

ANNUAL REPORT

CMHA Peel Dufferin

2023/24



Canadian Mental
Health Association
Peel Dufferin
Mental health for all

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Board of Directors

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Nabila Chaudhry

Annie de Verteuil

Nadia Hasan

Lori Ker

Sahar Rahman

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Canada

Dufferin
county

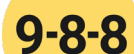
Ontario
Health

QUEEN
SQUARE
FAMILY HEALTH TEAM

Region
of Peel
working with you

United Way
Greater Toronto

Proud partner in

9-8-8

Governance and strategy

Mission

CMHA Peel Dufferin supports people with mental health and addictions needs to be well and achieve their full potential. We do this by providing advocacy and community-based services that are equitable, leading and collaborative.

Vision

ALL people with mental health and addictions needs thriving in supportive communities.

Strategy

- **Equitable:** We are committed to (justice) providing individuals with what they need to succeed regardless of race, sexual orientation, abilities, lived experience, postal code, language, income, or any other barriers our clients experience.
- **Evidence-based:** We believe in delivering holistic supports and programs anchored in current best practices proven by available and relevant data and evaluation. We believe that integrating evidence-based approaches with an individual's unique needs allows us to provide high-quality care within the continuum of mental health and addictions services.
- **Person-centred:** We prioritize focusing on the needs of the individual and work together in a way that is respectful and responsive. We consider the individuals' choices, values, lifestyle, family, and social circumstances. We see the person as an individual and work collaboratively.
- **Innovative:** We consciously consider new ideas and ways of thinking that create value and better client outcomes.
- **Integrity-driven:** We strive to do the best thing even in difficult situations. We work from a position of trust, follow through on our commitments and treat everyone fairly and respectfully.
- **Compassionate:** We are empathetic to the needs of our clients and staff, and we strive to go over and beyond expectations in our work to provide the required support.
- **Leading:** We ensure open, receptive, and meaningful leadership at every level in the organization and within our diverse community resulting in actions, services, and outcomes that will benefit all, particularly those living with mental illness and addictions.

Message from the CEO and Board Chair

As we reflect on the past year at CMHA Peel Dufferin, we're both proud and humbled by the progress we've made together. The ongoing recovery from the pandemic has challenged us to rethink and refine our approach to mental health care, ensuring we continue to meet the evolving needs of our community with compassion and innovation.

This year marked significant milestones for our organization. The successful launch of the Recovery College in January 2024 was a testament to our commitment to empowering individuals on their wellness journeys. Offering a variety of courses, we provided participants with tools and skills for recovery, culminating in our first-ever graduation ceremony—a moment of immense pride for all involved.

Our work in community outreach also expanded significantly. In collaboration with our community partners, Peel Addiction Assessment & Referral Centre (PAARC) and Services and Housing In the Province (SHIP), our outreach team provided essential support, from mental health and addiction referrals to assistance with shelter and food. With the addition of two new place-based teams in Port

Credit and Cooksville, we were able to deepen our connections with local businesses, residents and vulnerable populations. Their efforts, particularly during inclement weather and in response to the opioid crisis, have been nothing short of heroic.

We're also proud to have been part of the national launch of the 9-8-8 Suicide Crisis Helpline by the Centre for Addiction and Mental Health (CAMH), along with a network of 39 other national crisis lines and helplines. As one of the top network providers in Ontario, our team answered over 3,300 calls in the first five months, offering critical support to individuals in distress. This service is a vital addition to our community, ensuring help is always within reach for those in need.

Our ongoing advocacy and service expansion efforts were recognized with permanent base funding for the Community Crisis Rapid Response Team (CCRRT), ensuring our innovative, non-police response to mental health crises remains a cornerstone of our services in Peel Region. Through our collaboration with community partners, including ROOTS Community Services and Punjabi Community Health Services, CCRRT continues to

provide culturally-affirming care, addressing the diverse needs of our community with sensitivity and expertise.

