



Canadian Mental
Health Association
Peel Dufferin
Mental health for all

Annual Report

2018 / 2019

Canadian Mental Health Association

Peel Dufferin Branch



Table of Contents

1	CMHA Peel Dufferin
2	Message from the Board Chair and CEO
3	Statistical Overview
4	Growing our Continuum of Care
5	Educating our Community
6	Ride Don't Hide 2018
8	Caring Community Awards
10	Workforce Development
11	Your Donations prevent Homelessness
12	Making a Difference
14	Financials

Board of Directors 2018/2019

Board of Directors

Neil Brydon, **Past Chair**
Wilma Clarke, **Chair**
Patrick Fradley-Davis, **Vice-Chair**
Lauren Bernardi, **Vice-Chair**
Grant Clark, **Secretary**

Members

Penny Connors	Tehani Mott
Linden King	Sangeeta Patel
Susan Larkin	Kumee Rao
Solange Losier	Peter Simmons
Phil Lynn	

CMHA Peel Dufferin

Our Vision:

Mentally healthy people in a healthy society.

Our 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.

Our Values:



Leadership: Open, receptive and meaningful leadership at every level in the organization and within our diverse community resulting in activities, services and outcomes that will benefit the community as a whole, particularly those affected by mental illness and addictions.



Integrity: We do the right thing even in difficult situations, work from a position of trust, follow through on our commitments and treat everyone fairly and with respect.



Inclusiveness: Creating an environment where everyone feels they belong, can share ideas and opinions and where everyone interacts in a manner that is respectful, supportive and professional. This includes celebrating our respective uniqueness, contributions and strengths as individuals and communities.



Advocacy: We work together with others as true partners in the best interest of those affected by mental illness and addictions. This means being proactive, responsive to needs and investing the time, energy, effort to achieve meaningful outcomes.



Accessibility: Programs, services, information and facilities are available, user-friendly and accommodating effectively supporting full participation and access for everyone who needs them.



Quality: We deliver high quality, holistic mental health and addiction services and programs that our clients need and deserve. Care, passion and partnership underpin our client-centred approach and continuous improvement efforts.

Message from the Board Chair and CEO



Wilma Clarke
Board Chair

This was another year of rapid change and growth for Canadian Mental Health Association (CMHA) Peel Dufferin.

After significant planning, 2018/2019 saw the introduction of Care Collaboratives to our organization. These multi-disciplinary teams are located throughout the community to deliver services to clients and families in partnership with local health care providers.

The shift fundamentally changed the way we interact with clients over the past year. The model facilitates improved co-ordination of services, increased networks for complex clients and equitable service delivery across our geography. Ultimately, that means better access and better care, closer to home for our clients and families.



David Smith
Chief Executive Officer

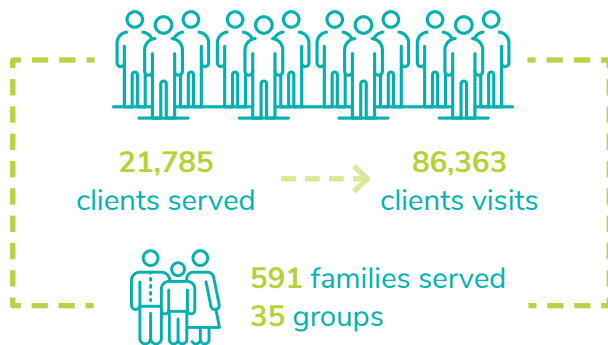
We now have local teams in place at four different sites in Brampton, Bramalea, Orangeville and Rexdale. Clients at each location receive wraparound services that take an individual's whole health into account. From addiction medicine to brief counselling, case management, and group support programs, Care Collaboratives mean that, for clients and families, there is truly "no wrong door" to access services.

Looking ahead, the coordination of services and connections to local referral partners that Care Collaboratives allow will become increasingly important as Ontario Health Teams (OHTs) roll out across the province. While there's still a measure of uncertainty about exactly what OHTs will look like. However, we can say one thing for certain: CMHA Peel Dufferin has never been better prepared to support the full participation of those with mental illness and addictions in the life of the community.

We're proud of the improvements we've made over the past year – and there's still more to come!

Statistical Overview

All Programs and Services



24.7 Crisis Support Peel Dufferin

3,329 clients served

14,963 interactions (phone, mobile, etc.)

