



Canadian Mental
Health Association
Peel Dufferin
Mental health for all



Canadian Mental Health Association
Peel Dufferin Branch

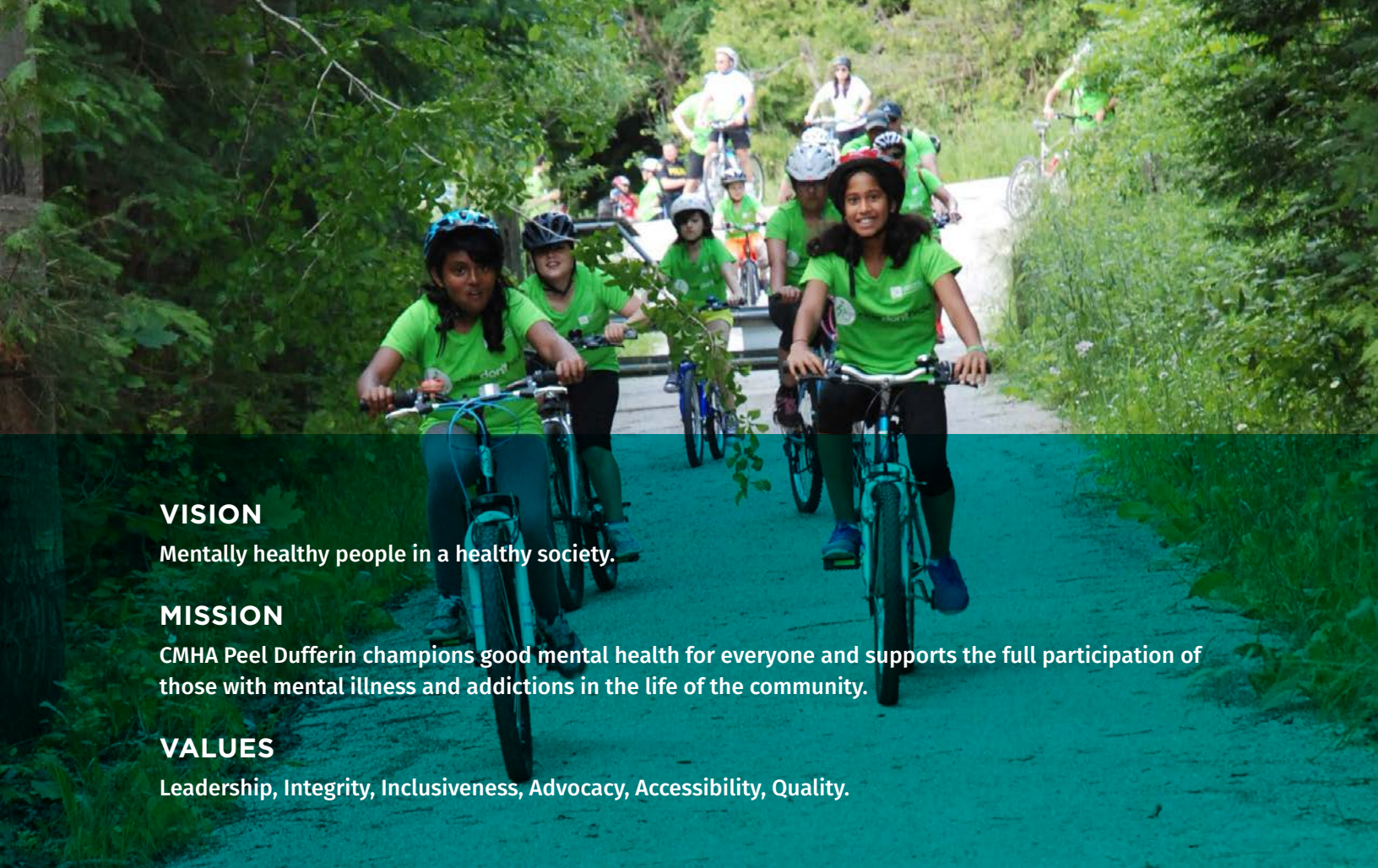
ANNUAL REPORT
2017/2018

Canadian Mental Health Association (CMHA) Peel Dufferin Branch

ANNUAL REPORT 2017/2018

TABLE OF **CONTENTS**

3	Mission, Vision, Values, Board of Directors	10	Caring Community Awards
4	Message from the Board Chair and CEO	11	Talk Today
6	Statistical Overview	12	Ride Don't Hide 2017
7	Delivering on our Strategic Priorities	14	Financials
8	Success Stories	15	Thank You to our Donors!