A major highlight this year was the successful launch of the Black Health Social Services Hub in Peel. This initiative is a critical response to the vast disparities in health care access and outcomes experienced by Black, African, and Caribbean communities in the region. This initiative, developed in partnership with ROOTS Community Services and LAMP Community Health Centre, will provide integrated primary care, mental health, and social services tailored to the unique needs of these communities. This project highlights our commitment to equity and the delivery of culturally-safe care.

In our commitment to diversity, equity, and inclusion, we took significant strides by appointing a new equity, diversity, inclusion and accessibility strategist. This role is crucial in guiding our organization toward a more inclusive and equitable future. We've also strengthened our partnerships with community organizations to address health equity gaps and continued to lead initiatives that combat systemic racism.

This year, we were honoured with significant recognition for our commitment to excellence in service and organizational management, receiving the *Nonprofit Employer of Choice (NEOC) Award for 2023* and achieving *Accreditation with Exemplary Standing*.

Equally noteworthy is the success of our Emerging Leaders Program, which stands as a testament to our dedication to nurturing talent within our organization. This eight-month program, offering mentorship and training in partnership with the Schulich School of Business, along with one-on-one support from senior managers, has been instrumental in preparing our employees for future leadership roles. We extend our heartfelt congratulations to all participants for their dedication and achievements.

Our board of directors also had a productive year, successfully completing the implementation of the Ontario Not-for-Profit Corporations Act (ONCA). We initiated a governance review to modernize our policies, continued to meet Accreditation Canada governance standards, and

advanced our organization's work on diversity, equity, and inclusion by developing several new policies to ensure ongoing excellence in this area.

We also focused on internal growth and development by welcoming 123 new staff, who have already made substantial contributions to our mission. Additionally, we've partnered with educational institutions, which allowed us to host a diverse group of 35 students and young professionals in various roles, nurturing the next generation of mental health leaders.

As we look ahead, we remain committed to advancing our strategic goals and continuing to serve the community with excellence. We're deeply grateful to our dedicated staff, partners, donors, and volunteers whose unwavering support makes our work possible.

Thank you for being part of our journey. Together, we're building a healthier, more resilient community.



Nadeisha Pinnock
Board Chair



David Smith
CEO

Program Highlights

9-8-8 Suicide Crisis Helpline

Proud partner in

9-8-8

On Nov. 30, 2023, the National 9-8-8 Suicide Crisis Helpline was launched, with CMHA Peel Dufferin as one of 16 network providers in Ontario. This vital service has already made a significant impact, with our team answering over 4,200 calls and counting. The 9-8-8 helpline provides a critical lifeline for individuals in distress, ensuring they receive timely support. Impressively, 97 per cent of these calls were managed without requiring 911 intervention, highlighting the effectiveness of the service in mitigating immediate safety concerns. Additionally, CMHA Peel Dufferin has taken on the role of answering "surge calls" for the province, further demonstrating our commitment to ensuring all callers receive the support they need. Our branch also represents other network providers on a national working group, tasked with developing protocols for collaboration between 911 communicators and 9-8-8 responders.

Community Crisis Rapid Response Team (CCRRT)

The Community Crisis Rapid Response Team (CCRRT) continued to be a pioneering service in Peel Region, offering a non-police response for individuals calling 911 in mental health crises. During the second phase of the pilot, CCRRT received permanent base funding from Ontario Health, ensuring the continuity of this essential service. Since last November, 87 per cent of the 928 CCRRT calls were successfully conducted without police intervention, allowing for a health-focused, culturally-safe, and affirming response. The program's collaboration with Punjabi Community Health Services, ROOTS Community Services, and Peel Regional Police has strengthened our collective ability to provide timely, appropriate care to individuals in crisis. With over 600 visits and 1,300 service

interactions completed during the pilot phase, CCRRT continues to set a benchmark for non-police crisis intervention services.

