



19/20

ANNUAL REPORT

CANADIAN MENTAL HEALTH ASSOCIATION

PEEL DUFFERIN



Canadian Mental
Health Association
Peel Dufferin
Mental health for all

Association canadienne
pour la santé mentale
Peel Dufferin
La santé mentale pour tous

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ANNUAL REPORT 2019/2020

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**I AM HAPPY TO KNOW THAT WHEN I
NEED RESOURCES FROM CMHA THEY
ARE ALWAYS AVAILABLE TO ME."**



**Canadian Mental
Health Association**
Peel Dufferin
Mental health for all

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A MESSAGE

FROM THE CEO AND BOARD CHAIR

The Canadian Mental Health Association (CMHA) Peel Dufferin has seen invaluable growth and program expansion over the past year. This supported our goal of providing mental health and addiction services along with education and awareness.

Through teamwork and partnerships, 2019/2020 brought the introduction of the Mobile Crisis Rapid Response Team (MCRRT) and the CMHA Mobile Health Clinic powered by TELUS Health to the community. Our Early Psychosis Intervention (EPI) program and Rapid Access Addiction Medicine (RAAM) Clinic were also expanded to reach more people and improve service delivery.

In the first two months of the MCRRT launch, the team responded to 373 mental health 911 calls. Nearly half of those calls were referred to our crisis program for follow up support, thereby avoiding a mental health apprehension and diverting from hospital emergency department.

The CMHA Mobile Health Clinic powered by TELUS Health is a fully equipped primary care clinic on wheels. Outfitted with all of the essential equipment you might find in your own doctor's office, the Mobile Health Clinic brings total health care to the streets. Staff can now provide essential physical and mental health care, addiction support, access to housing resources, and referrals to services.

Our Early Psychosis Intervention (EPI) expansion helps us offer a standardized model of services to the Central West Local Health Integration Network (LHIN) community so that clients and families have access to consistent services across Peel and Dufferin. It enabled Services and Housing in the Province (SHIP), Punjabi Community Health Services and CMHA Peel Dufferin to collaborate in offering integrated psychiatry and a multi-disciplinary approach that aligns with Ontario EPI standards.

Our Rapid Access Addiction Medicine Clinic grew to seven locations giving 67 per cent more clients access to low-barrier, immediate care including addiction counselling and pharmacotherapy.

The year ended as the pandemic began and we are so proud of the way our team pivoted to continue supporting clients during unprecedented circumstances.

Demand for services in 2020/21 is expected to increase by 25 to 30 per cent as a result of COVID-19 and the team has been invaluable in adjusting to meet this challenge.

Mental health continues to be highlighted as something every person has and must care for daily. We hope to continue partnering with stakeholders and community members to support mental health for all.

Sincerely,



David Smith
CEO



Patrick Fradley-Davis
Board Chair

MISSION, VISION & VALUES

BOARD OF DIRECTORS 2019-2020

Chair / **Patrick Fradley-Davis**

Vice-Chair / **Lauren Bernardi**

Vice-Chair / **Solange Losier**

Secretary / **Grant Clark**

Past Chair / **Wilma Clarke**

Board members /

Nabila Chaudhry

Penny Connors

Linden King

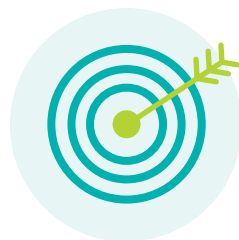
Susan Larkin

Phil Lynn

Tehani Mott

Kumee Rao

Peter Simmons



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.



VISION

Mentally healthy people in a healthy society.



CORE VALUES

LEADERSHIP

INTEGRITY

INCLUSIVENESS

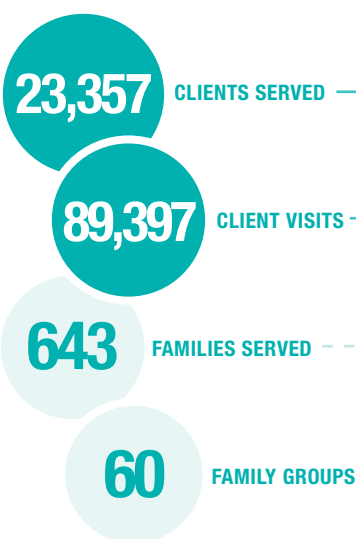
ADVOCACY

ACCESSIBILITY

QUALITY

STATS

ALL PROGRAMS + SERVICES



24/7 CRISIS SERVICES



EDUCATION



RECOVERY WEST



VOCATIONAL SUPPORTS



MENTAL HEALTH & JUSTICE



RAPID ACCESS ADDICTION MEDICINE (RAAM) CLINIC



EARLY PSYCHOSIS INTERVENTION (EPI)



