



Canadian Mental Health Association Peel Dufferin Branch Annual Report 2015/2016

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Canadian Mental
Health Association
Peel Dufferin
Mental health for all



Canadian Mental Health Association (CMHA) Peel Dufferin Branch Annual Report 2015/2016

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Canadian Mental
Health Association
Peel Dufferin
Mental health for all

Canadian Mental Health Association Peel Dufferin

Vision

Mentally healthy people in a healthy society.

Mission

CMHA Peel champions good mental health for everyone and supports the full participation of those with mental illness and addictions in the life of the community.

Values

Leadership, Integrity, Inclusiveness, Advocacy, Accessibility, Quality.

Board of Directors

Neil Brydon, Chair

Gilles Paquette, Past Chair

Tehani Mott, Vice-Chair

Kumee Rao, Vice-Chair

Wilma Clarke, Audit Committee Chair

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Dr. Harpreet Chattha, Board member

Grant Clark, Board member

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Sangeeta Patel, Board member



Message from the Chair and the CEO

You will notice with this annual report a change to the name of our agency, Canadian Mental Health Association (CMHA) Peel Dufferin Branch. Earlier this summer mental health and addictions services in Dufferin County were transferred to CMHA Peel Dufferin and the integration of those services and staff are reflected in our new name. While there are still approvals and steps to “officially” get to the new name, we wanted to ensure that our new colleagues, clients and community realized how important they are to our organization by using the new name in our Annual Report and materials. Besides, it gives everyone a chance to see the new name and think about what it means as we reflect on the past year and prepare for the future.

This transfer is one of the most important changes in the organization this year. It will help ensure equitable mental health services across the Central West Local Health Integration Network (CW LHIN), and will give residents better access to services like brief intervention and community-based addictions services as well as begin to standardize the delivery and access to programs like Case Management, Court Support and other core services.

When combined with our expansion into Rexdale, West Woodbridge and North Etobicoke, this completes our strategic goal of providing services across the CW LHIN. The Rexdale, West Woodbridge and North Etobicoke community was underserved and in need of brief counselling options alongside an expansion of other mental health and addictions services. We have also introduced brief support to Access services at our Front Door, providing tangible, goal-oriented support for mental health or addictions recovery.

Another change this year is the addition of Family Services across all our programs. These services help to support families that are struggling to understand and cope with the complexities of their loved one’s mental health or addiction issues. Psycho-educational groups and support are now available to help families learn more about mental health, addictions and recovery, while providing the opportunity to talk to other families that are coping with similar experiences.

2016 also saw the launch of a new partnership with the Ontario Provincial Police (OPP) in Caledon. The new service has CMHA Crisis staff based in the Caledon station who, partner with specially trained OPP officers. Together they are responding to persons in mental health or addictions crisis seven days a week.

We achieved our second quadrennial accreditation with the Canadian Centre for Accreditation (CCA). The assessors were very impressed with the organization, particularly commenting on the culture of empowerment among staff and the strong focus on consumer recovery.

The Board of Directors has also been very active this year. As part of accreditation, they completed a full review of all of the governance policies and bylaws. As a result of this review, several changes are being proposed to the policies and bylaws including making them gender neutral and adding a statement of diversity.

The board also worked very hard on the integration with Dufferin, realizing as it went that they needed some excess capacity for taking on new board members when integrating with other agencies. This resulted in a change to the bylaws allowing for a 15-person board while generally operating below this maximum.

The Consumer Council had a great year. They finished their own recruitment of new members and developed a stronger voice in CMHA events as well as across the region. They participated in the development of the LHIN Integrated Health Services Plan, CMHA Peel Dufferin Strategic Plan, Accreditation and our Client Survey.

Our Ride Don't Hide community bike ride in June raised over \$44,000 locally and over \$1.3 million nationally and has become a marquee mental health event. Preparations are now underway for our Walk for Life – Walk for Hope event in support of suicide prevention and mental health awareness programs and a spectacular Toronto Maple Leaf's Alumni game in November. The hockey game will be a fundraising event carried out in partnership with CMHA Halton, a close partner on many of our community mental health promotion and education activities. This event builds on the success of the Talk Today program that has now spread across Canada and partners with many hockey leagues to bring mental health and addictions awareness and support to the world of hockey and beyond.

