

CMHA THUNDER BAY • NOVEMBER 2024

# IT'S A MINDFUL MINUTE

Bi-annual Newsletter



## MESSAGE FROM TIFFANY

We are extremely honoured to be the recipients of the following recent donations; a heartfelt thank you to:

- \$1,500 from the Royal Canadian Legion Ladies Auxiliary.
- \$12,000 from K&A Variety & Gas Bar.
- \$25,000 from Take it in Strides Run.

These donations allow us to enhance our mental health education programming that we provide to our community; promote wellness and recovery, provide initiatives to reduce the stigma of mental illness and raise suicide awareness.

Welcome to Kathy Campbell who is stepping into the Acting Director of Program Services role. Kathy brings a great deal of senior leadership experience to this position and we look forward to working with her in this capacity. Along with this change, we would like to congratulate Liberty McAllister, Acting Manager of Crisis Response, and Jordan Tennier, Acting Supervisor of Crisis Response, to their new roles!

With the holiday season quickly approaching, we are reminded that for some, this time of year can be challenging. The holiday season can bring about feelings of loneliness, anxiety or stress. We remain committed to providing support to individuals over the holiday season. Our Crisis Response Program is here to help 24/7 and can be reached by calling or texting 807-346-8282.



Tiffany Stubbings, Acting CEO

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## PROGRAM UPDATES & ANNOUNCEMENTS

### First Place Clinic

- We have recently attended the annual meeting in Toronto for the EPISET study where data was shared that confirmed positive outcomes for research participants who received this Coordinated Specialty Care (CSC). As a result, the Ministry of Mental Health and Addictions Centre of Excellence has selected this CSC model to be standardized throughout the province in all EPI programs. Several of our team members have been recruited to support the upscaling of this model and train new sites in implementing NAVIGATE.

### Admin

- In July, CMHA Thunder Bay and OPSEU/SEFPO ratified a new three-year collective agreement.
- Thank you to our HR team and Kristina, our Communications Coordinator, for developing our new staff orientation video, which highlights the great people who work at CMHA, the different departments and how we help those in our community.
- In May, CMHA was selected for an Accessibility for Ontarians with Disabilities Act (AODA) Desk Audit to confirm compliance with the AODA Act, 2005. In September, CMHA was notified that the desk audit was complete, and we were thanked for helping to make Ontario accessible.

### Situation Table & HSJCC

- Thunder Bay Situation Table changed to monthly meetings. Meetings now occur on the 3rd Tuesday of each month from 9am-10:30am. Ad-hoc meetings can be called in the event a referral cannot wait until the scheduled date.
- There's only one Situation Table Orientation Session before the end of the year on Monday, December 16th from 9:30am-12:00pm. Please contact Jenny (contact info on page 07), if you are interested in joining the table or want to learn more about Situation Tables in general.

In September, New Foundations hosted a spaghetti dinner in support of the Take It In Strides Walk/Run. The walk/run has raised a total of 50K CMHA Thunder Bay over the last 2 years.

TAKE/RUN  
IT IN/RUN  
STRIDES/RUN

[www.takitinstridesrun.com](http://www.takitinstridesrun.com)







## PROGRAM UPDATES & ANNOUNCEMENTS

### Mental Health Promotion & Education

- Over the last year, CMHA has had the privilege of offering training opportunities to our community from our skilled group of trainers.
- We offered 6 ASIST trainings that serviced roughly 120 people and provided valuable information about assisting when someone has thoughts of suicide.
- We offered 4 Mental Health First Aid trainings that serviced approx. 60 people and provided a wealth of knowledge on a large variety of mental health impacts.
- We were able to provide mental health education and support to members of the Fighting Walleye Hockey Team through our Talk Today program.
- Our Addiction Specialist has been advocating for addictions education and awareness across many different platforms within the city. He has committed to teaching our staff about harm reduction approaches as well. He was able to help coordinate Recovery Day for our city.
- Members from every department attended 12 community events and booths around the city to provide awareness of all the programs that we offer at CMHA.

### Strategic Plan Update

- We would like to thank our clients, staff and the many community partners who contributed to our new strategic plan for 2024-2027. We are working on finalizing the plan and will be sharing it with everybody as soon as it is complete.



**Congratulations to the Zoo at First Place Clinic and Kaitlyn for winning our 2024 Halloween Costume Contest.**



# CLIENT CENTRED APPROACH

## Case Management Services

Our team remains committed to enhancing services for clients experiencing homelessness in our community. For the past few years, we've been providing intake and triage services for Thunder Bay's Coordinated Housing Access Table (CHAT), centralizing housing resources with efficient, data-driven prioritization. Emily, Manager of Case Management contributed, to the review of policies and procedures, ensuring our services align with the Federal Reaching Home Directives while improving service delivery. Our housing team is excited to see the positive impact these changes will have on referral and intake outcomes, supporting innovation and excellence in addressing homelessness in our community.



## New Foundations

During our New Foundations Day this past August, members and staff reviewed the results of the 2024 OPOC surveys. Members were presented the survey results and provided feedback as to how we can improve our services. Collectively, we were able to identify 10 areas that members highlighted in hopes of creating a stronger program. Next, staff met independently of the members and created an action plan that divided up each area equally across all 3 units. Going forward, staff and members from each unit will work to implement a plan of practice that will improve the areas of concern highlighted in the OPOC survey. Members and staff are very proud of the work that has gone into this. Great job team New Foundations!

