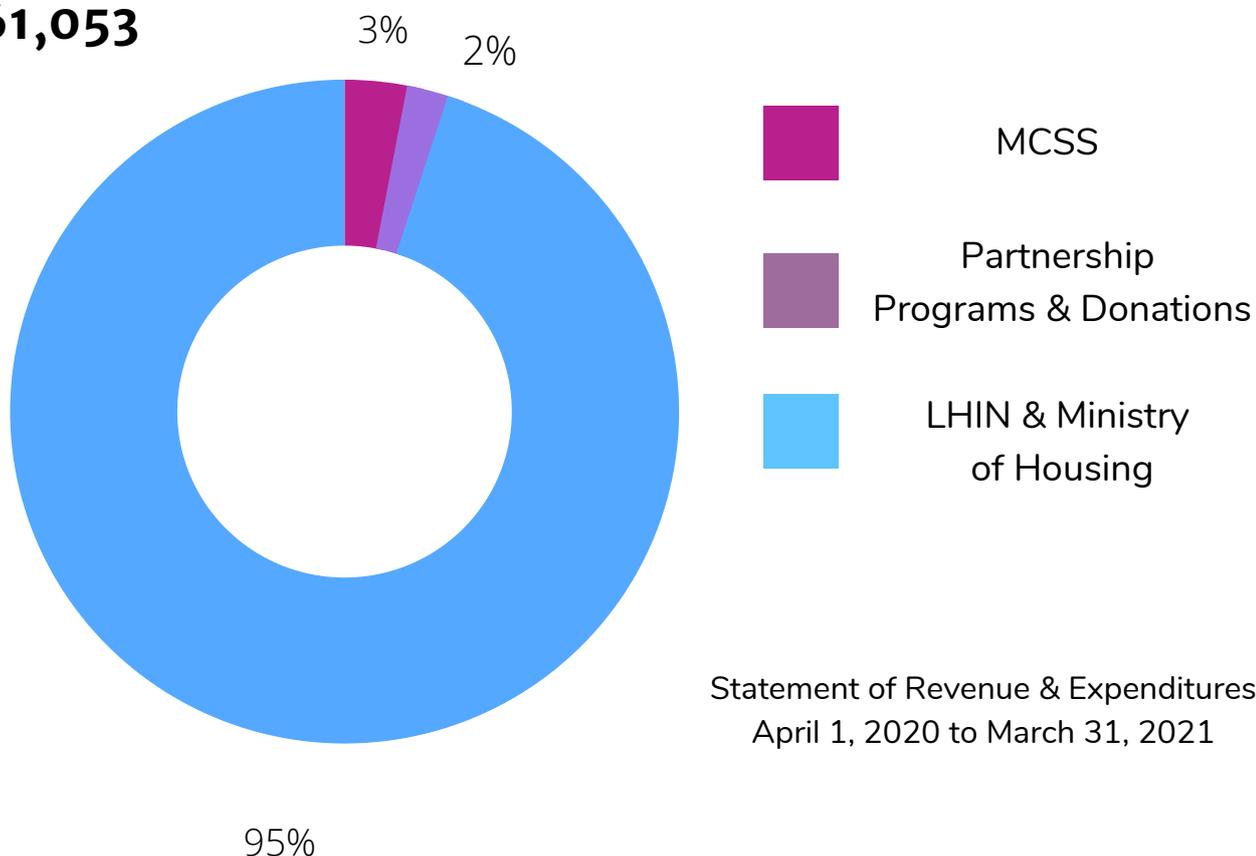
COR members attended 5 virtual strategic planning sessions for the Northwest Centre of Responsibility in the months of Feb and Mar 2021. 4 key strategic priorities were identified for the coming year.

Determined that the Release from Custody referrals follow a model similar to Situation Tables and require the same training requirements for the members.

Financial Summary

Revenue by Source (excludes deferred capital contributions; amortization and repayables)

\$7,961,053



Statement of Revenue & Expenditures
April 1, 2020 to March 31, 2021



We thank you for your continued support in our efforts to contribute to mental health for all.

YEARS OF SERVICE ACKNOWLEDGEMENT

5 Years or Less

Alanna Kelly
Alannah Warren
Alysha Thomson
Andrea Michaud
Anton Vidjen
Beckett Haywood
Charlotte Foster
Corrine Barabash
Courtney Lesnick
Derek Martens
Emily Juurakko
Gary Adams
Hannah Browning
Jessica Day
Jessica Wilcox
Joy Kolic
Kaitlyn Czaczkowski
Karen Paradais
Kathy Campbell
Kerri Latta
Kristina Baraskewich
Laura Arthur
Laura Knibbs
Lyndsey Monas
Matthew Covino
Mekenzie Mitchell
Molly Michieli
Molly Morse
Nathan Bedard
Nicole Stewart
Paul Scoging
Preston Mikulasik
Rachelle Sutherland
Rekha Kher
Samara Wiggett
Sandra Ruttan
Shannon Seiler
Stephanie Nordlund
Tessa De Bruyne
Tori Alexander
Victoria Laine

5 to 10 Years

Dave Cryderman
Ginny Wong
Jennifer Hyslop
Jordan Tennier
Joseph Grant
Karen Mackenzie
Maggie Hutchison

Matthew Dirks
Patrick Reader
Susan Tocheri
Vanessa Malone

10 to 15 Years

Christina Whatley
Jason Arjune
Jenny Leadbeater
Judy Koss
Kari Ranta-Ojala
Kathy Gribben
Shawna-Lee Kenney

15 to 20 Years

Brant Warwick
Carol Maxwell
Dana Obljubek
Laura Marshall
Phil Jamieson
Robert Sitch
Ryan Sinninghe
Tiffany Stubbings

20 to 25 Years

Joan Robinson
Laurie Koval

25 Years +

Mike Siska
Chantal Vandermale
Janice Kirychuk



Contact Us



Canadian Mental
Health Association
Thunder Bay
Mental health for all

Association canadienne
pour la santé mentale
Thunder Bay
La santé mentale pour tous

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