PEEL OUTREACH



YOUTH NET



STRATEGIC PLAN

NEW STRATEGIC PLAN 2019-2022

LEADERSHIP * CLINICAL EXCELLENCE * EVIDENCE-BASED * INNOVATION

After speaking with clients, families, staff and stakeholders, CMHA Peel Dufferin rolled out a new strategic plan prioritizing our goals as we move towards 2022. We heard from those living with mental illness and addictions, client family members, front line clinicians, support workers and community partners and built that feedback into our strategy. This allowed us to incorporate new changes into our systems and continue to provide the safest quality care to our community.

By training leaders and creating paths to bring teams together, we are working to improve the lives of our clients through quality care and original ideas that lead to mental health for all.

CMHA Peel Dufferin offers programs for:

- **Anyone 16+ experiencing a mental health or addictions crisis**
- **Youth (mental health and addictions)**
- **Seniors (dementia and substance use)**
- **People navigating the court system**
- **Those struggling with homelessness or imminent homelessness**
- **Family members and caregivers of those experiencing mental health or addictions issues**

This strategic plan reinforces our mission and our over 55-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.



OUR VISION

Mentally healthy people
in a healthy society.



OUR MISSION

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

OUR VALUES

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



LEADERSHIP

- Build leadership to drive co-design and system improvements
- Provide opportunities for leadership development
- Exemplify the value of community-based services and demonstrate capacity to improve health outcomes



CLINICAL EXCELLENCE

- Improve self-defined quality of life
- Enhance skills and opportunities to deliver clinically excellent services
- Deliver high quality, safe and efficient mental health and addiction services



CLIENTS & FAMILIES

STAFF



Canadian Mental
Health Association
Peel Dufferin
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2019-2022 Strategic Plan

Grounded in evidence-based research, we will work with clients & families toward co-designed system improvements with a focus on leadership, clinical excellence & innovation that recognizes the current landscape of health care system transformation.

SYSTEM TRANSFORMATION

EVIDENCE-BASED

- Use experiences to drive new ways to deliver better services
- Deliver the best outcomes as defined by the evidence
- Use data and research to show the value of community-based services and drive safety and system improvements



INNOVATION

- Ensure services are regularly evaluated and continuously improved
- Create opportunities to evolve ideas and imagination into high quality services
- Create innovative solutions to problems that improve quality outcomes



NEW PROGRAMS & EXPANSIONS

MOBILE CRISIS RAPID RESPONSE TEAM (MCRRT)

The Mobile Crisis Rapid Response Team (MCRRT) program launched in January 2020 to help deal with the ever-increasing calls for service involving those persons experiencing mental health challenges or an addictions related crisis. The MCRRT program has a crisis worker (registered nurse, registered social worker or occupational therapist) teamed up with a specially trained police officer to respond to 911 calls involving individuals experiencing a mental health crisis. A primary goal of the MCRRT program is to provide an on-site assessment of the client, referring that person when appropriate to community-based services rather than transporting them to an emergency department.

In its first month of service, there were 164 MCRRT calls and 71 clients were formally referred to 24.7 Crisis Support Peel Dufferin rather than being brought to the hospital.

The MCRRT partnership is helping people get mental health supports at home and improve their connection to community supports. As a champion for mental health, CMHA facilitates access to the resources people require to maintain and improve mental health and community integration, build resilience, and support recovery from mental illness.

The MCRRT program involves two cars per day, 365 days a year, operating from 12:00 noon to 12:00 midnight.



373
calls



102
apprehensions
(approximately 1/4 of the calls)



34
individuals under 16
(9%)



181
referrals to 24/7 crisis program
(49%)

Statistics from January 13, 2020 to March 31, 2020.



