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CHAMPIONS FOR POSITIVE MENTAL HEALTH SINCE 1918

# Canadian Mental Health Association Waterloo Wellington Dufferin Branch Annual Report 2015/2016



Canadian Mental  
Health Association  
Waterloo Wellington Dufferin  
*Mental health for all*



# Canadian Mental Health Association (CMHA) Waterloo Wellington Dufferin Branch Annual Report 2015/2016

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# A Message from the President and Executive Director



This has been another exciting year of growth and change for the Canadian Mental Health Association Waterloo Wellington Dufferin (CMHA WWD).

We are thrilled to officially open our new building at 80 Waterloo Ave in Guelph. Special thanks to the Ministry of Health and Long-Term Care, the Waterloo Wellington Local Health Integration Network (LHIN), and our MPP and Minister of Education, the Hon. Liz Sandals. Additionally, we received our first Accreditation with Commendation award from Accreditation Canada.

Significant progress was made on our strategic priority of “We will strive to build a person-driven system”:

- Selected by the Ministry of Children & Youth Services as Lead Agency to oversee the implementation of a local system of services and with local agencies for the delivery of services
- Co-sponsoring the Designing Better Project to improve adult mental health and addiction services
- Advancing the integrated geriatric mental health services
- Sponsoring a mental health working group to welcome and support Syrian refugees
- Advancing Health Equity for First Nations, Métis, Inuit (FNMI) people by engaging health providers in on-line training, and facilitating workshops led by local indigenous people

We have grown in the number and type of services we provide. By furthering our reach and capacity we address the growing needs of local residents. Further work remains with our system partners to address delays to reduce waitlists for ongoing services.

We continue to reduce the stigma of mental health in our community. Through the leadership of our Mental Health Promotion and Education staff and our Communication Specialist, Megan Brady, we have raised mental health awareness through articles and interviews with local media, and through initiatives like the Ontario Hockey League Talk Today.

The Board has been pursuing collaborative governance opportunities through its involvement with the Rural Wellington Health Advisory, the Guelph Wellington Emergency Mental Health group and Lead Agency for children’s mental health. The Board embraced a generative governance approach and is focusing on the strategic, financial and generative aspects of governance.

Thank you to our Dufferin staff for their stellar service to the community. We are divesting our Dufferin Mental Health Services to Peel CMHA effective July 1, 2016, and although it will enhance the planning and integration of Dufferin mental health services in the Central West LHIN, there is sadness in bidding farewell to such a wonderful group whose high quality work and resilient spirit have enriched our organization. We know the staff will be well supported by our sister branch, CMHA Peel, and wish all of our Dufferin staff the absolute best.

We are proud of the many achievements of the past year and thank our board, staff, management team, physicians and volunteers for making 2015-16 such a successful year!

Janet Kaufman, Board President

Fred Wagner, Executive Director

# Talk Today

In February our partnership with two local Ontario Hockey League (OHL) teams (the Guelph Storm and the Kitchener Rangers) continued with the Talk Today program. Talk Today is a CMHA Ontario mental health education program specifically designed for OHL players and team staff to help identify and deal with mental health issues.

The Talk Today program is one of, if not, the most comprehensive mental health programs for amateur sports in Canada. It consists of several components including mental health and suicide-awareness workshops and Talk Today community awareness events at OHL games.

But at the heart of Talk Today is the relationship between OHL clubs and their local CMHA branch. A CMHA Mental Health Coach serves as a liaison for the team and is available to provide mental health resources, referrals to community mental health and addictions support, or mental health crisis intervention services. The Mental Health Coach helps the team develop a Mental Health Champion, an individual within each OHL organization who can further serve as a resource for players regarding mental health issues and support.

**50** **Players, coaches and billet parents complete SafeTALK training over 2 years**



**21**  
**New Guelph Storm players and billet parents are trained**

**25**  
**New Kitchener Ranger players and billet parents are trained**

**9**  
**Staff participate in the SafeTALK program**

All new players to the Guelph Storm and the Kitchener Rangers teams completed SafeTALK training through CMHA WWD facilitators this year. SafeTALK workshops teach individuals the importance of talking about mental health, how to acknowledge signs of suicide, seeking help when they're in need of support, and connecting others in need of support to suicide first aid resources.

During the games, Public Service Announcements were read about mental health, social media posts were shared, and a booth with CMHA WWD staff was available for people to ask and pick up resources about mental health and the programs and services offered by CMHA.