VISION

Mentally healthy people in a healthy society.

MISSION

CMHA Peel Dufferin 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

Wilma Clarke, **Chair**

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MESSAGE FROM **THE BOARD CHAIR AND CEO**

It's been another incredible year of growth and transformation at Canadian Mental Health Association (CMHA) Peel Dufferin and we continue to be the leading community mental health and addictions agency in the region. We're committed to improving the lives of residents by building a strong continuum of high quality, coordinated and efficient mental health and addictions services. Our focus on continuous improvement and quality are hallmarks of the work we do and the way we do it.

Innovations that improve client outcomes were a recurring theme, with 21 projects undertaken to positively impact those we serve or make our roles more efficient. Our front-line staff advocate for clients and brought many ideas forward on their behalf, including:

- Expanding central intake and Crisis Services into Dufferin County
- Increasing access to services using the implied consent privacy model
- Starting a mindfulness-based chronic pain group via OTN in collaboration with the NeuroNova Centre
- Expanding programs for families in partnership with Sashbear Foundation
- Creating a physical health group in collaboration with the Brampton YMCA

In response to the growing opioid crisis and the need for increased supports for those with addictions, CMHA Peel Dufferin established the Rapid Access Addition Clinic (RAAC) in early 2018. The clinic operates across Brampton, Bramalea, Dufferin, Caledon and north Etobicoke/west Woodbridge/Malton and provides immediate access to lifesaving treatment. This clinic model helps save lives by engaging people with short- and long-term treatments as soon as they are ready and interested.

In the spring, we opened our new offices in Dufferin County. Located in the heart of Orangeville this new office is designed to better serve the community and support walk-ins, the RAAC and additional education and training opportunities for the local community. This new office is co-located with the family health team, allowing for better connection and collaboration with primary care.

Fundraising events like the Mississauga Marathon, Sing for a Cure and Mental Health Week helped us to exceed our annual goals, increase awareness, reduce stigma and support client wellness initiatives. We had wonderful support from organizations like the Zonta Club of Brampton-Caledon who sponsored our Quick Guide and the Hasham family who generously provided five post-secondary scholarships to clients or their family members.

Ride Don't Hide 2017 – our biggest fund- and -awareness raising event of the year – raised over \$50,000 for youth, awareness and client wellness programs. Flooding, thunderstorms, and even hail couldn't dampen the spirits or commitment of riders, teams and volunteers. Our recent 2018 ride surpassed our goal by raising over \$68,000. We are so grateful to our sponsors and community for their ongoing support of this event and to our amazing Ride Don't Hide Committee for its tremendous efforts.

Our health promotion and education offerings also continued to expand, connecting with more people, organizations and corporations throughout our communities. Over 5,600 individuals participated in

our professional trainings and workshops and we reached another 3,500 people through community presentations and displays. Our Youth Net team also did over 160 presentations for schools and community groups reaching another 6,000 youth, parents and educators and other attendees. We also participated in CMHA Ontario's Erase the Difference Campaign, which called on provincial politicians to fund mental health the same as physical health. All of this work goes hand in hand with our continuing awareness activities online, through the media and in the community, ensuring that people know where to turn for help when they need it.

The most significant change to the organization is still underway. As the Ministry of Health and Central West LHIN have moved to regional based approach known as Care Collaboratives, to provide better service planning and delivery, CMHA Peel Dufferin is looking to serve populations by taking a regional approach to the delivery of some of our services.

This transformation to a regionalized structure builds on the innovations and improvements we've made in recent years, by putting a sustainable organizational structure in place that aligns with our funders, and the direction for healthcare delivery across the province. Some services, like crisis, justice, recovery west, ACTT and outreach will continue to be delivered across all sub-regions. Other programs, like case management and brief counselling are moving to the Care Collaborative structure with a long-term view to multi-disciplinary teams able to respond to a wide variety of needs in a flexible and efficient manner on a local basis.