(RIGHT) MCRRT
LAUNCH EVENT

(FAR RIGHT)
MEMBERS OF THE
MOBILE CRISIS RAPID
RESPONSE TEAM

NEW PROGRAMS & EXPANSIONS

EXPANSIONS

Our Early Psychosis Intervention (EPI) expansion helps us offer a standardized model of services to the Central West LHIN community so that clients and families have access to consistent services across Peel Region and Dufferin. It enabled Services and Housing in the Province (SHIP), Punjabi Community Health Services and CMHA Peel Dufferin to collaborate in offering integrated psychiatry and a multi-disciplinary approach that aligns with Ontario EPI standards.

Our Rapid Access Addiction Medicine program added two new conveniently located clinics with community partners, Supportive Housing in the Province (SHIP) and Peel Addiction Assessment and Referral Centre (PAARC), enabling us to serve clients at seven locations. This allowed us to offer low-barrier, immediate, much-needed addiction counselling and pharmacotherapy to 67 per cent more clients and increase visits by 35 per cent. We were able to hire a new nurse practitioner and a new registered nurse to go along with our team of nurse practitioners and concurrent disorder specialists who support client needs.

This is the first clinic of its kind in our Mississauga community and we were also able to provide these clients with counselling support in partnership with SHIP and PAARC.



SERVICE WAS PRECISE AND VERY QUICK. I WAS CONTENT WITH THE WORKER WHO PROVIDED ME WITH THE RESOURCES."



(TOP) OUR EPI TEAM, AND (BOTTOM TWO) OUR RAPID ACCESS ADDICTION MEDICINE PROGRAM.

NEW PROGRAMS & EXPANSIONS

CMHA MOBILE HEALTH CLINIC POWERED BY TELUS

The CMHA Peel Dufferin Mobile Health Clinic powered by TELUS Health was launched in March 2020. This specially equipped clinic on wheels will provide essential primary medical care, mental health care and addiction supports directly to underserved citizens in Peel Region including Mississauga, Brampton, and Caledon. Doctors of the World Canada provided the Mobile Health Clinic and TELUS Health revamped it and is covering the operating costs for three years.

The Mobile Health Clinic provides a unique one-stop experience where someone homeless can receive support for substance use, mental health, and physical health, and have discussions regarding housing needs all in the same space.

Staff on the Mobile Health Clinic will include a registered nurse, an outreach worker, a worker specializing in substance use and will be supported by a nurse practitioner. Staff will have access to dedicated equipment found in a standard doctor's office including items like blood pressure cuffs, an examination table, first aid materials and wound and foot care.

“According to a recent study, on any given night in Peel Region, 922 people are homeless and many also have addictions or mental health needs. In fact, 55 per cent of those who are homeless in this study also identify as having mental health issues and 31 per cent as having addictions,” said David Smith, CEO of CMHA Peel Dufferin. “Bringing the Mobile Health Clinic, powered by TELUS Health to Peel Region is great news not only for those unable to receive primary care, mental health care or addictions care due to access barriers, but also for those hesitant to seek out mainstream services due to stigma. Now these ‘at-risk’ members of the community will have access to the healthcare they need via the Mobile Health Clinic at one of the daily clinic sites throughout Peel.”

The Mobile Health Clinic powered by TELUS Health will help address the needs of community members and will provide hope. And hope is what fuels CMHA Peel Dufferin in its mission to provide mental health for all.



THE CMHA PEEL DUFFERIN
MOBILE HEALTH CLINIC
POWERED BY TELUS HEALTH.

EXPANDING KNOWLEDGE

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 when confronted with mental illness in ourselves or in others, we don't always know what to say or do. That is 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.

In 2019/2020 CMHA Peel Dufferin reached 8,986 participants through workshops, webinars, and presentations at workplaces and in the community. Certified adult educators facilitated 215 sessions, including four new offerings:



1 Mindfulness for Emotional Resilience & Well-Being

Offers participants insights and practices for adding mindfulness into their day-to-day life.

2 Food and Mood: How Diet can Affect your Mental Health

Offers participants insights into the connection between nutrition and mental health with practical tools for adding healthy choices into our day-to-day life.

3 Psychological Health and Safety

This 4-part course provides your team with tools and strategies to implement and maintain a psychologically healthy and safe workplace based on Canada's Psychological Health & Safety Standard.

4 Myers Briggs Type Indicator (MBTI) Workshop

Participants will learn how their personality preferences lead to differences in their work, communication, decision-making styles—and how they can “flex” those preferences to accommodate the styles of other team members and enhance overall performance.