1,859 mobile visits with police

21,957 service provider interactions



Education

162 sessions

4,954 individuals trained



Recovery West

840 individuals served
(20,273 attendance days)

346 vocational clients
(5,292 attendance days)



Mental Health and Justice

897 clients served



Rapid Access Addiction Medicine Clinic

248 clients



Peel Outreach

74 clients housed

162 individuals served



Youth Net

127 presentations and displays

3,915 attendees

Growing our Continuum of Care

Group Programs Open the Door to Mental Health for All

When you walk in the front door at CMHA Peel Dufferin today you're greeted by a very different organization than the one you would have found only a few years ago. For one thing, instead of just one "front door" we now have four. For another, the variety of programs we offer behind each of those doors is greater than it's ever been.

Nowhere is that variety more evident than groups. Groups are important because they're a low barrier way for people to get mental health and addiction support. Currently, there are 28 peer support groups available to clients of CMHA Peel Dufferin. In 2018-2019 we expanded the number of groups that are open to anyone to seven and began hosting sessions at new locations throughout the Peel and Dufferin area.

The increase in groups is the result of two major changes within CMHA Peel Dufferin: First, the move from a centralized office structure to local Care Collaboratives meant that we could deliver more services closer to home. Second, the introduction of Communities of Practice within the organization has increased knowledge sharing and skills development among staff.

For example, our community groups lead credits the Addiction Workers Community of Practice with the introduction and expansion of the new Self-Management and Recovery Training (SMART) group.

Thanks to the Community of Practice, almost all the addiction workers across the organization have been trained in how to facilitate SMART. "We went from one small pilot in Bramalea to four different groups running every single week at Care Collaboratives across our area, all getting regular attendance.

What's next for group programs? We're starting to work with more community partners to deliver groups. It's allowing us to reach new people in the community. Before, a lot of times it was just clients who were already involved in our other programs who signed up for groups. Now, we're reaching people who may not want or need more intensive services but can still benefit from what groups like SMART have to offer.

A Community of Practice is a group of people who share a concern or a passion for something they do and come together to learn how to do it better. Communities of Practice focus on sharing best practices and creating new knowledge to advance an area of professional practice.

Educating our Community

Enhancing Access through Awareness

Mental health awareness has come a long way in the last few years. These days, most people know what mental health is. But what we're not so good at is knowing what to say or do when confronted with mental illness, either in ourselves or in others. That's where CMHA Peel Dufferin's education and training suite can help.

"Every day, our team makes a positive impact. We work hard to improve our audience's knowledge of mental health, increase awareness of mental health services and supports, and make connections within our community," says CMHA Peel Dufferin's adult educator.



Johnson & Johnson kicked off their new mental health initiative with a presentation for employees delivered by CMHA Peel Dufferin educators.

In 2018/2019 CMHA Peel Dufferin reached 4,954 participants through workshops, courses and presentations at workplaces and in the community. Trained adult educators facilitated 162 sessions, including four new offerings:

- Certificate in Trauma Counselling for Front-Line Workers, a six-day session designed for experienced frontline workers who provide short-term counselling to vulnerable populations in community settings
- The "ASK" Workshop teaches social workers, parents, kids-program coordinators, teachers and others about what youth and kids, 14 and younger, need from the adults in their lives to reduce risk factors for suicide, and increase protective factors
- Our Cannabis Workshop enhances attendee's cannabis IQ by providing an understanding of cannabis basics, the complexities of legalization, the relationship between marijuana and mental health, and knowledge of practical harm reduction strategies
- Mental Fitness provides participants with strategies and exercises to improve mental dexterity in order to maintain a sharper mind and healthier body

These new trainings round out a suite of over 20 different courses and workshops that are available to increase mental health literacy in our community.

 **4,954**
individuals trained

 **162** sessions

Ride Don't Hide 2018

This year, Ride Don't Hide in Peel and Dufferin raised \$67,608 for our Youth Net, Client Wellness and Mental Health & Literacy programs. We couldn't have done it without the 308 riders, 625 donors and 80 volunteers who participated in Ride Don't Hide 2018.



Cyclists ride through the Caledon Hills for different reasons. Here are two stories from riders who joined Ride Don't Hide who found a sense of community and personal well-being they didn't expect.

Morris Bellus

Being an "Over the Road" professional driver for almost 20 years has its advantages and disadvantages. My first 15 years were mainly as a "local" driver operating within Ontario. My days consisted of long 10 - 14 hour shifts, but I came home to my family every night.

In 2015 I made a change to long haul driving and found myself away from home, friends and family for long periods of time. It's a very different lifestyle and it started to drag me down into something I didn't know anything about: depression.

