



Canadian Mental
Health Association
Waterloo Wellington

Association canadienne
pour la santé mentale
Waterloo Wellington

Canadian Mental Health Association
Waterloo Wellington

ANNUAL REPORT
2017/2018

Canadian Mental Health Association (CMHA) Waterloo Wellington **ANNUAL REPORT** 2017/2018

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A MESSAGE FROM THE PRESIDENT AND EXECUTIVE DIRECTOR

CMHA Waterloo Wellington is driven by its vision of imagining a community where “when you need support, wherever you are, there’s someone.” This vision is manifested by Here 24/7, a service that provides easy, closer to home, and around-the-clock access to mental health services through its eleven offices in Waterloo Region, Guelph, and Wellington County. Our staff, who continually go above and beyond what is required, ensure people in our community struggling with mental health, addictions, or developmental issues have the help they require.

This past year, we realized our vision by developing a strategic plan focused on helping Waterloo Wellington’s individuals and families with complex mental health, addictions, and developmental needs achieve and maintain a 20 per cent improvement in their overall health and wellbeing. Improvement is defined as moving down a level on a five-level measure of acuity and severity. The following five strategic priorities are crucial to achieving our intended impact statement:

- 1) Exploring new service delivery models;
- 2) Elevating quality and outcome measurement;
- 3) Building and leveraging partnerships;
- 4) Developing a high-performance organization; and
- 5) Generating new sources of revenue.

We will help people improve their overall health and wellbeing by implementing team-based care; becoming proficient at measuring outcomes; working collaboratively with partners from all sectors to provide holistic care; building a workplace where staff have the tools, support, and motivation to provide the best care possible; and building on non-traditional sources of revenue to innovate and pilot new and better ways of helping people.

We are on an exciting path to enhance client outcomes and to demonstrate real change in the lives of those accessing our services. This transformational change must be viewed as a journey, not a final destination, as it requires a relentless focus on improvement, engagement, and innovation.



This past year was another exciting one for CMHA WW and our staff, highlighted by numerous new care programs and services. This annual report highlights just a small portion of the breadth and diversity of the accomplishments and their positive impact on clients and families. We look forward to another exciting year and making our intended impact a reality in the lives of those we serve.

Janet Kaufman

Janet Kaufman
Board President

Fred Wagner

Fred Wagner
Executive Director

“YOU’RE NOT IN IT ALL ALONE”: A MOTHER’S STORY OF HER SON’S PSYCHOSIS

Emily’s first brush with her son’s psychosis happened in the middle of the night.

“Kellen was pounding on the bedroom door,” she says. “The lights were all on, and I knew something was clearly wrong. He was agitated, and pacing, and having a difficult time.”

Kellen, home from university, had begun spending more and more time worrying about world events and connecting them in random ways. Fearful for his life and the lives of his family members, he hadn’t slept in three days.

By mid-morning, Emily says, it was clear that he needed help. She called 911 and told the dispatcher that Kellen – disconnected from reality and increasingly upset – appeared to be having a psychotic episode and needed to be taken to hospital.

Kellen spent a week in hospital before being released, along with a list of prescribed medications. Emily figured it was all over.

“When they released him, they mentioned the 1st Step program. At first – we were taking in so much information – I wrote it down on a piece of paper and then forgot about it,” she says.

It wasn’t until a few months later, Emily says, that she decided to make the call. Her son had improved enough to live at home, but didn’t seem to be “back to normal” as she had expected.

“Now, I recognize how limited my understanding was at that time, and how impatient I was for life to go back to normal. He was sitting at his computer, and I thought, gosh, here we are four months later, and you’re no different.”

She ended up joining a 1st Step Family Information Group at CMHA Waterloo Wellington’s Weber Street office in Kitchener, meeting with other families who were supporting a loved one experiencing psychosis. Suddenly, she was meeting a dozen other people with the same story – and most importantly, she was no longer alone.

“It helped immeasurably,” says Emily. “It gave us all kinds of background information on what psychosis really is – what happens in the brain. It helped me make better decisions, and the community that was created was a tremendous support.”

“One of the biggest problems for families is the isolation you experience when psychosis happens,” she adds. “You have no sense of where things are going, or what you’re supposed to be doing to help. I felt like our family had fallen into a maze we couldn’t find our way out of. The group helped me understand what I could do to help.”

With time, Kellen started to recover, too.

“The help of the psychiatrist was terrific, and he really enjoyed meetings with the [1st Step] social worker,” says Emily. “He’s [back to] living independently, and that is a great thing.”

