

CMHA THUNDER BAY • JUNE 2024

# IT'S A MINDFUL MINUTE

Bi-annual Newsletter



## MESSAGE FROM JENN

We are excited to share that we are on track to have a new focused strategic plan in place for the fall of 2024. The new plan will guide us as we focus on setting priorities in the most meaningful and relevant ways for people, we serve through a recovery lens working to challenge stigma and promote mental wellness and for those throughout Northern Ontario.

I am very thankful to our Board of Directors for committing to a process using a consultant that reflects our core values of client centred approach and our commitment to recovery, excellence, innovation and creativity (you will see these values reflected throughout the newsletter). We are engaging with community partners, staff, members and clients in strategic planning sessions throughout the spring. The information gathered from these meetings is invaluable and will be an integral part of our next strategic plan.

Once the feedback and input from our stakeholders has been summarized and evaluated, the Board of Directors and our consultant will work together to develop our priorities and goals for the next three years. The development of a new strategic plan is always an exciting time for CMHA - Thunder Bay. We strive to keep improving services for the people we support and helping to provide #mentalhealthforall.



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## PROGRAM UPDATES & ANNOUNCEMENTS

### Crisis Response Program

- Our communication centre has connected with 2956 individuals either face to face or by phone/text this year.
- Safe Bed program has had 26 admissions so far, this fiscal year.
- Over the last 5 months, the IMPACT program has had 243 contacts with individuals and has made 436 community resources connections.
- 9-8-8 contacts to date: 44 calls and 229 texts.

### Case Management, Justice & Housing

- Successfully facilitated the coordination of services for 190 clients.
- Welcomed a new Restorative Justice Courtroom, strengthened partnerships with landlords and community partners, and continued to support the Coordinated Housing Access Table to streamline services and reduce barriers for our homeless population.

### First Place Clinic

- Welcome to Preston, our new Peer Support Specialist! His story of lived experience that he shares with clients relates in such a meaningful way. We are seeing that clients are more engaged, more willing to share, feel empowered, less stigmatized, and families are more hopeful.

### Admin

- April 2024, the newly developed Equity, Diversity & Inclusion Committee met for the first time.
- Updated technologies - Migration to Microsoft 365 to help provide a better connection all around.
- Executive team has been participating in Cultivating Cultural Competencies & Integration of Indigenous Governance as part of the Noojmawing Sookatagaing Ontario Health Team, serving the City and District of Thunder Bay

“Spring, a lovely reminder how beautiful change can truly be.”

BRIGHAM YOUNG

### MENTAL HEALTH FIRST AID (MHFA) STANDARD 1-DAY TRAINING

SESSION DATES:

MAY 14, 2024

JUNE 25, 2024

SEPTEMBER 24, 2024

NOVEMBER 19, 2024



FEE: \$275

(AVAILABLE STUDENT RATES)

REGISTER ONLINE AT  
EVENTBRITE





# CLIENT CENTRED APPROACH

## Case Management, Justice & Housing

Our local justice system has embraced a new streamlined restorative justice approach, directing individuals toward, and reducing barriers in accessing mental health diversion. This person-centered method acknowledges the influence of mental health on charges. Recently, our first case underwent this efficient process. One of our Court Support Workers, a staunch advocate, guided the client through the court proceedings, which resulted in conditional charges that will not have a detrimental effect on their well-being long-term. The client fulfilled the diversion requirements and is now prioritizing their healing journey.

A client under conditional discharge from the Ontario Review Board has been successfully living independently, with assistance from our Forensic Supportive Housing Program. This marks the client's first time living autonomously in seven years. With our program's support, the client is effectively managing their housing responsibilities and adhering to their medication regimen. They actively collaborated with our team to advocate for suitable housing and recently excitedly accepted an offered unit.



## Crisis Response

Crisis staff are no strangers to teamwork and thinking outside the box. Recently, a 65-year-old client, who was stuck in Thunder Bay, was requesting help through our CMHA email account. The client was in a place where their life was at risk, however, was too afraid to share their location. Through a collaborative approach between phone staff, Mobile Response Team and TBPS, we were able to locate the client, gain their trust to have our Mobile Response Team attend to their location and eventually have them admitted to our Safe Bed for further support. Once in the Safe Bed, we were able to meet the clients needs, to provide addictions supports and to secure them a ride home within the region.

# CLIENT CENTRED APPROACH

## New Foundations

New Foundations focuses on the principles of psychosocial rehabilitation (individualized client focused goal needs that are person directed, including employment opportunities, social supports/rec therapy, basic life skills and education). The greatest gift and honour is being present with our members and hearing their stories, and learning about their journey, the pitfalls and successes and what motivates them to find meaning in their lives. Without this ability to be present with our members, trust would languish, and the relationship would not blossom. It is in this partnership that growth feeds – for the self and for the community at large.