With this move to a regionalized structure we have also created additional capacity for clinical management, project management, operations, innovation and quality.

None of this would have been possible without the commitment, dedication and passion of our incredible staff and the support of our clients, funders, donors and community partners.

Thank you everyone.



Wilma Clarke
Board Chair



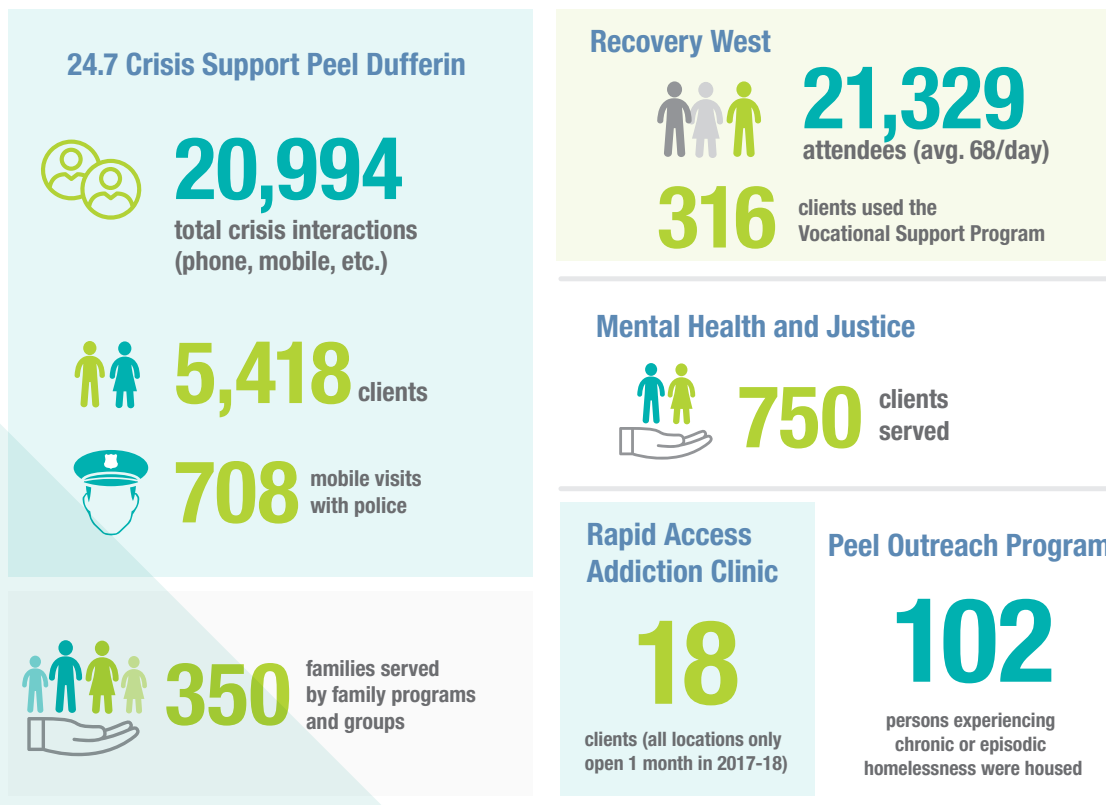
David Smith
Chief Executive Officer

STATISTICAL OVERVIEW

2017-2018 STATS AND FIGURES



PROGRAM STATS



Peel Community Mobilization Team



DELIVERING ON OUR **STRATEGIC PRIORITIES**

ENHANCED ACCESS

New offices in Dufferin

Our new office in Orangeville ensures individuals and families have improved access to quality mental health and addictions care when they need it.

Peel Outreach Program prioritizes the most vulnerable persons experiencing street-based homelessness. Access to services increased through the launch of the Housing Help Drop-in – a self-directed group to help people find, and secure services and housing.