Today, when she meets others experiencing psychosis, or families supporting their loved ones, she offers the same advice.

“Absolutely, find out what programs are available. I think 1st Step is so necessary, because isolation has to be the enemy of mental illness,” says Emily. “1st Step taught me that our life wasn’t over. Everything wasn’t a disaster. We would be joyful again.”

Note: To respect the individuals’ privacy, all names have been changed.

CMHA WATERLOO WELLINGTON TEAMS UP WITH STORM, RANGERS TO SHINE SPOTLIGHT ON MENTAL HEALTH THROUGH TALK TODAY

As athletes, members of the Guelph Storm and Kitchener Rangers know all too well the pressures of competition and the importance of good mental health. Throughout the 2017-18 season, the hockey clubs teamed up with CMHA Waterloo Wellington once again for Talk Today, a league-wide mental health initiative presented by Teachers' Life.

Across the Canadian Hockey League, players receive safeTALK training, designed to give them the skills to recognize suicide risk and refer someone to support in a time of crisis. Teams are also linked to CMHA Mental Health Coaches who can provide support and mental health resources to individuals in need.

"These athletes are role models to so many kids in our community, and by giving them the skills to talk about mental health and recognize suicide risk, we're creating a safer community—both in the locker room and beyond," says Fred Wagner, Executive Director of CMHA Waterloo Wellington.

"Partnering with the CMHA makes perfect sense for our club," says Rick Gaetz, Guelph Storm Partner and Governor. "We are proud to be part of the Talk Today program, and the skills that our players are learning are ones they will carry for life. This is about much more than just hockey."

As well as receiving training, players from the Storm and Rangers partner with CMHA Waterloo Wellington to visit local elementary schools and speak to students about the importance of mental health. During the month of February, both teams also host Talk Today awareness games.

This year, CMHA Waterloo Wellington raised over \$2,000 thanks to a 50/50 draw held by the Kiwanis Club of Guelph.



“I MADE IT THROUGH THIS”: ONE YOUNG WOMAN’S STORY OF OVERCOMING HER EATING DISORDER

Sara sits in an office at CMHA Waterloo Wellington’s Weber Street location, smiling and laughing.

“I’m just way happier with myself,” she says. “I know I don’t have to look a certain way at all.”

For Sara, the change is a dramatic one. Just a few years ago, she confesses, “I hated my body – every bit of it.”

“I always thought I was the fat one, or that there was something wrong with me, and that my worth was determined by how I thought I looked [...] It took over a big part of my life,” she says.

“I had just moved to a new school that I wasn’t originally zoned for, and so I didn’t have friends to start off with. The eating disorder took over the part of my life for me to make friends, and build relationships, and start that new chapter – always thinking about what I ate, and if I was working out, and making sure that I was working out. It gradually got worse, so it was taking over even more of my life as I went on.”

“**I didn’t want to hear a single thing anybody said. I was shocked as to the fact that I was doing something wrong.**”

With encouragement from her family, Sara ended up accessing CMHA Waterloo Wellington’s Eating Disorders services.

“I didn’t realize that on my own, but my dad and the people around me noticed that I needed help, and [that] I was deteriorating physically and emotionally,” she says.

“I didn’t want to hear a single thing anybody said. I was shocked as to the fact that I was doing something wrong, because I thought, *I’m smart; I know what I’m doing; who are they to tell me? They know nothing.* I’m so grateful that my dad took me in, and even though it was hard and I didn’t want to hear it, it still made me realize that maybe you could go about this a different way.”

Working with CMHA Waterloo Wellington’s team of nurse practitioners, psychiatrists, dietitians, and therapists, Sara began to make progress and changed the way she viewed herself.

“I had to keep reminding myself that it’s okay to eat – you know, this is good for you. And it was good for everyone else around me, too, to be able to not worry so much about what I was eating, and [for me] to actually enjoy the other aspects of life that I was neglecting,” she says.

“I used to work out because I hated my body, but now I work out and eat healthy because I love my body, and I want it to grow and develop.”

“**I’m just way happier with myself. I know I don’t have to look a certain way at all.**”

Her confidence has grown to the point that she’s shared her experience with peers and classmates – even travelling to other schools to speak.

As for the advice that she offers others?

“I would absolutely avoid all numbers. Anything that you used to define yourself with, ignore it. Go by how you feel, and how your clothes feel on you, and who you have around you. And definitely don’t compare yourself,” says Sara.

“I’ve learned that I can be a little bit hard on myself and those around me, and that I’m far more capable of things than I believe. I made it through this, and it was all by accepting that I was wrong [...] I do get those down days, but I always remind myself of those things that I learned in the beginning about my worth not being valued by numbers, and how I shouldn’t compare myself.”