Probably the biggest event in the organization this year, turned out, happily, to be a non-event. As a result of our recent assumption of Crisis services and our integration of Dufferin services, legislation was applied which forced a union vote at CMHA Peel. The vote occurred because Crisis and Dufferin services were unionized and "bargaining rights" would follow these staff until a full vote was conducted across the organization. CMHA Peel Dufferin was required to have a union vote even though no staff had signed union cards. The result was a resounding vote of confidence in the culture, value of staff and strong relationships that we have developed across the organization. The union was defeated with over 80% of staff voting to remain union-free. Many thanks to all of the staff that respectfully debated this important decision.

All in all, another year of phenomenal growth and development across the organization! This growth in programs and services is only possible because of a staff team dedicated to our mission and values of integrity, inclusiveness, advocacy, accessibility, quality and leadership. Their commitment to providing the best care and support possible has helped address gaps in services and build new programs and initiatives.

Next year looks to be a little leaner on new resources as the health system concentrates on the introduction of "Patients First" and the implications for primary care and homecare. At CMHA Peel Dufferin, this will be seen as an opportunity to solidify the organization after its three year doubling in size, and to plan and prepare for the further growth and development needed in Mental Health and Addictions services beginning with the introduction of our new 2016-2019 Strategic Plan.

Dave Smith
Chief Executive Officer



Neil Brydon
Board Chair



Statistical Overview

Community Support



Recovery West

Promoting mental health recovery through groups, activities and vocational services with a focus on peer support.

17,103 individuals attending day programs and drop-in evening programs

Clients Served:

654 Recovery West

252 Vocational/employment

67 Social rehabilitation/recreation

6,961 Peer/Self Help initiatives (drop-in)

Mental Health Promotion - Awareness & Education

Youth Net

45 workshops for **414** youth

75 presentations for **1,932** youth

19 displays for **918** people

Mental Health Awareness and Literacy

42 ASIST (Applied Suicide Intervention Skills Training) Workshops for **965** participants

7 SafeTalk Workshops for **87** participants

69 Other workshops/training (Trauma, Compassion Fatigue, MHFA, etc.) for

3,260 participants

61 Displays for **6,912** people

Access

Includes intake and referral, In-STED (hospital emergency dept. diversion), and 24.7 Crisis Support Peel.

Front Door - Access

1,865 community contacts (calls to explore service options and provide info)

145 walk-ins

807 referrals

408 Assessments completed

In-STED

Emergency department mental health and addictions diversion and short-term case management

655 Individuals served - MH and Addictions case management

Emergency Department Repeat Visit Reduction (based on 30 days pre and post In-STED support; based on self report)

MH case management saw a

64% reduction

Addictions case management saw a

56% reduction

24.7 Crisis Support Peel

3,485 Identified clients

2,076 non-identified clients

34,323 interactions with clients since its inception in March 2015

31,356 crisis calls conducted

2,967 mobile visits

Group programs

722 Program Run Groups for
10,053 participants

Family Support

3,218 Clients served through family initiatives

Peel Outreach Program

Mobile, short-term support, 7 days a week to individuals and families who are homeless or at imminent risk of homelessness (in partnership with the Region of Peel, Peel Addiction Assessment and Referral Centre (PAARC), St. Leonard's Place Peel).