Perhaps it was the loss of my best friend, my sister, and then three months later my mother – or that my father had developed Alzheimer's disease and dementia – but I found it hard to shake off depression.

After my father's passing, I started to make some changes. I needed to get myself back to a better state. In 2016, I bought a bike and came across the CMHA Peel Dufferin booth at the Toronto International Bicycle Show. After hearing about Ride Don't Hide in Caledon Hills, I signed up for my first 100km ride and decided to dedicate it to my father.

After my first Ride Don't Hide, I never looked back and now enjoy my new "wheel" of life. I'm always smiling, engaging in my children's lives and reaping the physical benefits of riding. Ride Don't Hide not only helped me mentally and physically, it helped me find myself on my own terms, emotionally. I never thought two wheels and a charity ride would help so much!

Today, I'm not only a Ride Don't Hide enthusiast, but a steering committee member and ambassador. I've reached a place that I never thought was possible five years ago. This event has turned me into someone new.



Morris Bellus shared his story of how cycling helped him recover from depression with fellow riders.

Amy Krasnozon



Amie Krasnozon led riders through the starting arch at Ride Don't Hide 2018. 100km later, she crossed the finish line with four new friends.

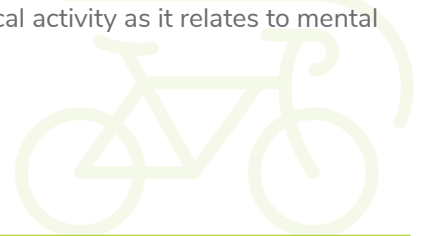
I joined Ride Don't Hide in 2017 as a cyclist. I'm a competitive person and had a personal goal to finish in the first group of 100 km riders in around 3 hours.

A group of five riders including myself formed in the first 5km. We supported each other during the ride using one another's strengths on different parts of the course to maximize our efficiency. As we approached the end of the ride, we decided to cross the finish line together. We began the day as strangers but were finishing as a team. I crossed the finish line, in the company of four new friends, with a huge sense of accomplishment and tears in my eyes. Finishing the ride in the first group signified a snapshot of my journey and struggle with mental illness – one I am finally winning.

Cycling has been an important but unexpected component of my recovery. To be fair, recovery isn't as simple as just jumping on a bike. I did a lot of work. But I do wonder where I'd be without cycling. When I'm riding, I find a connection and stillness within myself that's missing in everyday life. I crawl into my head and meditatively watch the world tick by, one pedal stroke at a time.

Some may see it as just a carbon frame, but for me my bike is much more than that: it's the enabler of positive experiences. It takes me on long chatty rides, has given me a love of early mornings, and a community of exceptional people; it propels me up mountains both literal and figurative.

I was so impressed with the positive and encouraging environment, organization and support at Ride Don't Hide 2017 that I wanted to be more than a participant. So, I joined the steering committee and became an Ambassador for the 2018 event. I am honoured to share my story and hopefully inspire others. Cycling and an active lifestyle have helped me through my darkest times, and I want to encourage others to find the benefits of physical activity as it relates to mental health.



Caring Community Awards

The Caring Community Awards recognize those who encourage mental health awareness, reduce stigma and make a positive impact on individuals and families living with mental illness. This year, we're pleased to honour three deserving recipients.

Gary Carty



Gary Carty (centre-left) and team pose for a promotional photo ahead of Ride Don't Hide 2018.

For 38 years, Gary Carty has been a member of Peel Regional in roles from patrol, to investigating child abuse and sexual assault, to his current role with the major collision bureau. Despite the changes, one thing has remained constant throughout Gary's career: he deals with mental health issues daily.

Gary started volunteering on the Ride Don't Hide planning committee in 2013. He spends hours checking the safety of the route, leads training to ensure participants are familiar with the area, and recruits marshal riders who make sure everyone finishes in good spirits.

We're also grateful for his wife Karyn, another member of the Ride Don't Hide committee, who keeps Gary in check for us.

Jordan Randall

In 2015, TVO Kids held a contest for kids that do good things and six-year-old Jordan wanted to enter. She told her mom she planned to collect socks for homeless people because "people who don't live in warm homes need warm socks the most." But during their conversation, Jordan decided that instead of entering the contest, she would collect socks just because it was for a good cause.

Jordan's goal was to collect 100 pairs of socks for homeless people in Peel. Through the generosity of family, friends and complete strangers, Jordan collected 2,287 pairs of new socks!

The sock drive showed Jordan she could make a difference in her community and she decided to do it annually. As of 2018, Jordan has collected more than 24,200 pairs of socks that are distributed through shelters and the Peel Street Outreach program.