GUELPH-WELLINGTON GATEKEEPER PROJECT SEEKS TO PROTECT VULNERABLE OLDER ADULTS

CMHA Waterloo Wellington is committing its efforts to identifying and protecting older adults at risk in the community. Along with local partners, CMHA Waterloo Wellington has launched the Guelph-Wellington Gatekeeper Project, an initiative aimed at helping vulnerable older adults who are at risk of abuse within our community.

According to Elder Abuse Ontario (EAO), as many as one in ten older adults will experience some form of abuse or neglect each year. Based on those studies, there are between 40,000 and 200,000 seniors in Ontario alone who have experienced or are experiencing abuse.

“**Gatekeepers can help us make our community stronger, safer, and one that shows we care for seniors.**
– Manon Germain, Project Facilitator”

The Gatekeeper Project is based on the principle that the care of a vulnerable citizen is everyone’s responsibility and helping each other contributes to a better society. As part of the initiative, the collaborative offers workshops to local community members,

empowering them to be change-makers by helping to identify older adults who may be at risk of elder abuse, and teaching them how to make a referral to help older adults in need. Gatekeepers can be anyone: volunteers, employees of local businesses, neighbours – anyone who has contact with vulnerable older adults in the community.

“It’s prevention; it’s intervention; it’s education,” says Cathy Sturdy-Smith, Manager, Seniors Services – Specialized Geriatric Services at CMHA WW. “Part of our hope for this program is that early identification of people who are at risk occurs and that’s where we can make a difference. Neighbours are in a great position to do that.”

Workshops are offered for free to the community, providing training on risk factors for vulnerable older adults, forms of elder abuse, and the role of Gatekeepers.

“This project is unique because it educates community members to play a part and be the change for social good,” says Manon Germain, Guelph-Wellington Gatekeeper Project Facilitator. “Gatekeepers can help us make our community stronger, safer, and one that shows we care for seniors.”

Fast facts:

- Between 2-10% of older adults will experience some form of abuse or neglect each year. (EAO)
- Worldwide, over 15% of people 60 years and older are subjected to abuse. (World Health Organization)
- Only one in 24 cases of elder abuse are reported. (WHO)
- Financial abuse is the most common type of elder abuse in first and second-world countries.
- Canadian seniors reported losing over \$24-million to financial abuse in 2015. (Canadian Anti-Fraud Centre)



MCFADDEN'S MOVEMENT DONATES \$10,000 TO CMHA WATERLOO WELLINGTON



Spend any time around Guelph Storm captain Garrett McFadden and you'll see why he's earned the mantle of team leader. The two-time reigning OHL Humanitarian of the Year, McFadden – a native of Kincardine, Ontario – has become a champion for mental health during his time with the Storm, raising over \$7,000 for CMHA Waterloo Wellington in the past three years.

On Friday, March 2nd, 2018, McFadden added to that tally once again, presenting a \$10,000 cheque to CMHA Waterloo Wellington through his campaign, McFadden's Movement, and raising his fundraising total to over \$17,000 to date – a way to give back to the City of Guelph, the Storm captain says.

Having lost a close family friend, Wes Cameron, to suicide in 2011, McFadden has turned his experience of loss into a motivator for change, speaking with youth about the importance of mental health and launching McFadden's Movement, a campaign that strives to change, help, and develop mental health among athletes starting at the grassroots level.

Photo credit: Gar Fitzgerald

"I want athletes to realize they don't need to 'tough things out' just because they are supposed to be more durable than the average person," says the Storm captain. "I want to raise awareness and show that there are support systems for people who need it most."

As part of McFadden's outreach, he has invited a McFadden's Movement Ambassador of the Game to each Guelph Storm home game, meeting individuals from the Guelph area and beyond who have become advocates for mental health in their own right.

"We're so proud of Garrett for the champion he has become," says Fred Wagner, executive director of CMHA Waterloo Wellington. "To see the way he has embraced the cause as his own and become a leader for mental health advocacy in our community is inspiring."

The \$10,000 donation was made possible by a \$6,300 contribution from the Stephanie Gaetz Foundation. The funds will support CMHA Waterloo Wellington's initiatives in the areas of suicide prevention, intervention, and postvention.

CMHA WATERLOO WELLINGTON NAMED 2017 INVESTEE OF SOCIAL VENTURE PARTNERS WATERLOO REGION

The Canadian Mental Health Association Waterloo Wellington is receiving a big boost in helping to improve mental health care in Waterloo Region. CMHA Waterloo Wellington was named the 2017 investee by Social Venture Partners Waterloo Region (SVP).