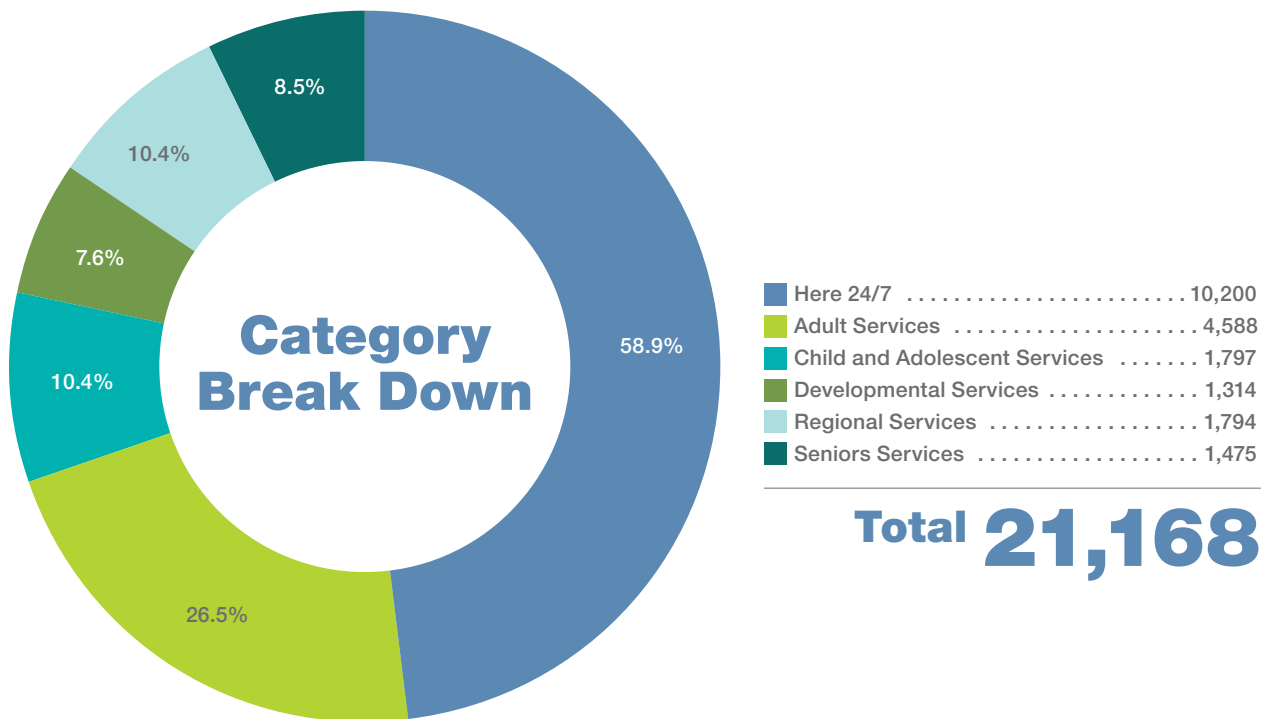
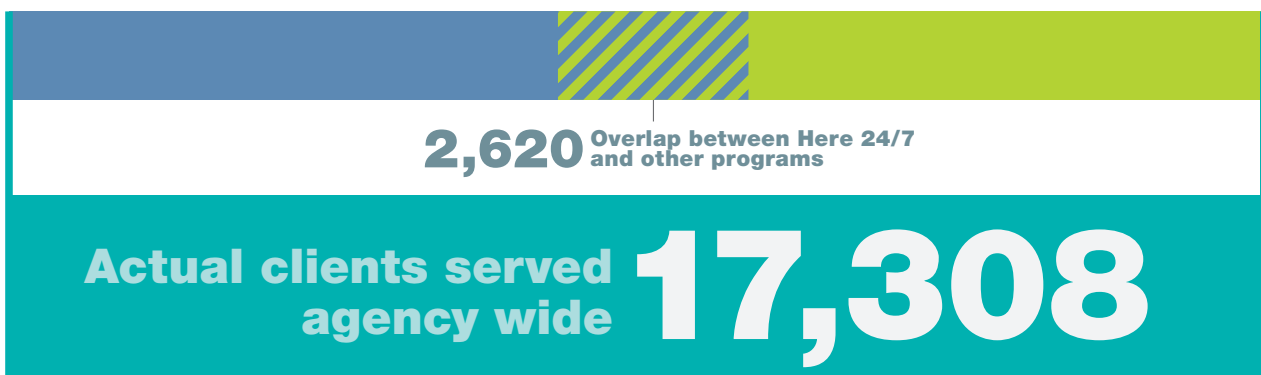


Helen Fishburn, acting executive director, CMHA WWD dropped the puck at both games and was interviewed by local television and radio stations about Talk Today and CMHA WWD.