Black Health Social Services Hub

The Black Health and Social Services (BHSS) Hub Peel, supported by CMHA Peel Dufferin, ROOTS Community Services, and

**BLACK
HEALTH**
& SOCIAL SERVICES HUB PEEL

LAMP Community Health Centre, is a newly-launched initiative designed to provide culturally-tailored primary care, mental health and addictions, and social services for Black, African, and Caribbean communities in Peel. Through this program, CMHA Peel Dufferin offers a range of mental health and addictions services, including individual and group counselling, addiction treatment and recovery support, crisis intervention, and peer support. Additionally, the Hub focuses on delivering culturally-responsive mental health education and awareness programs, ensuring care provided respects and honours the unique cultural backgrounds of the communities we serve. Through the BHSS Hub Peel, CMHA Peel Dufferin is committed to addressing the specific mental health and addiction challenges faced by these communities, fostering an environment where individuals can achieve long-term wellness and recovery.

Outreach expansion

CMHA Peel Dufferin expanded its outreach services with the addition of two new place-based teams in Port Credit and Cooksville. These teams, comprising 15 new staff members, have been actively engaging with businesses and residents, participating in community events, and creating partnerships to provide essential services. The outreach teams offer a range of support, including mental health and primary care referrals, social services support, and provides food and shelter referrals for clients experiencing homelessness. Despite challenges such as inclement weather and limited shelter capacity, the teams worked with clients to

navigate these obstacles successfully. By forming new partnerships, they found alternative resources to support our community's vulnerable members. Since the expansion, the Street Helpline answered 798 calls specifically from Port Credit and Cooksville, demonstrating the growing demand for these services.

RAAM (Rapid Access Addiction Medicine) expansion

The Rapid Access Addiction Medicine (RAAM) program experienced significant growth this year, now offering 27 walk-in hours, nine evening hours, and Saturday clinics across six sites in Peel, including two in Mississauga, as well as locations in Brampton, Bolton, Orangeville, and Rexdale. This expansion resulted in a 31 per cent increase in overall visits and a 28 per cent increase in individuals served. The Dufferin region, in particular, saw a notable 27 per cent rise in visits, highlighting the effectiveness of the program in meeting the increasing demand for addiction services. The RAAM program's continued expansion demonstrates our commitment to providing accessible and timely care for individuals struggling with addiction.

Recovery College

The launch of Recovery College in January 2024 marked a significant milestone for CMHA Peel Dufferin. This innovative program takes an education-based approach to wellness and recovery, empowering participants to become experts in their own mental health. The College offered four courses during its first term— Emotional Regulation, Getting Ready for Work, Goal Setting, and Wellness Recovery Action Plan (WRAP). Peer facilitators played a central role in developing and delivering these courses, bringing lived experience and expertise to the classroom. The first term culminated in our inaugural graduation ceremony in April 2024, where students received certificates of completion, celebrating their journey towards recovery and wellness.

Primary Care Clinic

The Primary Care Clinic, established to provide integrated physical and mental health services, has continued to grow and evolve. This year, the clinic expanded its inclusion criteria to capture patients in "grey areas," such as those who have a family doctor but lack sufficient mental health support. The clinic, which operates every Friday from 10 a.m. to 2 p.m., has seen a steady increase in patients, with 10 unique individuals attending 30 appointments in less than a month. The clinic has also facilitated access to critical services, including psychiatric consultations, and has supported patients with complex needs, such as those dealing with addiction and concurrent disorders. Despite operating just one day a week, the clinic has successfully provided comprehensive, co-ordinated care, often going beyond the scheduled clinic day to address urgent patient needs.

"I just wanted to connect with you to tell you the medical appointment I took my client to on Friday was outstanding service. The nurse, receptionist and doctor were so helpful and welcoming. My client left feeling very hopeful which is not something they've experienced in a very long time. I'm so grateful for each person we connected with on Friday. Incredible service! CMHA-PD is so lucky to have them!"

– staff member

"I've found staff very caring and welcoming. Most staff have first-hand dealt with mental health struggles the same way as clients. I've learned a lot about the different types of skills I have and how to apply them to real life scenarios."