The partnership includes up to \$25,000 of unrestricted annual funding for three years, amounting to a potential of \$75,000 of funding dedicated to improving CMHA Waterloo Wellington and its capacity to serve the community. CMHA Waterloo Wellington will also receive free consultation, hands-on volunteering, and the network connections of SVP's donor base.

“The Canadian Mental Health Association Waterloo Wellington is committed to improving the lives of those with mental health challenges,” says Fred Wagner, Executive Director of CMHA WW.

“To do so, we need to find bold and imaginative ways of fulfilling this important mission. We are more than thrilled that SVP has chosen to work with us over the next three years to offer us their knowledge, talent, experience, and financial support for becoming innovators and difference-makers in the field of mental health.”

“SVP is investing not only funds, but also providing access to the expertise of its partners over the next three years,” says Janet Kaufman, Board President of CMHA WW.

“CMHA is excited at the opportunity to expand and strengthen its organizational capacity by learning from the talented people who make up the partnership.”

“SVP is extremely excited to be partnering with an organization that is committed to making real change in the lives of Waterloo Region residents,” says Rose Greensides, Executive Director of SVP.

“[CMHA WW's] willingness to give SVP 'a seat at their table,' as well as their leadership style, innovation and history of collaboration made this organization a natural fit.”



CMHA WATERLOO WELLINGTON'S RIDE DON'T HIDE RAISES OVER \$40,000 FOR MENTAL HEALTH INITIATIVES

Rainclouds and hailstorms couldn't dampen the mood at CMHA Waterloo Wellington's second annual Ride Don't Hide, a community bike ride raising awareness and funds for mental health services. Over 150 riders gathered on Sunday, June 25th in St. Jacobs – some driving for as long as three hours to attend – raising over \$40,000 for local mental health initiatives.

"It's such a wonderful thing to see so many people out on a Sunday morning putting mental health at the forefront – people who are taking the reins and becoming leaders in the community when it comes to breaking down stigma around mental illness," says Fred Wagner, Executive Director of CMHA WW. "It takes a whole community to look out for one another, and we're really proud to be a part of this community."

Riders were greeted to sunny skies in the early morning as they were treated to free bike tune-ups, Canada-themed tattoos and bike decorations, and good music. The Kitchener Rangers' mascot, Tex, was on hand to cheer on riders as they set off, and KFUN's morning host, Angie Hill, kept the crowd in good spirits as emcee throughout the morning.

CMHA Waterloo Wellington's Ride Don't Hide was one of 30 Rides taking place across the country, from Newfoundland to British Columbia, raising over \$1.5 million Canada-wide for mental health initiatives.

Ride Don't Hide ambassadors including Olympians Gillian Carleton, Anastasia Bucsis, and Noelle Montcalm; ex-NHL player Curtis Sanford; and actors Andy Jones and Mary-Lynn Bernard championed their local rides – many bringing their own personal mental health story to the event.

The Ride's momentum has carried into 2018 for CMHA Waterloo Wellington, with local ambassadors Jeff Emmerson and Shae Dupuy joining the cause.

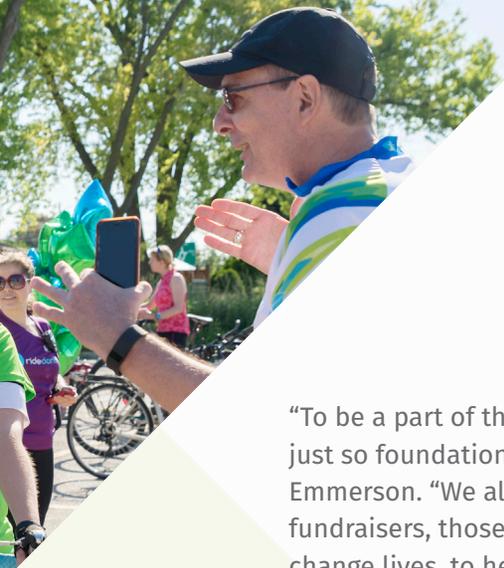
A native of Waterloo, Ontario, Emmerson has amassed over a million social media followers through sharing his mental health journey and co-authoring *Beyond ADHD*. He continues to advocate passionately for mental health causes after surviving a suicide attempt years prior and losing his brother to suicide in 2008.