# Program Statistics

**138** active programs  
+ Here 24/7

**10,200** clients served under Here 24/7    **9,728** clients served under other programs



# Accreditation with Commendation

In November, two surveyors from Accreditation Canada visited CMHA WWD.

**6** programs participated in the accreditation process at three different sites

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**20** clients and four family members interviewed as part of Accreditation

**The clients and family members expressed high levels of satisfaction with the service.**

As a result of the visit, all sites and services are deemed Accredited with Commendation.

All staff members who were interviewed demonstrated an exceptional commitment to client and family-centred care using recovery principles and a strengths-based approach. It was noted that the organization makes excellent use of peer support, adding richness and strength to its service delivery approach.

Surveyors commended the organization for:

- Making excellent use of peer support.
- Demonstrating exceptional Board leadership in forging a voluntary integration of two organizations.
- Fostering partner relationships which describe CMHA WWD as creative, enthusiastic, compassionate, responsive, engaged, collaborative, and providing leadership.
- Successfully bringing two organizations together, standardizing operations, developing a progressive service philosophy, managing human resources issues, merging two data bases, constructing and moving into a new building in Guelph, and establishing a culture of safety and quality which is observable across the organization.
- Introducing three key initiatives: Inclusion and Diversity; Wellness; and the Welcoming Initiative.
- Creating a culture where staff members report high job and workplace satisfaction, and are greatly motivated to uphold CMHA's mission, vision and values.

## Required Organizational Practices

Required Organizational Practices (ROP) are defined as essential practice that must be in place for client safety and to minimize risk. CMHA WWD reached 100% compliance for each of the six safety areas.

## Quality Improvement Journey

As CMHA WWD continues its quality improvement journey, it will conduct an in-depth review of the accreditation results and findings. Then a new cycle of improvement will begin as it incorporates any outstanding issues into its overall quality improvement plan, further strengthening its efforts to build a robust and widespread culture of quality and safety.

## Here 24/7

Here 24/7 is a key indicator for need in our community. With the number of mental health calls growing each month, all mental health providers in our community are challenged to keep up with the demand. As a result, we were pleased to receive new funding in 2015/16 to expand the number and type of services we provide.



**4,500-4,800**  
calls are received every  
month for mental health  
and addictions services

### Additions to our array of services include:

A full-time youth outreach worker to our children's mental health services due to new funding from the **Ministry of Children's Services** for core services

A partnership with the **Sanctuary Health Centre** to provide mental health services for refugees

The implementation of a **Flexible Assertive Community Treatment Team** to better serve people with intensive and complex mental health issues through approximately \$1M in new funding from the WWLHIN

The extension of **Skills for Safer Living** groups to assist teens engaged in suicidal thinking and behaviour

The implementation of two new mobile crisis teams, known as **IMPACT (Integrated Mobile Police and Crisis Team)**, which are co-located with the Guelph Police Service and the Wellington Ontario Provincial Police

An integrated team with **Stonehenge** to support people with addictions and mental health issues in 21 new rent subsidized housing units



## 80 Waterloo Ave. Guelph, Ontario

Can a new building inspire hope, encourage people to seek treatment and help people feel at ease? We believe the answer is yes.

In December we opened our doors to the public for an Open House at our new 80 Waterloo Avenue building. The speeches culminated with two recipients of service who explained what the new building meant to them. Their observations about the building were much more than bricks and mortar, they were about how they feel when they walk through the doors and how the new building contributes to breaking down barriers and combating stigma. Here are a few of their observations:

*A prominent, centrally located beautiful building encourages those experiencing mental health issues to come forward and obtain help without feeling ashamed. The building reminds people living with mental illness that, just like people with any health condition, they deserve a space in which they feel comfortable and respected. The building's bright colours and large windows create a cheerful welcoming atmosphere that conveys the hope that comes with a fresh start. The large meeting rooms mean more people can attend group sessions without feeling cramped. The location makes it accessible to all by being on a bus route.*