- **Peel Community Mobilization Team**

In collaboration with Peel Regional Police and CMHA Peel Dufferin, this program uses a cross-sector team approach to find solutions for persons deemed to be at an elevated risk to self or others. This non-crisis time-limited intervention minimizes risk, provides services and supports, and connects individuals to mainstream programming. Increased access to community services lead to reduced use of emergency services including hospital and police services.

- **The Streets to Homes Project**

A Housing First Project connected to Outreach joined the Home for Good in Peel Collaborative in Jan 2018. The new collaborative increases access to services by leveraging all Housing First Projects under one umbrella to maximize resources and service capacity.

Public Education and Training

5,632 people attended **171** workshops

3,487 people visited 37 displays

Youth Net

6,005 people attended **162** presentations and displays at local schools/community groups

CONTINUUM OF CARE

Rapid Access Addiction Clinic (RAAC)

Operating in 5 locations across the Central West LHIN, RAAC is the first clinic of its kind in the region. RAAC accepts all patients including self-referrals and walk-ins, referrals from family doctors, hospitals / emergency departments, and the community.

Group Programs

13,259 participants attended

754 group programs

Five \$1,000 Hasham Scholarships Awarded

The Hasham family generously created a new scholarship program for students of any age with lived experience of mental health and addictions issues.

WORKFORCE DEVELOPMENT

Continuous Improvement & Innovation

21 active organizational projects

8 continuous improvement projects in project management, quality, business case development, and statistical and financial reporting

166 staff attended courses in trauma training, ASIST, compassion fatigue and mental health first aid

Facts & Snacks

Staff provided a series of educational sessions for direct service staff to navigate community resources, strengthen local partnerships and facilitate referrals.

WELLNESS WEDNESDAYS CONNECTS CLIENTS TO THE EARLY PSYCHOSIS INTERVENTION TEAM

In 2017, our Early Psychosis Intervention (EPI) program, introduced Wellness Wednesdays – a new program designed to introduce and connect individuals in a meaningful way to the EPI team, their peers, and ‘wellness’ as a critical concept in recovery. Clients develop coping strategies, resilience, while establishing social relationships and connections to support them in their recovery journey.

Wellness Wednesdays was co-designed in collaboration with the people who use the program. This gave voice to EPI clients as they shared their experiences and thoughts in a structured and safe process. This allowed the program to be tailored to the needs of the individuals in the service.

Three times a year, new and existing EPI program clients attend Wellness Wednesday to:

- Create a Wellness Toolkit
 - Program staff created a series of stations (crafts, puzzles, writing, painting, beading, music) and activities (ice-breakers, mindfulness, walks, helpful apps, team games) that clients could rotate through to build their Wellness Toolkit.
- Connect with peers
- Meet EPI staff team members
- Build confidence and comfort to participate and co-lead other EPI activities
- Engage family participation

Wellness Wednesdays resulted in clients and families engaging in other EPI activities held throughout the year including social activities such as snow-tubing, laser tag, hiking, cooking and picnics. This approach has resulted in clients meeting up on their own and starting their own groups such as a book club and writing group, in addition to increased coping skills and greater family satisfaction.



RAPID ACCESS ADDICTION CLINIC OPENS IN RESPONSE TO ONTARIO OPIOID CRISIS

CMHA Peel Dufferin's new Rapid Access Addiction Clinic (RAAC) provides barrier free immediate access and care to clients. RAAC clinics are accessible to clients without appointments or medical referrals. They offer both medication and psychosocial interventions from the first visit, ensuring a holistic approach to addressing clients' substance use. The goal of the RAAC clinic is to meet clients where they are at and work with them to create a care plan that fits their goals.

The RAAC clinic model is very flexible and can be adjusted to suit a variety of contexts. At its essence, the model is intended to be (a) low-barrier, (b) walk-in, and (c) client-centred.

LOW-BARRIER

We understand that clients with substance use disorders often struggle with multiple health and social challenges. Our RAAC clinics are open to anyone who wants help addressing their substance use.

WALK-IN

RAAC clinics see clients without referrals or booked appointments. Clients are seen on a walk-in basis during specified hours. The walk-in model gives clients the flexibility to attend when they are able to, without the pressure of having to make and keep a scheduled appointment.