These new trainings round out a suite of over 40 different courses and workshops that are available to increase mental health literacy in our community.

RIDE DON'T HIDE

Ride Don't Hide is a nationwide fundraising bike ride that brings mental health into the open. With 10,000 riders and hundreds of volunteers, it's the largest Canadian event of its kind and raises more than \$2 million each year for Canadian Mental Health Association branches across the country.

2019 was a landmark year for CMHA Peel Dufferin's annual Ride Don't Hide event. For the first time ever, our branch partnered with CMHA Toronto to host an even bigger, more impactful event: Ride Don't Hide Greater Toronto!

Registration opened in January 2019 and by the time riders, walkers, volunteers, and sponsors came together on June 23rd to conquer the hills of Caledon they had raised an incredible \$136,873!



\$136,873
raised



359
participants



(ABOVE) 2019 RIDE DON'T HIDE.

RIDE DON'T HIDE

Donations collected by participants were shared between the branches to reach even more people in need. At CMHA Peel Dufferin, donations received through Ride Don't Hide were distributed through the McEvenue Home Works Fund. McEvenue Home Works provides financial assistance to individuals living with mental health concerns who are experiencing a housing crisis and have exhausted all other financial options. From direct payments to landlords and utility companies, to help purchasing essential furniture items, McEvenue Home Works exists to keep people living with mental illness out of shelters and off the streets where their chances of recovery are much lower.

Thanks to the incredible generosity of participants and donors to Ride Don't Hide Greater Toronto, and support from sponsors like Facility Plus, Pelmorex and Comprehensive Benefit Solutions, we can continue to be there for families in their time of need.



(ABOVE) 2019 RIDE DON'T HIDE.



CARING COMMUNITY AWARDS

The Caring Community Awards were developed to recognize individuals and organizations who have made significant contributions to the mental health of our community. The recipients for 2019-2020 are as follows:

Cheryl King

Cheryl King has been volunteering with CMHA Peel Dufferin for over 30 years, as both a past Board member and a long-standing, steadfast, and current member of CMHA Peel Dufferin's Board of Directors' Audit Committee. Cheryl is a Chartered Professional Accountant and the Senior Director, Accounting & Finance at Canon. She has been adding credibility to the organization through her contributions to the Audit Committee and to CMHA Peel Dufferin's finance department since the late 1980s.

Cheryl demonstrates an exceptional commitment to the organization by not only prioritizing her presence at Audit Committee meetings (she rarely misses a meeting), but also using her experience and expertise to ask questions, probe issues and to offer thoughtful guidance and financial leadership. Cheryl's generosity with her time is something rarely seen as she has quite literally spent hundreds, if not thousands, of hours reviewing financial data and information. Cheryl always arrives to an audit committee meeting well prepared and ready to ensure that CMHA Peel Dufferin's financial reporting documents and practices are reviewed and critiqued robustly, and that the organization is adhering to its service accountability agreements and requirements.

Stephen Jackson

Stephen Jackson has a unique and renowned approach to cuisine and in his over 30 years of experience in the industry has always kept the customer in mind when creating dishes to fit the customers' desires as well as incorporating some of his own specialties. Stephen is the head chef at Tailwinds Bar and Grill in Orillia, and owner and head chef for Stephen Jackson Catering, where for the latter he offers culinary expertise and flavour to local events and celebrations.

In 2018, Stephen's catering company was presented to CMHA Peel Dufferin's Client Wellness Committee as a catering option for the annual client holiday party. Stephen quickly confirmed his willingness and excitement to cater the event and serve the community. Stephen was an integral part of the planning committee and all his catering company's work and efforts were donated in kind to the organization. His crew was amazing, and their assistance made an incredible difference to the event. Stephen also worked with CHMA Peel Dufferin for its 2019 Client Expo and again all his catering company's work and efforts were donated in kind to the organization.

Stephen was always available and willing to help in any way he could, and it was evident that he was dedicated to serve only the best food to our clients and community.

TELUS

In March 2020, TELUS expanded the company's innovative Health for Good™ program by partnering with CMHA Peel Dufferin and funding a mobile health clinic. The CMHA Peel Dufferin Mobile Health Clinic powered by TELUS Health is a specially equipped clinic on wheels that provides essential primary medical care, mental health care and addiction supports directly to the homeless in Peel Region including Mississauga, Brampton, and Caledon.