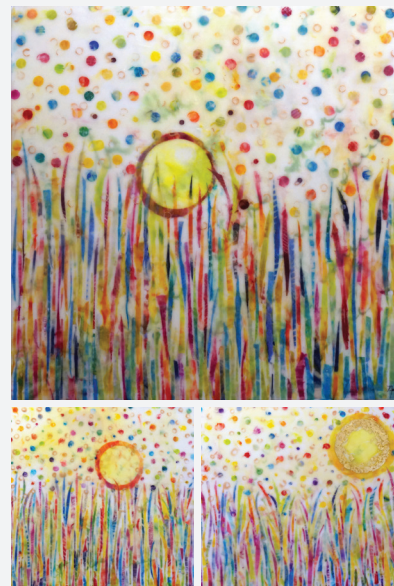
Part of creating a welcoming environment in the new building involved working with the Guelph Arts Council to purchase work from local artists to decorate the walls. The artists were asked to take inspiration from the vision and mission of CMHA WWD and to create art that warmly welcomes people into the facility and conveys a strong sense of hope, possibility and optimism which supports our conviction that people can recover from mental illness. The selected art exemplifies these criteria.

Artist Nancy Yule shares the inspiration for her three paintings that are in the lobby of 80 Waterloo in the reception area.

“

*Whilst on retreat, a body of work was developed from a poignant experience known as The Exit Ceremony.*

*Celebratory work. And Joy was created, which was perfect for the CMHA proposal. After seeing the mustard-coloured wall, I envisioned two adjoining pieces Joy II and Joy III. Joy reaching up and away, floating out the window. As I worked on Joy II and Joy III, I brought myself back to that ceremony. Reaching up, grasping joy and yet, with growth and change. The grasses began to sway, as if in the wind. The sun became larger, brighter and shinier, spreading Joy. When I think about those that were unable to move forward, I think of the Canadian Mental Health Association staff members who remind them that something different is within their grasp. To show them how to move forward, let go and reach up. My pieces are a message for their life's journey to joy.”*



# Ride Don't Hide

We have 'Joined the Movement'! On Sunday June 26th the Canadian Mental Health Association Waterloo Wellington Dufferin will join 35 communities across six provinces in our inaugural Ride Don't Hide cycle event. The goal of the ride is to raise awareness and help break the stigma surrounding mental health while raising essential funds to support mental health programs.

Our launch for Ride Don't Hide was on March 15th in the wee hours of the morning at Come Alive Fitness in Waterloo. Waterloo Regional Police Chief Bryan Larkin, Waterloo City Councillors Diane Freeman and Jeff Henry, Toronto Rock player Rob Marshall, CMHA staff and community partners worked up a sweat during a spin class. It was a great morning and started to build excitement for the ride.

We have had an excellent response from the community and are extremely thankful to all of our sponsors for their generous support. For our inaugural ride, cyclists can choose from a family friendly 8 km route or can take on the challenge of the 47 km route through beautiful St. Jacobs and surrounding areas. We look forward to welcoming members of the community to Ride Don't Hide on Sunday June 26th – here's hoping for clear skies!



The Ride Don't Hide launch included a Spinning class with members of the Waterloo Wellington Dufferin community.