Jordan has collected



24,200+

pairs of socks in 2018

Facility Plus & David Levy

Good corporate citizenship has always been important to Facility Plus. So when owner David Levy heard we needed help for our annual Ride Don't Hide fundraiser, he offered his services...for free.

David's crew co-ordinated pickups and delivery of bike racks, banners, shirts and water bottles essential to a successful ride, served as on-route rider assistance and collected all 150 route markers as they went.

In October 2018, David joined the Ride Don't Hide volunteer planning committee. The committee set a fundraising goal of \$85,000, but David believed the event could raise \$100,000. Thanks to Facility Plus and David Levy, Ride Don't Hide 2019 raised over \$130,000.



The Facility Plus Roadsters raised \$11,146 for community mental health programs through Ride Don't Hide 2018.

Workforce Development

Regionalization and the establishment of local Care Collaboratives fundamentally changed the way we deliver services to clients over the past year. For clients and community members, that means more mental health services are now being delivered closer to home. That we have better connections to local healthcare providers and referral partners. And that clients receiving care now have the benefit of a truly multidisciplinary team all under one roof.

For staff at CMHA Peel Dufferin, the shift meant a new set of challenges and opportunities.

At the director level, two new members joined the leadership team. The additional clinical expertise and project management experience that they bring help drive our strategic priorities. As a result, CMHA Peel Dufferin is better equipped than ever to continue to increase efficiency, improve service quality and implement new technologies.

The Outreach team grew with the addition of nursing staff to work specifically with homeless people living with mental illness and addiction in our region.

To support the growth of the Rapid Access Addiction Medicine clinic we added a trained pharmacist to the team. This improves clients' access to addiction medicine and improves their chances of recovery.

We also invested in professional development across the organization. Frontline staff received training in Family-Centred Care, Trauma Counselling for Front-Line Workers, Compassion Fatigue, and Cultural Competency. The skills and knowledge these sessions provide will have a direct impact on the quality of care our clients receive.

Finally, the organization also expanded the already robust onboarding process. New staff joining the organization now benefit from LEAN methodology, project management, privacy and other specialized trainings.

Reflecting on newly implemented Compassion Fatigue training, CMHA Peel Dufferin's director of Crisis Services emphasized its importance for maintaining a top performing team.



It's so imperative we set healthy boundaries to avoid compassion fatigue in ourselves and our teammates. Service providers can be the most help seeking groups when it comes to mental health care, so this a pro-active way to educate our team, reduce burnouts and look after one another."

These opportunities strengthen and build on what we do as an organization. As a mental health care provider, it's critical to support the mental health of staff. Healthier staff means higher quality service and, ultimately, better outcomes for clients.

Your Donations prevent Homelessness

Tony McEvenue grew up in a family of 10 children, seven of whom ended up working in social services.

"It's probably in the genes, although I don't wear the same pair," Tony's oldest brother Sinc jokes.

When Tony joined CMHA Peel Dufferin as the director of community support services in the early 2000s, he was already an advocate for housing as a critical piece of recovery. He would stop at nothing to ensure safe, affordable and respectful housing for people with mental illness.

Our current manager of outreach recalls, "When he came to CMHA, we didn't have a big housing services component. He was very outspoken about making sure we understood the need for secure housing at all costs."

In 2006, Tony spearheaded the development of the Home Works program. Home Works grants emergency financial assistance to people living with mental illness who are at risk of becoming homeless.

Sadly, barely a year after his dream was realized, Tony passed away suddenly on Feb. 25, 2007.

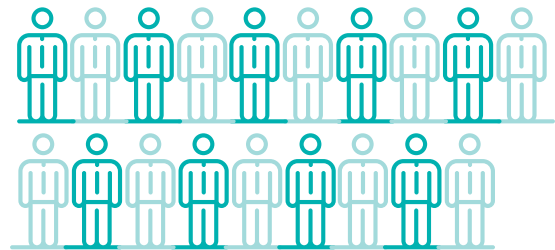
Tony was ahead of his time. When he passed, there was no question that adding his name to the program was the right way to honour his memory.

Every year, Tony's family makes their own donation to the McEvenue Home Works fund.

"We miss him a lot, so something like this is very near and dear to our hearts," says Sinc.

Last year, McEvenue Home Works kept 19 people and their families from being evicted from their homes.

This winter, we asked CMHA Peel Dufferin supporters to considering making a donation to the McEvenue Home Works fund. The response exceeded expectations, resulting in an additional \$6,214 for individuals and families facing homelessness.