The Mobile Health Clinic is equipped with TELUS Health's electronic medical record (EMR) technology and TELUS LTE Wi-Fi network technology. Staff can collect and store health data, examine results over time, and provide better continuity of care to patients who previously had undocumented medical histories. The medical clinic is divided into two main areas: one for patient reception and mental health care and a second more spacious area with an examination table and a physician/nursing workstation which helps to improve patient privacy and allows the team to treat patients with the dignity and respect they deserve.

EMPLOYEE APPRECIATION

We would like to thank each and every team member for their commitment to our clients' success, for the speed in which they adjusted to our new world post-pandemic, to those who were deployed to assist in Long Term Care homes during COVID-19 and to folks who changed the way they worked in order to meet increased demand in crisis, triage and many other areas of support. We could not have done it without you. We would also like to thank those who celebrated their 5th, 10th, and even 30th anniversaries as a part of CMHA Peel Dufferin. Your dedication to the community and to your colleagues is priceless.



OUR EMPLOYEES



31 LANGUAGES

(including English) spoken by employees of the CMHA Peel Dufferin team



**(ABOVE) BRANCH STAFF TEAM APPRECIATION
& RECOGNITION DAY.**

DONORS

Thank you Adesola, Amanda, Bernardi Human Resource Law LLP, Brad, participants in the putting competitions held by the Ladies and Mixed sections of the Brampton Golf Country Club, Catherine, Clara, Co-operators Insurance - Agency Contact Centre, the Estate of Patricia Dey, Fletcher's Creek Senior Public School, High Country United Church, IMCD Canada Limited, Karoline, Lauren, Linda, Mark, Martyna, Mitchell International, Moreen, Radiant Employees, Sadhana, Shanti, Uma, staff and donors who participated in the 2019 United Way fundraising campaign, Xi Beta Upsilon Chapter, and four generous but anonymous donors for making a donation this year.

Thank you James, Nevett, and a third anonymous donor for supporting CMHA Peel Dufferin every month.

Thank you to the anonymous donor who made a gift in honour of Adam Koomar, and to Patrick and Valerie for making a donation in honour of Brian Coggon.

Thank you Centre Dufferin Recreation Complex and Joanne for your donations in memory of Claire Heart-Ruhl.

Thank you to the anonymous donors who made gifts in memory of Curtis Eberts, Jacqueline Scott, Kevin Carmody, Khemraj Balkissoon, Lisa Hollett, Mark Wilson and Roger Hilts.

Thank you to the Bassett, Stirling, and Blacklock families for their donation in memory of Daniel Few, and to Brandon, for your donation in memory of Jay Ng and Ave Chau.

Thank you Massimo, Michelle, Jessie and the many others who prefer to remain anonymous for remembering Lucas Pennell-Monaco with a generous donation in his memory.

Thank you Reverend Gerard for your donation in honour of Poch Ringalda.

Thank you to Ann Welsh Communications Inc. for ensuring that Tony McEvenue's legacy lives on at CMHA Peel Dufferin with a generous donation in his memory.



(ABOVE) BELL EMPLOYEES WRAPPING PRESENTS DONATED BY CHUM CHARITABLE FOUNDATION FOR THE CLIENT HOLIDAY PARTY.

DONORS

A very special thank you to the Peters family and all the participants and donors who contributed to the Addison Memorial Run for a Reason in Support of Mental Health Awareness. The event raised over \$3,500 for mental health support and awareness programs at CMHA Peel Dufferin.

One hundred thank yous to the 100 Women Who Care Caledon for supporting the Youth Net program with a group donation of \$5,700!

Thank you and congratulations to Karen Medeiros and the participants in the 15th annual Amazing Race for their most incredible year yet! Altogether, the event raised over \$13,000 for CMHA programs in Dufferin County.

Of course, we also owe a giant thank you to all of the riders, walkers, volunteers, sponsors and donors who made the 2019 Ride Don't Hide Greater Toronto – Caledon Hills fundraiser such a success. In particular, we'd like to thank the members of the volunteer organizing committee who make this event possible year after year: David, Gary, James, Joe, Jon, Karyn, Morris, Natasha, Phil, and Steve.

We couldn't do it without sponsors including Facility Plus, CI Investments, Eastman Manufacturing, Fidelity Investments Canada, Scott Forest Products, The Jeff Rice Family Foundation, the Town Of Caledon, Water Depot, OPP Caledon Detachment, and Tour for Kids/Coast to Coast Against Cancer.