## Board of Directors

Janet Kaufman, President

Patrick Fradley-Davis, Vice-President

Craig Dieterle, Secretary-Treasurer

Avril Aves

Lynda Davenport

Donnamarie Dunk

Peter Kastner

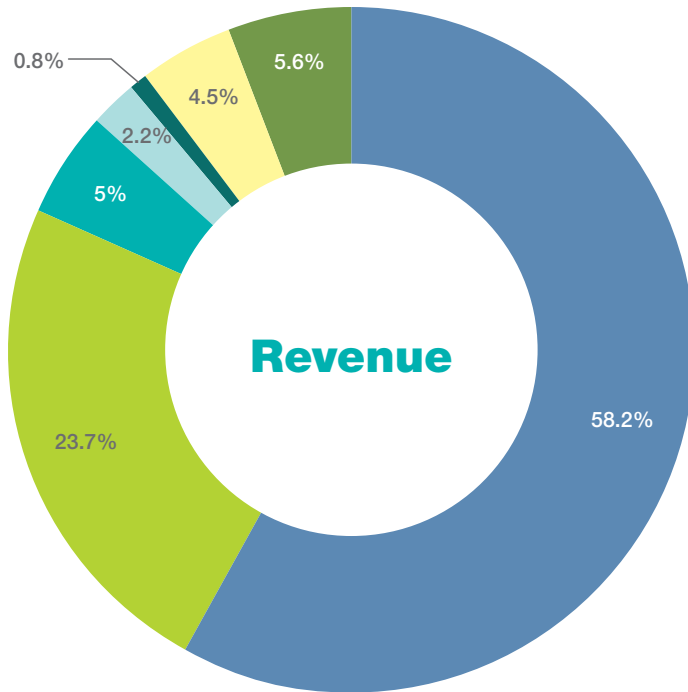
Molly Kriksic

Jacqueline Marshall

Dian Shannon

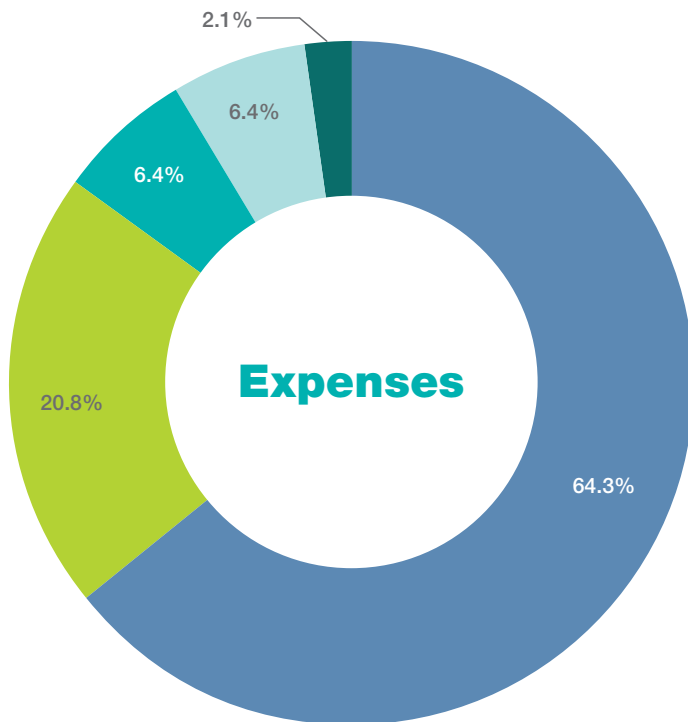
Ben Soucie

# Finances



|  |              |
|--|--------------|
| Waterloo Wellington LHIN   | \$22,285,160 |
| Ministry of Community and Social Service / Ministry of Children and Youth Services | \$9,084,470  |
| Municipal government   | \$1,901,036  |
| Ministry of Training, Colleges and Universities                                    | \$829,998    |
| Ministry of Health and Long-Term Care / Homelessness program and addictions        | \$305,464    |
| Program revenue  | \$1,729,656  |
| Other income   | \$2,151,946  |

**Total \$38,287,730**



|   |              |
|---|--------------|
| Salaries and benefits                         | \$24,481,340 |
| Program expenses                              | \$7,917,284  |
| Corporate services and general administration | \$2,444,419  |
| Building occupancy costs                      | \$2,427,187  |
| Other   | \$812,898    |

**Total \$38,083,128**

Excess of revenue over expenses . . . . \$204,602

Net assets, beginning of year . . . . . \$773,688

**Net assets, end of year . . . . . \$978,290**



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## Making it Possible



Thank you to our annual donors and supporters for their significant contribution to mental health in our community.

## Contact Us

### Guelph

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147 Wyndham St. North  
Guelph, ON N1H 4E9  
Self Help: 519-763-4014

485 Silvercreek Pkwy North, Unit 1  
Guelph, ON N1H 7K5

### Cambridge

1 and 3-9 Wellington St.  
Cambridge, ON N1R 3Y4  
Self Help: 519-623-6024

### Fergus

234 St. Patrick St. East  
Fergus, ON N1M 1M6

### Kitchener

67 King St. East  
Kitchener, ON N2G 2K4  
Self Help: 519-570-4595

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The toll-free phone number  
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1-844-CMHA-WWD (264-2993).

Website: [cmhawwd.ca](http://cmhawwd.ca)

Twitter: @CMHAwwd

Facebook: CMHAwwd



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