- Tyrice, Recovery College Student

Service Stats

All programs and services

85,106

client visits

23,152

clients served

23,324

client visits through partnerships

586

clients served through partnerships

15,575

group participants

1,490

group sessions

118

group participants through partnerships

92

group sessions through partnerships

Mental Health and Justice Services

681

clients served

Vocational Program

2,500

attendance days

109

individuals served

Education

4,579

individuals trained

137

sessions

Recovery West

5,017

attendance days

243

individuals served

Rapid Access Addiction Medicine (RAAM)

8,388

client visits

567

clients served

Early Psychosis Intervention

4,835

client visits

157

clients served

Peel Outreach

864

individuals served

100

clients housed

Crisis

72,171

calls for service

33,063

interactions

20,297

interactions provided through partnership

6,258

clients served

4,544

mobile visits with police

High Priority Community Strategy

99,956

community interactions

Diversity, Equity, Inclusion

CMHA Peel Dufferin's commitment to diversity, equity, inclusion, and accessibility (DEIA) continues to be a top organizational priority, and a driving force behind our progress. This year, we've advanced several key initiatives that reflect our dedication to fostering an inclusive environment for both our clients and staff.

A significant achievement this year was the adoption and implementation of an organizational Anti-Oppressive Framework, laying a strong foundation for our ongoing efforts in equity and inclusion. In parallel, we developed a comprehensive Health Equity Impact Assessment program that will be integrated across all clinical programs, ensuring our services are inclusive and representative of the communities we serve.

To better address the needs of our diverse client base, we've updated our client registration forms to include expanded areas of diversity and intersectionality. Additionally, we've enhanced our CRMS equity data points, enabling us to more accurately reflect and respond to sociodemographic data. These improvements are crucial for monitoring and continually improving our services.

Our commitment to cultural awareness and capacity-building is evident through targeted training and knowledge exchange initiatives, including Indigenous Cultural Safety and Anti-Black Racism training. These efforts are supported by our Health Equity Committee, which oversees the development and maintenance



of an awareness calendar that highlights significant days related to mental health, systemic discrimination, and employee awareness.

Partnerships have been instrumental in advancing our DEIA agenda. By collaborating with organizations such as Dixie Bloor Neighbourhood Centre, Indus Community Services, Punjabi Community Health Services, WellFort Community Health Services, and ROOTS Community Services, we've been able to offer tailored programs addressing critical health equity gaps for newcomer youth, seniors, Black, and South Asian communities in Peel.

One of our most impactful partnerships this year has been the launch of the Black Health and Social Services (BHSS) Hub, in collaboration with ROOTS Community Services and LAMP Community Health Centre. This initiative, aligned with Ontario Health's Equity, Inclusion, Diversity & Anti-Racism Framework and the Ontario Black Health Plan, underscores our ongoing commitment to health equity for Black, African and Caribbean communities within the Peel region and our dedication to addressing anti-Black racism.

In addition to these initiatives, we've made significant progress in expanding programs and services for 2SLGBTQIA+ clients through our 2SLGBTQIA+ Health Equity Working Group. Furthermore, our Anti-Black Racism and EDI Advisory Circle has played a pivotal role in guiding our organizational strategies and initiatives.

Supporting these organizational successes is the newly-established position of equity, diversity, inclusion and accessibility strategist, implemented this year. This role has been vital in leading the development and review of policies and practices that underpin our DEIA efforts, ensuring our Health Equity work plans are fully aligned with an EDIA lens. The strategist's work strengthens our mission to create a community where truly everyone can thrive.



Through these initiatives and partnerships, CMHA Peel Dufferin continues to set the standard for creating an equitable and inclusive environment that meets the diverse needs of our clients and staff. Our work in DEIA is not just a strategic priority. It's a reflection of our core values and our unwavering commitment to building a thriving, inclusive community for all.

High Priority Community Strategy

As we transitioned out of the COVID-19 pandemic, CMHA Peel Dufferin continued to prioritize the well-being and mental health of our community. Our High Priority Communities Strategy (HPCS) remained central to our pandemic recovery efforts, particularly focusing on newcomer youth and seniors in Mississauga, with an emphasis on Black and South Asian populations. HPCS made significant strides in non-traditional health settings, such as food banks, libraries, and community centres, reaching nearly 100,000 individual interactions this year. The program also successfully facilitated thousands of referrals for mental health, addictions, and primary care services, and distributed naloxone kits at community events to vulnerable populations. HPCS prioritized social determinants of health to ensure ongoing support for those in need.