2,620 calls from persons seeking support on the Street Helpline

558 Uniquely Identified Clients Served

New Strategic Plan

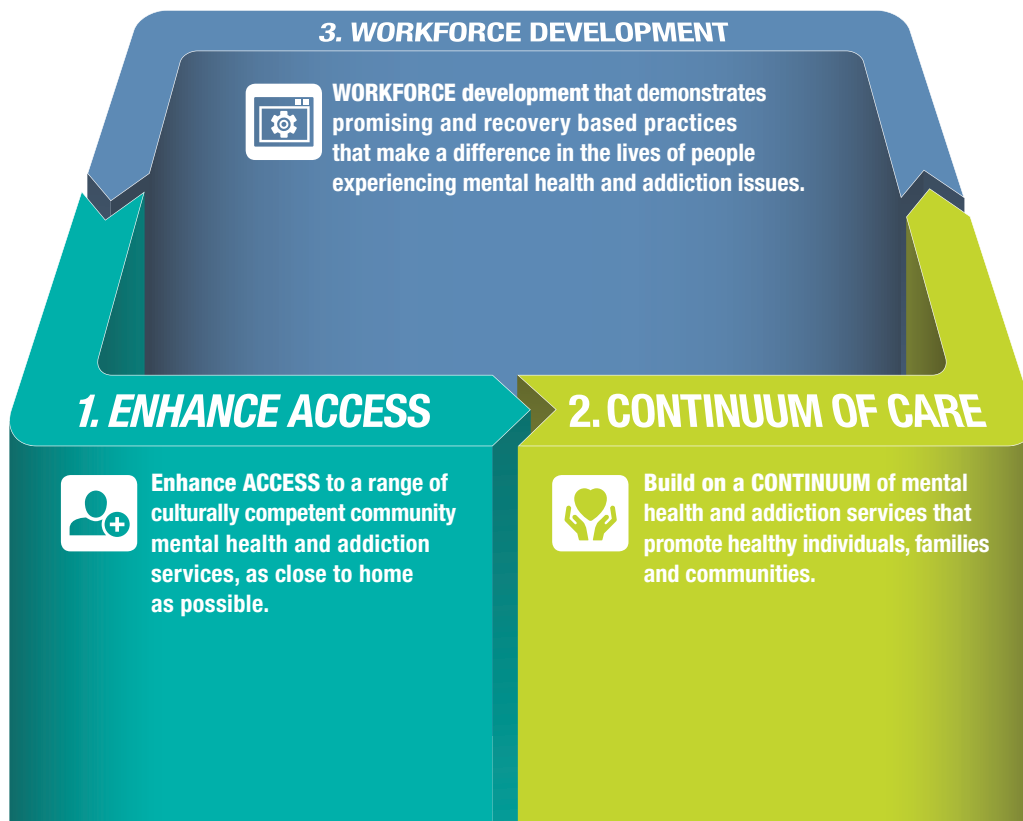
The CMHA Peel Dufferin 2016- 2019 Strategic Plan is the result of consultations and discussions with a number of individuals and groups, including individuals with lived experience of mental illnesses and addictions, clinicians and mental health workers, families, community partners and funders. This plan is a reflection of the knowledge and insights of those who shared their experiences with us.



This Strategic Plan reinforces our Mission and our over 50-year history of bringing better mental health to our community. It builds on our commitment to providing equitable access to quality mental health services that support individuals throughout their recovery. This plan also reinforces our goal to increase awareness of mental health, reduce the stigma associated with mental illness and move us closer to the goal of mental health for all.

Three high level goals emerged from the process, relating to three key priorities for community mental health and addictions: Enhanced Access to services closer to home, a Continuum of Care and Services to support recovery and Workforce development focused on quality and innovation.

Strategic Directions 2016-2019



Accreditation Success

The culmination of our accreditation journey took place over three days in January, 2016, with Canadian Centre for Accreditation (CCA) Review Team completing our organization on-site review:

- Reviewed results of CCA's surveys of the Board, staff, volunteers, community partners and educational partners; reviewed organization's documents and narratives
- Conducted group interviews with cross section of staff, governing body members, managers, program staff, plus individual interviews with key staff
- Traced three client journeys through interviews and file reviews
- Made observations and examined documents on site

Comments from the Review Team included:

- **"Impressed by the dedication and commitment of staff and board"**
- "Responses during interviews showed passion, creativity and competence"
- "Client centre approach was evident"
- We demonstrated "a learning culture and commitment to quality improvement",
- Our "investment in technology to create seamless and highly responsive services is a notable strength",
- **CMHA's "teamwork is evident at all levels of the organization"**
- We have "developed a network of partnerships that enhances the health of the community"

We were fully accredited on April 20, 2016. Our Accreditation term is from April 2016 to April 2020!