19 people and their families were supported and kept from being evicted



\$6,214

raised for families facing homelessness

Making a Difference

CMHA Peel Dufferin thanks the following donors for their generous gifts:

A & A King Family Foundation
Lauren Bernardi & Rob Denhollander
William Cowal
Credit Valley Hospital Family Health Team
Facility Plus
Johnson & Johnson Inc.
Sinc & Kelly McEvenue
Sanoh Canada Ltd.

Thank you to all supporters who participated in and donated to the following fundraisers:

2018 Game Changer Gala
14th Annual Amazing Race
2018 Ride Don't Hide

A very special thank you to our committed monthly donors:

Ana Acito Ashton
James Blackwell
Nevett Miller

CMHA Peel Dufferin received donations in honour of the following people:

Connor James Agnew
Patricia Jane Dey
Randy Le
Leisha Morais
Pat Marshall
Baijumon Mather
Peter Money
Jeanette Schepp
Doug and Jamie

Thanks to our Ride Don't Hide sponsors:

National Sponsors:

Rocky Mountain, Scimitar, and Clif Bar

Advocate Sponsors:

Facility Plus, Bernardi Human Resource Law, Jeff Rice Family Foundation, and RBC Wealth Management Dominion Securities.

Ambassador Sponsors:

Fidelity Investments, Raleigh, and CI Investments

Community Sponsors:

Manulife Financial, RotoPrecision, RBC Global Management, Dynamic Funds, and Mackenzie Investments

Special thanks to our community partners:

The Caledon Detachment of the Ontario Provincial Police, Peel Regional Police, Higher Ground Café, The Water Depot (Bolton), and Mississauga Steelheads

Thanks to the community supporters:

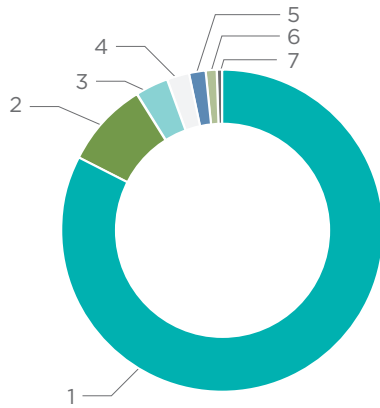
Express Automotive, Lifestyle Promotions, Mississauga Marathon, St. John's Ambulance, the Region of Peel, the Town of Caledon, Maple Leaf Sports & Entertainment, Ripley's Aquarium, CNE and Mary Kay Cosmetics



ride don't hide

Financials

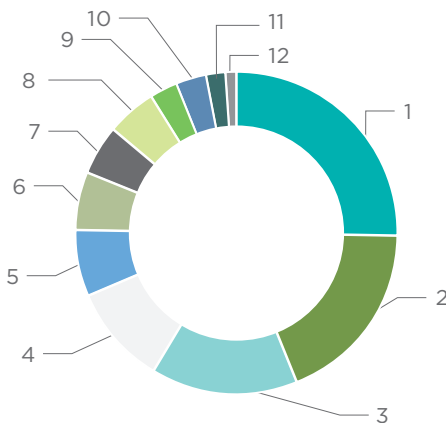
Revenues



1	Central West LHIN	\$15,842,459	82.7%
2	Region of Peel	\$1,654,932	8.6%
3	Fundraising & Other Income	\$648,316	3.4%
4	Mississauga Halton LHIN	\$422,814	2.2%
5	United Way of Peel	\$288,299	1.5%
6	Ontario Trillium Foundation Grant	\$242,505	1.3%
7	County of Dufferin	\$55,781	0.3%

Total \$ 19,155,106

Expenses



1	Multi-Disciplinary Care Collaborative Services	\$4,900,681	26%
2	Crisis	\$3,606,066	19%
3	Administration	\$2,933,766	15%
4	Outreach & Housing	\$1,936,918	10%
5	Assertive Community Treatment Team	\$1,246,132	7%
6	Recovery West	\$1,107,291	6%
7	Justice	\$878,679	5%
8	Rapid Access Addiction Medicine Clinic	\$870,713	5%
9	Youth	\$613,953	3%
10	Clinical Management	\$490,318	3%
11	Mental Health Promotion	\$352,573	2%
12	Other	\$160,713	1%

Total \$19,097,804

Contact Us

Canadian Mental Health Association Peel Dufferin Branch

314-7700 Hurontario Street

Brampton ON L6Y 4M3

Telephone: 905-451-2123 | 1-877-451-2123



An agency of the Government of Ontario
Un organisme du gouvernement de l'Ontario