Client Family Advisory Council (CFAC)

The Client and Family Advisory Council (CFAC) remains a vital component of CMHA Peel Dufferin's mission to ensure the voices of our clients, families, and caregivers are fully integrated into the development and delivery of our mental health and addiction services. This year, CFAC members, representing various geographic areas served by CMHA Peel Dufferin, have significantly shaped the landscape of our services. Their lived experiences and insights have informed quality improvement initiatives, contributed to program evaluations, and supported key organizational projects, including our accreditation process.

In addition to these contributions, CFAC members also reviewed our communication tools and efforts, offering valuable perspectives on our website, social media, and other modes of communication with clients and families. Their involvement extended beyond advisory roles, as they actively participated in various events throughout the year, such as the Talk Today program in partnership with the Ontario Hockey League, and our annual Ride Don't Hide fundraiser, whether by serving on committees, volunteering, or participating in fundraising efforts.

The ongoing collaboration between CFAC and CMHA Peel Dufferin exemplifies our commitment to person-centred care, ensuring our services are responsive to the needs of those we serve.

Fundraising

Our fundraising efforts were bolstered by two major events this year: Ride Don't Hide and the Push-Up Challenge. Ride Don't Hide raised an impressive \$55,857.01, with 127 participants and 13 teams contributing to the success of this event. The Push-Up Challenge, held in February 2024, raised \$15,894.13, with 346 supporters choosing CMHA Peel Dufferin as their branch of choice. We extend our heartfelt thanks to all donors and sponsors, whose generosity enables us to continue our vital work in the community.

Donors and sponsors:

- Facility Plus
- Rice Family Foundation
- Manulife Investments
- Paul Bola, RBC Dominion Securities Inc.
- Fidelity Investments
- CI Investments
- CP24 CHUM Christmas Wish
- Bell Let's Talk
- Public Health Agency of Canada
- Region of Peel
- Green Ficher Family Fund
- Haleon
- The Royal Trust Company
- Bernardi Human Resource Law LLP
- United Way Greater Toronto Area
- Telus
- Employment & Social Development Canada

Many thanks to all of the individuals donors and supporters.

Ride Don't Hide stats

(June 2023)

\$55,857.01

raised for CMHA Peel Dufferin and CMHA Toronto

127

Participants

13

teams created



Push-up Challenge stats

(February 2024)

\$15,894.13

raised for CMHA Peel Dufferin and CMHA Toronto

346

people chose us as their supporting branch

15

teams created



Awards and recognition

Branch recognition

This year has been a remarkable one for CMHA Peel Dufferin, as we continue to be recognized for our commitment to excellence, leadership, and service innovation. Our organization has received prestigious awards, reflecting our ongoing dedication to our mission and the communities we serve.

Nonprofit Employer of Choice Award (NEOC) 2023:

We're incredibly proud to be honoured with the NEOC Award for the fourth consecutive year. This award is a testament to our leadership in fostering a supportive, engaging, and positive workplace culture. It highlights our continued efforts in building trust and respect, effective communication, and strong employee engagement across the organization.

These accolades not only honor the hard work and dedication of our team but also inspire us to continue striving for excellence in all areas of our work. We're proud of these achievements and remain committed to providing exceptional mental health services to the Peel Dufferin community.

Accreditation with Exemplary Standing:

CMHA Peel Dufferin once again achieved Accreditation with Exemplary Standing from Accreditation Canada. This accreditation reflects our adherence to the highest standards of care, safety, and service quality, and it highlights our commitment to continuous improvement.



Caring Community Awards

CMHA Peel Dufferin is honoured to present the Caring Community Awards to three remarkable recipients this year: Dr. Naryan Chattergoon, Hossam Khedr, and WestJet. Their contributions to mental health and addiction services, as well as their commitment to our community, have been truly transformative.