Quality Improvement at CMHA Peel Dufferin

CMHA Peel Dufferin is committed to the ongoing improvements to the quality of service our clients receive. We strive to:

- Provide evidence based and effective services
- Provide services appropriate to clients' needs when they need it
- Minimize risk to clients and providers. The errors in delivery of services are prevented
- Respect individual needs and expectations, involve clients in the decisions regarding their care
- Deliver timely and efficient services that are appropriately coordinated and have continuity across all phases of service delivery

2015-2016 Quality Outcomes

- 3 additional Case Managers hired
- 22 clients received flexible support while they moved to other services from our new Transitional Support Worker
- 89 staff completed Cultural Competence training
- 1063 people from ethno-culturally diverse groups received public education and awareness training
- 71 physical health group sessions were held. 100% of client reports indicate increased knowledge, improved physical health and reduced tobacco dependency and use.

2015 Client Survey

CMHA Peel Dufferin's annual client survey is an important tool to gauge client satisfaction, improve the quality of the service we provide, and provide information needed for planning.

2015 Survey Results...What we learned

99% of clients responded...

- **Overall, I was satisfied with the services provided to me**
- **CMHA/Peel worker(s) respected my rights**
- **I would recommend CMHA/Peel services to a friend or family member**

98% of clients responded...

- **I was able to get the services I thought I needed**
- **CMHA Peel worker(s) connected me to other programs and services, if I needed them**

2015 Survey Results...Areas clients would like to see improved in the future

- More awareness to address Mental Health stigma and increased CMHA Peel visibility in the community
- Increased access to information and services for mental health issues
- More service opportunities in your community

Christine's Journey - The Impact of Brief Counseling in Rexdale

Soon after starting our counselling services in Rexdale, Christine walked into our office at the Rexdale Community Health Centre.

Christine came into our program requesting assistance with severe anxiety and panic attacks which had taken over her life. She had isolated herself from friends and family, keeping her mental health struggles and unemployment status a secret from the family.

Having lost her job as a result of her mental health break down, Christine was in desperate need of work to be able to make ends meet. She was unable to pay her share of the rent with her roommate, and was falling behind on her bills.

Christine needed help to get her life back on track. She began counselling with our Rexdale team, receiving support from Bianca and Titi. They empowered her with coping strategies and techniques to better manage her anxiety and panic attacks. They then helped her with employment by setting her up with the YMCA for resume critiques and mock interview sessions.

After several months working with our team, Christine felt strong enough to disclose her illness to her family. She was surprised and greatly relieved by the tremendous support she received from her loved ones.

Today, Christine has better control over her anxiety, with almost no episodes of panic attacks. She has a great family support network and she is now employed and in better financial health.

She is currently working on her long term goal of becoming a writer.

Caring Community Awards

Christina Tonello, CTX Fitness

Christina Tonello epitomizes the power one person can make to the lives of many. Always happy to lend a helping hand, Christina has been a proud champion of CMHA for the last two years, promoting and participating in our Ride Don't Hide, Walk for Life – Walk for Hope and Client Wellness Expo events. Bringing vitality and enthusiasm to every event, her training tips for cyclists and warm-ups at the Ride and the Walk have helped bring participants together, adding vigour and energy to our events.

A fitness trainer, coach and holistic nutrition specialist, Christina is an advocate for mental health awareness using her #mentalhealthmonday posts to share mental health information, tips and CMHA resources. At our 2015 Wellness Expo she spent time with individual clients, encouraging them to embrace healthy eating and physical fitness to support their mental health and overall wellness.

Raleigh Canada & Patrick Jordan

For the last three years Raleigh Canada has donated their time, expertise, resources and bicycles to CMHA Peel Dufferin's Ride Don't Hide. From a simple hello from Patrick Jordan at the Toronto International Bike Show in 2014, Raleigh has grown into a wonderful partner and collaborator, providing exceptional service and support to cyclists and encouraging others to join the Ride movement. As the mechanical support sponsor, Raleigh ensures everyone finishes safely by providing quick fixes and mechanical checks. Each year Raleigh brings the team from Speed River Cycling to help at the start line and on-course at the main water station.

Raleigh's staff members go above and beyond by registering and riding the 100km and 50km routes, providing advice and encouragement to other riders, while keeping an eye out for any unanticipated challenges along the way. Additionally, they donate a high-performance bike each year to encourage Rider fundraising. Patrick Jordan in particular has been a wonderful champion. His insights and advice have helped us to improve and better support cyclists on route.