In 2019/2020 CMHA Peel Dufferin also received grants from Bell Let's Talk, the United Way Greater Toronto and the Smart and Caring Children and Youth Fund at the Community Foundation of Mississauga in support of Youth Net.

Grants received from the Ontario Trillium Foundation and the Pendle Fund at the Community Foundation of Mississauga allowed us to purchase brand new computers and software for the Vocational Centre at Recovery West.

In December, we hosted the annual client and family holiday party thanks to a generous grant and donation of children's toys from Chum Charitable Foundation.



\$3,500+

raised at the Addison Memorial Run for a Reason



\$5,700

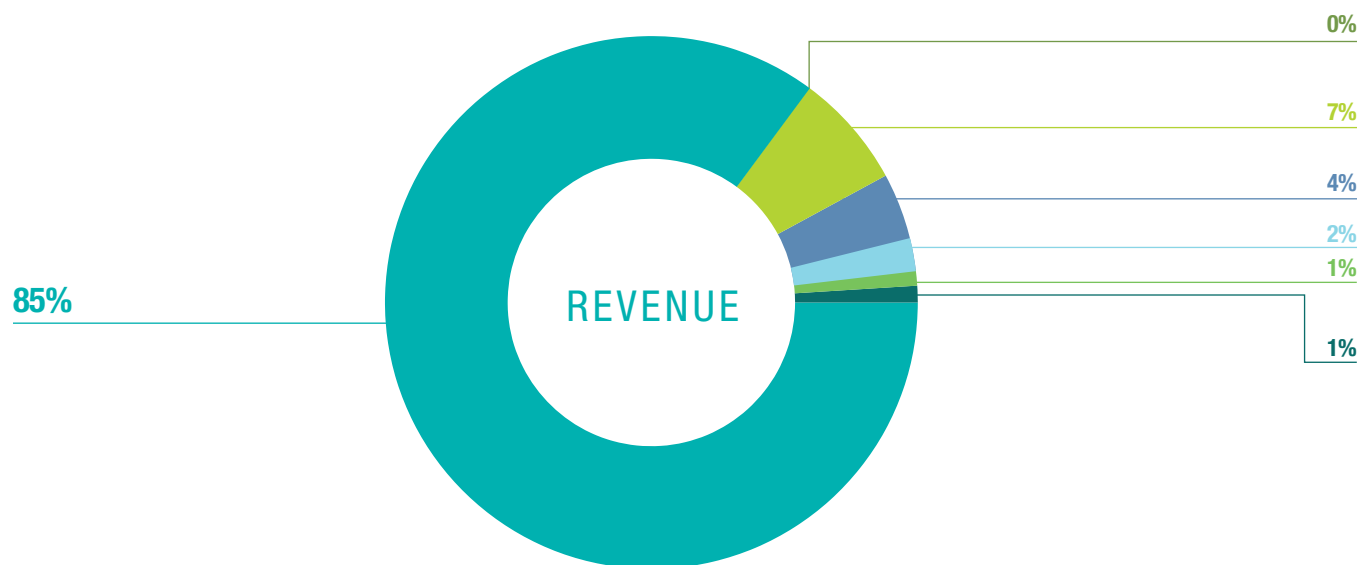
raised by the 100 Women Who Care Caledon for supporting the Youth Net program