CLIENT-CENTRED

There is no single approach to substance use disorder treatment; different types of care work for different clients. The RAAC clinic model is intended to give each client a voice in their own care, allowing them to set their own goals and co-develop a treatment plan with the clinician. The role of the clinician is to give the client a range of options (including harm reduction advice, counselling, and referrals to psychosocial treatments) and help them decide what would work best for them. Once the clients are stable, they are transferred back to primary care for long-term management.



CARING COMMUNITY AWARDS

The Caring Community Awards recognize individuals and organizations that have helped promote and encourage mental health awareness, reduce stigma and have made a positive impact on the lives of individuals and families living with mental illness.

DirectSmiles – Lillian Yee

DirectSmiles is a professional mobile dental hygiene service bringing quality dental hygiene care directly to clients. The goal of directSmiles is to reduce barriers to quality, client-focused oral health care by increasing access to dental hygiene services.

With open minds, listening ears and bright smiles, Lillian Yee and her team from directSmiles have brought their services directly to our clients for the last five years – free of charge. The free services provided to clients include dental/oral health assessments, scaling, dental polishing, oral care education, fluoride treatments and fillings. Additionally, each client receives help navigating the dental care system at large and is given contact information for other cost free dental and dental hygiene services in the community.

As primary oral health care providers and educators, the team at DirectSmiles recognizes the important connection between oral health, general health and mental health. Ms. Yee has been a tremendous resource to CMHA workers, providing them with knowledge and insights to enable them to better support our clients who require oral healthcare. Ms. Yee also participates in our annual Client Wellness Expo, providing education sessions, handing out information and resources, toothbrushes, and contributing door prizes.

CMHA Peel Dufferin greatly values their ongoing and generous support; their open and caring approach; and their commitment to helping individuals with mental health concerns have access to quality dental care.

The Honourable Justice Katherine McLeod

For almost 20 years, Madame Justice Katherine McLeod has been a strong advocate for those with mental illness in the Ontario Court of Justice. She was appointed to the Ontario Court of Justice in Brampton in 1999 and was instrumental in establishing the Mental Health Court. Justice McLeod has also been at the forefront of the ongoing development of the mental health and justice system in Peel and past Chair of the Alternative Resolution Court (ARC) Committee formerly known as the Peel Mental Health Court Committee.

Under her leadership ARC has expanded to address the emerging needs of our community. The Court now supports not only those living with mental illness, but also those with dual diagnoses, concurrent disorders, acquired brain injury, intellectual disabilities and age related illnesses.

ARC has an established mandate to ensure that this problem solving court reaches those that would most benefit from “therapeutic jurisprudence.” Justice McLeod worked in collaboration with CMHA Peel Dufferin, the Peel Crown’s attorney’s office, Legal Aid Ontario, Peel Regional Police and the Peel Defence Bar to establish pathways and protocols for individuals with mental illness to have their criminal matters heard in a non-traditional court. She also advocated for the ARC to be expanded from 2.5 hours two days per week to 5 hours two days per week to better address the needs of the community.

Currently Justice McLeod spearheads the Judicial Pretrial Justice system in Brampton, working to alleviate some of the pretrial delays that have plagued this jurisdiction for years.

MISSISSAUGA STEELHEADS AND CMHA TEAM-UP FOR TALK TODAY



The Mississauga Steelheads once again partnered with CMHA Peel Dufferin for Talk Today, raising awareness about the importance of mental health in the Peel Dufferin community. Talk Today is one of the most comprehensive mental health programs for amateur sports in Canada. Its aim is to promote young athletes to spread awareness about the benefits of positive mental health by starting a conversation and encouraging young people to seek help when they need it.



Teams are encouraged to host a Talk Today community event at one home game to show support for mental health and raise awareness about CMHA mental health programs in the community. This year's awareness game took place on February 23rd at the Hershey Centre and throughout the game, knowledgeable staff were on hand to answer questions from Steelheads

fans about how and where they could seek more information or help.