Our doors are open. No appointment necessary. Walk ins welcome.

## MEMBER SPOTLIGHT

“My name is Susan McGregor and I have been a member of New Foundations CMHA for 16 years. I first heard about this program when i was in the hospital and staff from CMHA would come as hospital outreach and talk with patients about the program. Since then, I have been coming to the program five days a week and occasionally on Saturdays for Social recreation. I partake in Transitional Employments, Catering and I make the lunches weekly. Since I started coming hear my confidence has improved significantly in public speaking, cooking, leadership, and social skills. CMHA has helped me come a long way with my depression. The staff are very warm and friendly, and all the members and staff have built a family like environment. I always look forward to coming to CMHA everyday knowing there is no judgement or discrimination.” - *Susan McGregor*





# CLIENT CENTRED APPROACH

## First Place Clinic

“First Place gave me an understanding of my son’s illness and how I could support him in his recovery journey. With education they helped me manage my expectations, communicate better with respect and without judgement, and provide a healthy environment while his brain recovered from this psychotic event. It was very helpful to hear that they had great success treating people with first time psychosis and it was important, regardless of the mental health diagnosis, to try and prevent future psychotic events from happening. It was suggested that I see my son as a person who had suffered a heart stroke. It was then easier for me to understand that the recovery journey has no timelines and no specific destination. First Place support encouraged me to focus on things I could control and was a key strategy to dealing with the unknowns in my son’s recovery journey.”

~ FIRST PLACE CLINIC FAMILY

“My experience at First Place was always awesome and memorable! It was a very low point in my life when I first started going there. I remember always seeing a welcoming smile when arriving at the clinic, that always made me feel comfortable. The staff always followed up with me on issues I may have had to make sure they were resolved. I was at the clinic for a number of years, and it honestly made a huge change and impact in my life. I always knew they were on my side, rooting for me in a way. Now that I am 20 years old, looking back on my 13-year-old self I don’t know how I would or could have made it through all the tough times without the support and help of the staff at first place. I appreciate all that this clinic does for the people who truly need it!”

~ FIRST PLACE CLINIC CLIENT

## CLIENT SPOTLIGHT



### Nathan Boire

@nathanboire4055 · 22 subscribers · 18 videos

More about this channel ...more

Subscribe

Check out the YouTube clip of a rap that was done by one of FPC’s clients, the lyrics describe his recovery journey from psychosis. YouTube Channel: <https://youtu.be/nElw6yJEUlc?feature=shared>

## COMMITMENT TO RECOVERY

### Crisis Response Program

Commitment to recovery is represented consistently in the work Crisis does with clients. Our Addictions Specialist plays a huge role in promoting recovery and advocating for clients to access treatment. The Addictions Specialist is instrumental in the operation of our addiction's pathway through Balmoral Detox, as well as setting up treatment dates for clients through working relationships built with treatment centres. Since last year, over 25 Safe Bed clients have been supported to access treatment by the Addictions Specialist and Safe Bed staff. The program has received testimonials from clients that describe it as lifesaving, healing, and inspiring.

Referral process to Derek (Addictions Specialist) for when you have clients that need that extra support with Substance Use issues. Please use the internal referral through our EMHware system. Please follow up with an email to [dmartens@cmha-tb.on.ca](mailto:dmartens@cmha-tb.on.ca) when you complete the referral.

There are different items that Derek can help with:

- Treatment referrals
- Connection to other agencies
- Information gathering on services
- General conversation on items they may be struggling with
- Harm reduction
- GAIN short screener (Full GAINQ3 is done through Thunder Bay Counselling), and other assessments.



DEREK MARTENS,  
ADDICTIONS SPECIALIST



# EXCELLENCE, INNOVATION & CREATIVITY

## First Place Clinic

FPC continues to participate in the community of practice for the EPI-SET (Early Psychosis Intervention - Spreading Evidence-Based Treatment) project with CAMH, allowing the team to keep updated on research, to recommend the delivery and implementation of our model of care and to network with multiple resources involved in the project.

## Case Management, Justice, & Housing

The local justice system has embraced a new streamlined restorative justice approach, directing individuals toward and reducing barriers in accessing mental health diversion. The person-centered method acknowledges the influence of mental health on charges. Recently, CMHA's first case underwent this efficient process. Together, the team celebrated successes, learned from experiences, and strengthened their collective resolve to make a difference. The program continues to be grateful for the opportunity to serve, inspired by the resilience of their clients, and energized to continue their mission of empowering individuals in the year ahead.

**WE PUSH  
FOR BETTER  
MENTAL HEALTH.**

**\$12,374.89  
RAISED**



During the month of February, our staff and community members logged over 69,448 push ups and raised over 12K to support our Mental Health Promotion & Education Program.