\$13,000

raised by 15th annual Amazing Race

FINANCIAL REPORT 2019/2020

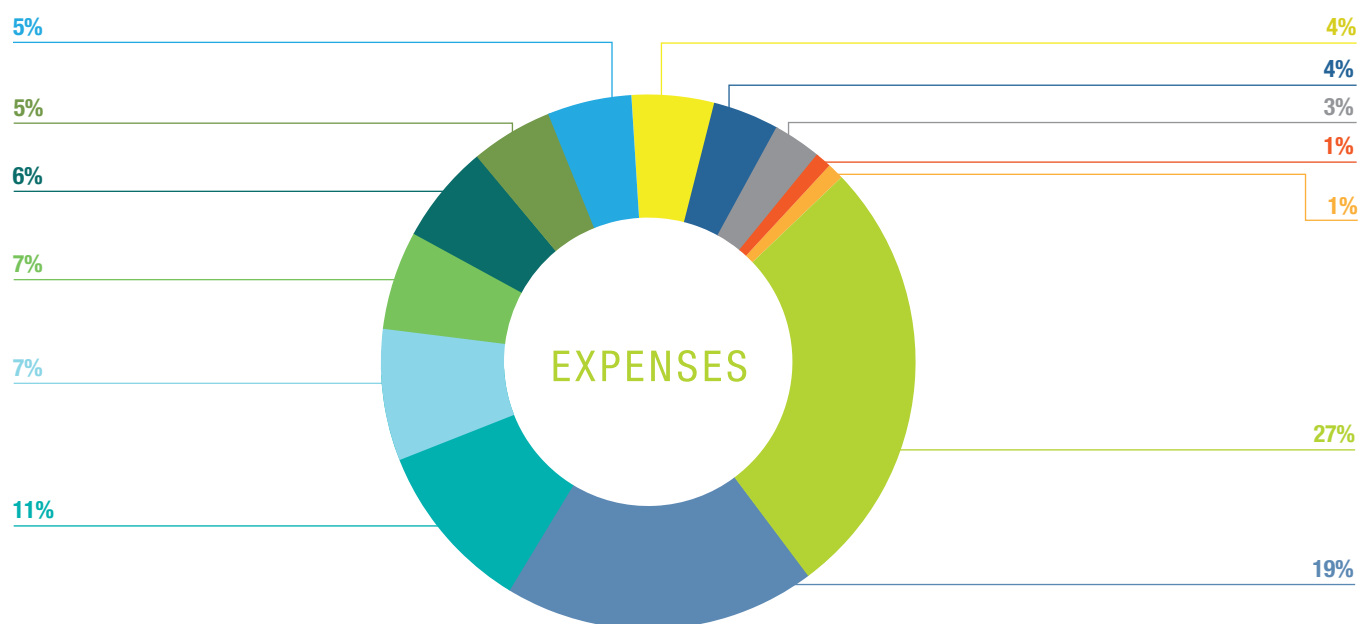


REVENUE BY FUNDER

Central West LHIN	\$17,997,626
Region of Peel	\$1,505,292
Other Income	\$751,677
Fundraising & Events	\$388,119
United Way of Peel	\$283,440
Ontario Trillium Foundation Grant	\$274,056
County of Dufferin	\$71,272

TOTAL: \$21,271,482

FINANCIAL REPORT 2019/2020



EXPENSES BY PROGRAM

Multi-Disciplinary Care Collaborative Services	\$5,784,615
Crisis	\$4,053,339
Administration	\$2,283,091
Outreach & Housing	\$1,568,979
Recovery West	\$1,375,772
Rapid Access Addiction Medicine program	\$1,280,993
ACTT	\$1,082,304
Justice	\$1,034,299
Rent	\$947,450
Other	\$794,539
Clinical Management	\$591,114
Youth	\$250,362
Mental Health Promotion	\$171,892

TOTAL: \$21,218,748

EXCESS OF REVENUE OVER EXPENSES\$52,734



I WANTED TO REACH OUT AND SAY A BIG THANK YOU TO THE WORKER AND OFFICERS THAT RESPONDED TO OUR CRISIS YESTERDAY. I WAS THE PERSON IN CRISIS AND MY WIFE CONTACTED THE RESPONSE UNIT. THEY WERE VERY PROFESSIONAL, FRIENDLY AND UNDERSTANDING. THEY CAME INTO THE SITUATION WITH NO ASSUMPTIONS OR PRECONCEIVED NOTIONS AND TOOK THE TIME TO TALK AND UNDERSTAND WHAT WAS HAPPENING. PLEASE EXTEND OUR SINCERE GRATITUDE AND APPRECIATION TO THEM AND LET THEM KNOW THAT WE ARE GOOD AND WILL GET THROUGH IT. REGARDLESS OF EVERYTHING IN THE MEDIA RIGHT NOW, YOU (POLICE OFFICERS AND CRISIS WORKERS) ARE ALL NEEDED AND MATTER TO PEOPLE LIKE ME AND MY FAMILY.”



@CMHAPeelDufferin |



@CMHAPeelDuff |



@CMHAPeelDufferin |



linkedin.com/in/cmha-peel-dufferin



Canadian Mental
Health Association
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Mental health for all

Association canadienne
pour la santé mentale
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La santé mentale pour tous

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