Dr. Naryan Chattergoon

We recognize Dr. Naryan Chattergoon for his outstanding contributions to mental health and addictions services within our community. As a dedicated family physician, Dr. Chattergoon has shown exceptional commitment to providing compassionate, comprehensive care to individuals facing mental health challenges. His practice is a sanctuary where patients can seek help without fear of stigma, supported by his holistic approach that integrates both medical and psychological support.

Dr. Chattergoon's innovative thinking has been pivotal in bridging gaps in health care, particularly through his collaboration with CMHA Peel Dufferin to establish a Primary Care Clinic. Beginning in December 2023, this clinic has provided vital medical and mental health assessments and treatment to individuals without a designated family doctor. By focusing on preventive care, early intervention, and continuity of care, Dr. Chattergoon, alongside our dedicated team of nurses, has made a profound impact on the lives of our clients, setting a new standard for integrated community-based care.

Hossam Khedr

We extend our deepest gratitude to Hossam Khedr for his invaluable contributions to our community, both as the former director of information technology at CMHA Peel Dufferin and through his remarkable personal initiatives. Hossam's passion for soccer and helping others led to the successful launch and operation of the CMHA Street Soccer PD Program, now in its second season. This program provides an inclusive space for physical activity, promoting social inclusion and well-being among our clients.

Hossam has also been a tireless advocate for accessibility within our organization, ensuring technology is accessible to all staff and clients.

His leadership has driven significant changes in our applications and processes, emphasizing the importance of inclusivity in everything we do. Beyond his professional role, Hossam has generously contributed his time and expertise to various community initiatives, including the Peel Regional Police Chief Resource Council and the Peel Poverty Reduction Committee Systems Roundtable. His leadership in the Canadian Street Soccer Association, the Ontario Muslim Chamber of Commerce, and other organizations reflects his deep commitment to improving the lives of others, particularly those who are marginalized or face significant barriers.



WestJet

WestJet has consistently demonstrated a strong commitment to enhancing the communities they serve, and CMHA Peel Dufferin is immensely grateful for their support. Through their Airport Community Giving Program, WestJet has made significant contributions to charitable events across Canada, including CMHA Peel Dufferin's initiatives. One of WestJet's core values is to "care from the heart," a principle that aligns closely with our mission to support individuals with mental health and addiction needs.

This year, WestJet generously donated two round-trip tickets to anywhere they fly for our annual Ride Don't Hide event. This gift-of-flight has not only bolstered our fundraising efforts but also helped to sustain and expand our critical mental health programs. The impact of WestJet's generosity extends beyond our clients, touching the lives of our staff and the broader community by enabling us to continue our work in reducing stigma and ensuring that no one rides alone in their journey towards mental health and wellness.

Training and development

As part of our commitment to continuous learning and professional development, CMHA Peel Dufferin introduced a series of trainings and workshops designed to enhance the skills and knowledge of our staff and board members. These sessions covered a range of critical topics, aimed at fostering a more inclusive, equitable, and informed workplace.

One of the key initiatives this year was the launch of the Emerging Leaders Program (ELP). This eight-month program is designed to support ongoing professional and leadership development for employees, preparing them for future career opportunities. The program includes one-on-one mentorship with our senior leadership, external training from the Schulich School of Business, and evaluations focused on foundational leadership skill-building across various streams and disciplines of work. The 2023-24 cohort of the ELP included a group of talented and passionate employees who demonstrated exceptional potential and commitment to their professional growth. The program not only equips participants with the skills needed for leadership, it also fosters a culture of internal development and career progression within our organization.