Ontario Provincial Police, Caledon OPP Detachment Inspector Tim Melanson, Detachment Commander & Sergeant Kevin Bucknor

Tim Melanson and Kevin Bucknor of the Caledon Detachment of the Ontario Provincial Police (OPP) have championed the expansion of 24.7 Crisis Support Peel into Caledon. This mental health and addictions crisis service builds on the success of 24.7 Crisis Support Peel in Brampton and Mississauga, ensuring that residents of Caledon have equitable access to timely support in times of crisis.

In launching 24.7 Crisis Support Peel they are minimizing the criminalization of mental illness, developing innovative strategies to support mental health clients, and connecting individuals to treatment. Their leadership has ensured high quality crisis intervention is available by expanding our reach to those who are isolated and marginalized.

In keeping with other crisis models, officers are in plain clothes and drive unmarked vehicles. This reduces the stigma surrounding mental illness and protects the privacy of the clients we serve. This anonymity allows clients to feel more at ease with officers, promotes an open and trusting relationship, and allows a more thorough and accurate mental health assessment to take place.

Talk Today

Our Talk Today partnership with Mississauga Steelheads continues as we work together to promote the mental health of young athletes and raise awareness about suicide and suicide prevention. Talk Today, a joint CMHA Ontario and the Ontario Hockey League (OHL) education program, is specifically designed for OHL players and team staff to help identify and deal with mental health issues.

A key piece of the Talk Today program is to educate players and team staff about mental health and suicide. Every OHL team receives mental health training specific to suicide awareness. Each team is also linked to a CMHA Mental Health Coach, who provides support and mental health resources to individuals in need.

"The Mississauga Steelheads partnership with CMHA Peel Dufferin has been extremely positive for our players, billet families, parents and staff says Steelheads General Manager James Boyd. SafeTALK, ASIST and other educational programs have been informative, practical and important for the overall welfare of our players."

Our Talk Today game event on February 26, 2016 provided an opportunity to combat stigma by starting a conversation around mental health and encouraging young people to seek help when they need it.

As CMHA Peel Dufferin CEO noted, "A hockey rink is not typically a place where mental health issues are addressed, so this partnership with the Steelheads presents a wonderful opportunity to increase mental health awareness with young fans and families. Suicide is the second-leading cause of death for people between the ages of 10 and 24. OHL players and many OHL fans fall into this age bracket, making these awareness games especially important."



Ride Don't Hide 2015

Our second annual community bike ride was one of 27 Ride Don't Hide events that took place across Canada raising over \$1.1 million dollars for mental health programs nationally. What began as one man's journey around the world has grown to a national movement to raise awareness and decrease stigma around mental illnesses that affect one in five Canadians – only a third of whom receive treatment.

Ride Don't Hide took place in the beautiful Caledon countryside, bringing together experienced and recreational cyclists, families and corporations who took on one of four routes; the 100 km, 50 km or 25 km road routes, or the 20 km Family Ride along the Trans Canada Trail. Their efforts helped us raise awareness, fight the stigma of mental illness, and promote positive mental health, one pedal at a time.

"The Ride Don't Hide movement continues to grow and we want to thank the community for their support and enthusiasm which has made this event a huge success," says CMHA Peel Dufferin CEO, David Smith. "From our sponsors and local businesses who support this Ride; to the cyclists and those who donated to the Ride; to our awesome volunteers – the support has been overwhelming and we are very thankful."



200+
cyclists



\$57,000
raised



Thank you to our 2015 Sponsors

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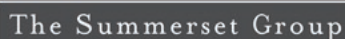
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Thank you to our Supporters and Volunteers



We want to thank all those who have contributed to Canadian Mental Health Association Peel Dufferin Branch in 2015/2016