# CLIENT CENTRED APPROACH

## Crisis Response

Crisis Response Services staff have attended numerous trainings and events to further skills and create meaningful community connections that will enhance supports for clients. Events have included Rockin Recovery; Overdose Awareness Day; Forward Together: Leading the Harm Reduction Movement Conference; FASD Training: Strategic Approaches and Collaborative Solutions; Reconciliation Training; ASIST; and Mental Health First Aid to name a few.

In the Safe Bed program, a safe space continues to be developed to support clients through their recovery journey. This area offers supplies to support social activities. It offers a variety of crafting supplies, puzzles, games, and cultural items that clients can use freely. As our Thunder Bay community becomes more diverse, Crisis welcomes suggestions to add to this space to offer further supports for individuals. Many clients leave their finished projects to support the message that recovery is possible. We thank the clients that have been through the Safe Bed program and continue to walk their recovery path. (\* Picture below includes some finished pieces.)





# CLIENT CENTRED APPROACH

## First Place Clinic

First Place Clinic hosted a series of educational workshops and activities for a number of regional clients and families. By providing the opportunity for in-person meetings with clinicians and offering psychoeducation to clients and families together, we attempted to address barriers to access and promote engagement and connection through collaboration. Ending the workshop with a craft activity, i.e. making medicine pouches with Neechee Studios, added a meaningful cultural element, allowing participants to engage creatively while reinforcing their connection to wellness.

We are on the road again! We have begun our fall regional travel blitz to bring awareness of psychosis and our program to district and regional communities. Our first trip was east along the north shore, traveling as far as Manitowadge. Our team met with service providers and schools in over 7 communities along the route to present information and engage further to make connections. As well, we heard about challenges, gaps, or community needs that we may be able to problem solve or offer support in finding solutions that will ensure their community members are receiving our specialized service in a timely way. Next month, we will head west to Kenora, Sioux Lookout and surrounding areas. Our team is excited to not only present to service providers but also to meet with clients and families while in their communities.

Some feedback from our east region:

*“Great team approach, so much relevant information, ease of referral, excellent content, collaborative facilitators.”*

*“Liked the fluid discussions, hitting target populations, i.e. high schools, great interaction.”*





## COMMITMENT TO RECOVERY

### Human Services and Justice Coordinating Committee (HSJCC)

The Thunder Bay and District and Norwest Regional HSJCC's, along with our FASD and Justice System Working Group, continue to focus on systemic and policy changes, which aims to improve the lives of people with complex needs who have contact with the justice system.

Over the last several months, we have been discussing several important areas and referring many issues to the Provincial HSJCC, including:

- Improving transportation measures for individuals being released from custody;
- Ensuring seamless and timely re-instatement of income support and benefits for individuals leaving custody;
- Identifying the cost of neuro-psych and FASD assessments as a barrier to enhanced community supports; and
- Analyzing results of an 'Effects of Alcohol Use and the Justice System' survey and working with key recommendations to include in our work plan.

## HSJCC

The HSJCC's have received numerous updates about emerging programs in housing and alternative courts. Jenny has recently joined T.H.A.T. – Transitional Housing Advocacy Team, which will look to complete an environmental scan on transitional and supportive housing initiatives in the Thunder Bay and District and identify gaps in service.

There are also new Drug Treatment and Restorative Justice Courts that work to get individuals connected to community services and drug treatment while reducing recidivism and backlog with our courthouse.

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## COMMITMENT TO RECOVERY

### First Place Clinic

In sharing this story of resilience and empowerment, we are inspired by the impact our program has had on this young man and his family over the past year or more. His journey highlights the importance of belief in oneself and the determination to pursue goals, even in the face of challenges.

Attaining full-time employment is a significant milestone, especially for someone who has faced mental health struggles. His refusal to let those experiences define him speaks volumes about his strength and commitment to recovery. It's also heartening to see how his success has shifted his family's perspective, allowing them to recognize his strengths rather than focusing solely on the need for support.

This narrative underscores the transformative power of client-centered care, where individuals are encouraged to set their own goals and are supported in achieving them. By acknowledging his capabilities, he and his family were able to see the potential for a fulfilling life beyond illness. The work of EPI not only fosters personal growth but also strengthens family dynamics, which is crucial for long-term recovery.



FIRST PLACE CLINIC PEER SUPPORT  
WORKER, PRESTON WITH  
SUCCESSFUL EPI CLIENT



# EXCELLENCE, INNOVATION & CREATIVITY

## Case Management, Justice & Housing

Entry Points are locations throughout the community that offer CHAT assessments and referrals. Entry Points can be physical locations, virtual, or both. The same CHAT assessment and referral will be completed no matter which Entry Point location you choose. Case Management is proud to be 1 of 6 partners across the City of Thunder Bay to provide CHAT assessments and referrals. To learn more: <https://www.tbaychat.com/entry-points>



## Equity, Diversity & Inclusion Committee

The Equity, Diversity and Inclusion committee attended the Inawendiwin Kinoma'a: Teaching Them to Connect Conference offered in collaboration with Nokiwin Tribal Council and Thunder Bay Police Services. The three-day conference offered insight into the history, treaties, culture, and impact of colonization on Indigenous peoples. In efforts to the ongoing journey towards reconciliation, CMHA Thunder Bay staff members welcomed the opportunity to participate in this learning so we can better support the rights and culture of Indigenous peoples.