A key piece of the Talk Today program has been to educate players, their families and coaches about mental health and suicide. To date, all Mississauga Steelheads players have received mental health training specific to suicide awareness. As well, players have access to a designated CMHA Mental Health Coach who provides resources and supports for athletes and for the people that surround them.



"Our players and staff are very thankful for the life training skills provided to us from CMHA. As a team we are honoured to play a part in discrediting any negative stigma that may be attached to mental health issues in our community," states James Richmond, Mississauga Steelheads Head Coach.





RIDE DON'T HIDE 2017

On Sunday, June 25, 2017 cyclists of all ages took to the Caledon Hills for CMHA Peel Dufferin's Ride Don't Hide fundraiser. Across Canada, Ride Don't Hide 2017 raised over \$1.5 million nationally for mental health programs and services in 30 communities from Newfoundland to British Columbia.

Locally, **230** riders raised over **\$50,400** for CMHA Peel Dufferin's youth mental health and awareness programs.

Ride Don't Hide 2017 was marked by remarkable weather. The event had to be moved at the last minute due to flooding, and cyclists had to contend with thunderstorms, and even hail, part way through the ride. Despite the inclement weather, cyclists and families came out to show their support for mental health programs and to honour loved ones living with mental illness as well as those lost to suicide.

Special thanks to our Ride Don't Hide 2017 Ambassadors, Kelly Scanlan and Alana Ziobroski, both members of Midweek Cycling Club. Kelly and Alana had both participated in the Ride the previous year and cycling has played a role in their own recovery.

"When I rode in Ride Don't Hide last year, I was struggling with mental health issues. I was just starting to use physical activity as a way to fight back," says Kelly, (who was also a 2017 Invictus Games Team Canada athlete). "In the last year I've been training hard for the Invictus Games, and I have seen a huge improvement in my life. This has led me to want to raise awareness for others who may be struggling or who may know someone who is struggling.

"To look around at the Ride and realize, that so many others who are riding have their own connection to the cause, gives me hope that one day we will eliminate the stigma around mental illness" says Alana.

Thank you to our 2017 Sponsors

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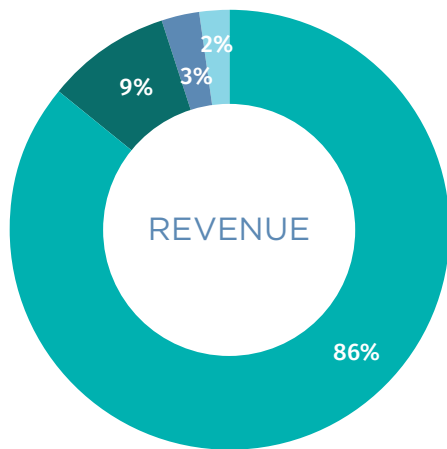
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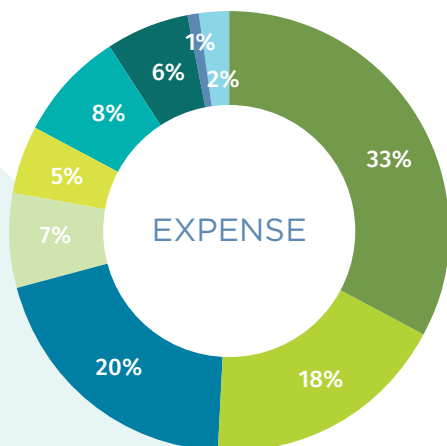


FINANCIALS



CWLHIN	\$15,497,201
Region of Peel	\$1,569,841
Fundraising & Other Income	\$469,583
United Way of Peel	\$281,135
Interest Income	\$14,801
County of Dufferin	\$70,559
Ontario Trillium Foundation Grant	\$13,832

Total \$17,916,952



Case Mangement/Intake/Substance	\$5,959,841
Crisis	\$3,162,055
Management & Admin	\$3,650,142
ACTT	\$1,208,829
Recovery West	\$820,749
Outreach	\$1,414,419
Justice	\$996,600
Other	\$260,776
Mental Health Promotion	\$303,432
Ontario Trillium Foundation	\$13,832

Total \$17,790,675



THANK YOU **TO OUR DONORS!**

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years of
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ans dans la
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