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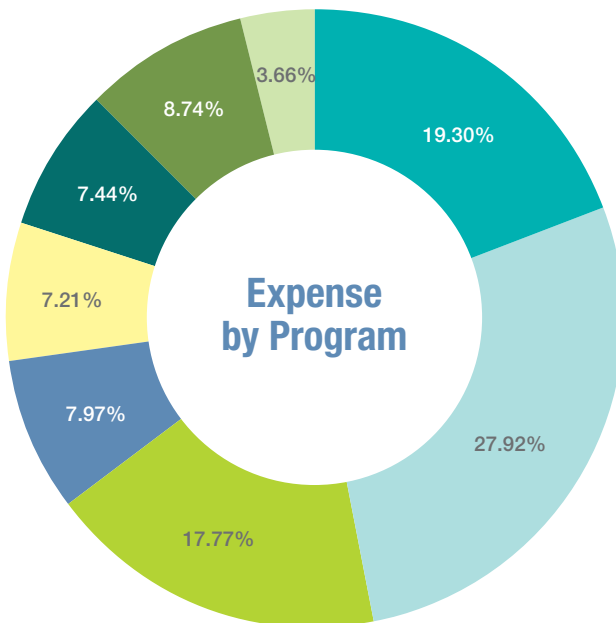
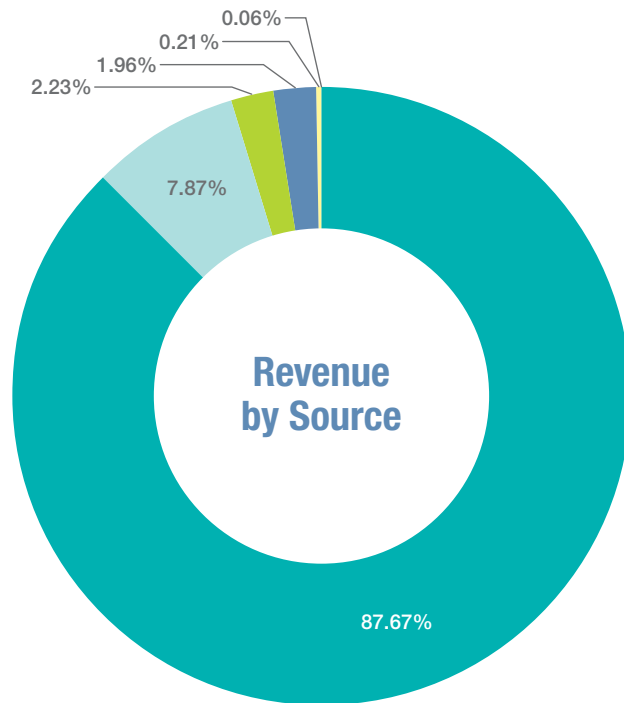
Thank you to our Walk for Life Walk for Hope Sponsors

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Financials

CWLHIN	12,707,621
Region of Peel	1,140,765
Other Income	323,090
United Way of Peel	284,394
Interest Income	30,386
Federal Government Grants	8,444

Total \$14,494,700



Crisis	2,795,062
Case Management/Intake/ Substance	4,042,490
Management & Administration	2,572,391
ACTT	1,153,744
Outreach	1,043,312
Justice	1,077,618
Recovery West	1,265,735
Other Programs & Services	529,320

Total \$14,479,671



Michelle - Mental Health & Justice Services
Kanthi - Housing & Support
Terrence - Access to Recovery Program



Abhilash - Recovery West
Titilope - Rexdale Team
Ty - Communications & Youth Services

QUALITY MENTAL HEALTH & ADDICTIONS SERVICES AND SUPPORT WHEN YOU NEED IT, IN YOUR COMMUNITY.

Binoj - 24.7 Crisis Support Peel
Joe - Caledon OPP & 24.7 Crisis Support Peel

Wendy - 24.7 Crisis Support Peel
Mark - Peel Regional Police & 24.7 Crisis Support Peel

Brittany - Seniors Services Dufferin
Patrick - IT & Operations





Front Cover Photo: Steven - Access Services; Sumathy - Mental Health & Justice Services;
Michelle - Systemwise; Olena - Mental Health & Justice Services; Macarena - IT & Operations
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Canadian Mental Health Association Peel Dufferin Branch

314-7700 Hurontario Street, Brampton ON L6Y 4M3

Information and referrals: 905-451-2123

24.7 Crisis Support Peel: 905-278-9036 | Caledon 1-888-811-2222

Website: peel.cmha.ca

Facebook: CMHAPeel

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