Other trainings and workshops offered to staff:

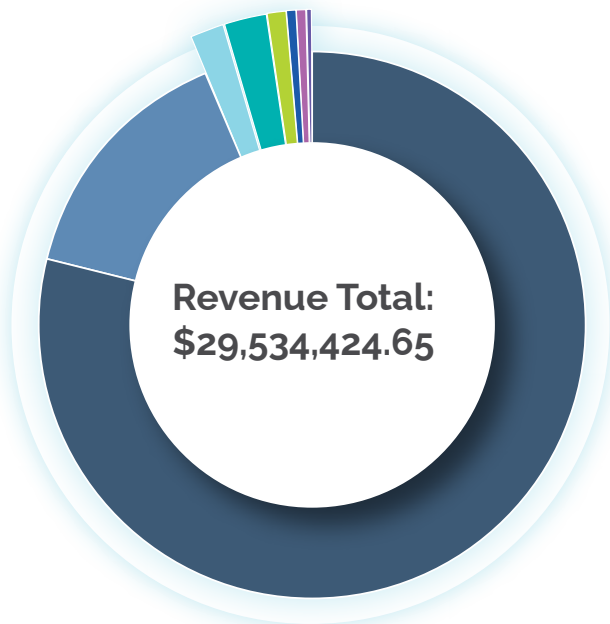
- Personal Recovery Outcome Measure (PROM)
- Medication Management
- San'Yas Anti-Racism Indigenous Cultural Safety
- Building Inclusion in the Recruitment Process
- Celebrating Gender and Sexual Diversity
- Allyship and Bystander Intervention
- Combatting Unconscious Bias
- Building the DEI Foundations
- Courageous Conversations
- Systems of Oppression
- Indigenous Canada
- Anti-Racism

Our board members also participated in specialized training sessions, including:

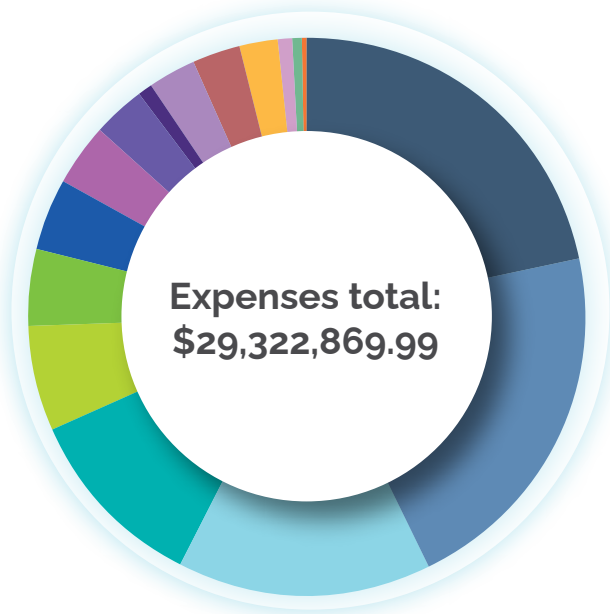
- Social Determinants of Health
- Indigenous Cultural Safety
- Anti-Opressive Practice
- Anti-Black Racism
- Cultural Humility
- Health Equity



Financial Overview



- Ontario Health **\$23,314,693.55**
- Region of Peel **\$4,400,876.72**
- Ontario Structured Psychotherapy **\$406,774.83**
- Donations and other income **\$708,624.97**
- CAMH - 988 Crisis help line **\$294,087.18**
- United Way **\$178,445.72**
- Queen Square **\$149,379.56**
- Canada Summer Students **\$77,899.54**
- County of Dufferin **\$3,642.58**



- Crisis **\$6,393,244.36**
- Multi-Disciplinary Care Collaborative Services **\$6,184,581.97**
- Outreach & Housing **\$4,353,635.63**
- Administration **\$3,169,289.10**
- RAAM **\$1,763,998.90**
- Justice **\$1,309,030.51**
- ACTT **\$1,252,793.79**
- Rent **\$996,482.43**
- Other **\$893,685.29**
- CAMH - 988 Crisis help line **\$280,787.18**
- High Priority Community Strategy **\$817,564.23**
- Recovery West **\$767,700.52**
- Clinical Management **\$664,597.31**
- Mental Health Promotion **\$294,104.79**
- Youth **\$165,839.89**
- HBSS **\$15,534.09**

ANNUAL REPORT

CMHA Peel Dufferin

2023/24



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