160 riders



**\$40,000
raised**



“To be a part of the Ride Don’t Hide initiative and fundraiser [...] it’s just so foundational to what is desperately needed these days,” says Emmerson. “We all need help at times, and we all face challenges. The fundraisers, those who speak out online, this is all a collective effort to change lives, to help reach out to people, to let them know they’re not alone. And I’m telling you, lives are saved because of this.”

A Canadian Country Music Awards nominee from Cambridge, Ontario, Dupuy has become a mental health advocate in her own right through her ‘Strong Is Beautiful’ campaign, encouraging fans and followers to recognize beauty and strength in themselves for facing the challenges of every day. Her passion for songwriting came out of a time when she says she was at an emotional low point.

“When I was feeling low, music was where I turned — even before I was writing songs,” says Dupuy.

“Depression isn’t just about circumstance and what’s gone wrong in your life; it can be a chemical imbalance, it can be something that’s hereditary, or it can be something that just happens — and all of that’s okay,” she adds. “It’s nothing to really be ashamed of; it’s an illness, and so many people struggle with it.”

Funds raised through Ride Don’t Hide go towards CMHA’s mental health programs within the local communities.

“It is so inspiring to see Canadians coming out in the thousands to support mental health in their communities,” says Dr. Patrick Smith, National CMHA CEO. “We are well on our way to meeting our goal of \$1.7 million.”



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TEE UP FOR MENTAL HEALTH RAISES OVER \$7,000 FOR SKILLS FOR SAFER LIVING

Shaelyn Heise and Robin Young know what it's like to struggle with mental health.

"We've both experienced feeling alone and feeling like we couldn't reach out," says Heise.

A native of Wellesley, Ontario, she recalls the experience of surviving a suicide attempt in 2013 and the help she received from Skills for Safer Living in the aftermath. The program is a combination of a twenty-week skills-based group and a peer support group offered by CMHA Waterloo Wellington, giving people the tools to change their behaviour about suicide.

Having met Young through her boyfriend and connecting over similar experiences with mental health, the two started talking about a way of making a difference. Last year, the inaugural 'Tee Up for Mental Health' was launched.

"We just wanted to do something to give back, and it snowballed from there," says Heise.

This year, the virtual golf tournament and banquet raised over \$7,000 for Skills for Safer Living.

"My hope is that it helps people not experience the same thing [I did]," says Heise. "It's amazing to see it grow, and we hope to just continue to see it grow. We don't have any plans on stopping."

HERE4KIDS LAUNCHES TO SUPPORT FAMILIES IN GUELPH-WELLINGTON-DUFFERIN

Parents and caregivers of young children in Guelph, Wellington, and Dufferin have a new place to turn for mental health supports, speech and language services, and physical therapy services. As of January 2nd, 2018, CMHA Waterloo Wellington has launched Here4Kids, an extension of the Here 24/7 family.

Here4Kids is the single point of access under the Growing Great Kids System of Care, linking parents and caregivers to services for children from birth to age six.



1 844 4 KIDS 11
(454-3711)

Call to access
Support and Services for
Children & Families
Guelph-Wellington-Dufferin

Here4Kids creates 'one-stop shopping' for parents and caregivers so they can meet all of their needs in one phone call. Caregivers and community partners can call Here4Kids at 1-844-4KIDS-11 (1-844-454-3711) to speak with a service coordinator that will help them connect with services for challenges relating to the child's development. If a caregiver has their own challenges and concerns, they can also be moved seamlessly into Here 24/7 support.

"Creating Here4Kids is another giant step forward for our system of care," says Helen Fishburn, senior director of services at CMHA Waterloo Wellington. "We're creating a seamless system for parents and families, making it easier for people to get help when they need it."

Here4Kids was created in partnership with the County of Wellington Children's Early Years Division, KidsAbility Centre for Child Development, Wee Talk Preschool Speech and Language, and Wellington-Dufferin-Guelph Public Health. Plans are in the works for the service to expand as the months progress to cover other service areas for children over the age of six years.

IMPACT PARTNERSHIP EXPANDS FROM GUELPH-WELLINGTON INTO WATERLOO REGION

Two years after the launch of IMPACT, the joint venture with the Guelph Police Service and Wellington County OPP has expanded into Waterloo Region.

Since 2015, IMPACT – short for Integrated Mobile Police and Crisis Team – has transformed the way mental health, addiction and crisis-related calls are handled, enabling specially-trained Mental Health Clinicians to attend calls alongside officers when requested. The goal of the program is to ensure that residents have better health outcomes by receiving the most appropriate community-based crisis response at the time of need, and the results are remarkable – diverting over 860 would-be emergency department visits in Guelph and Wellington County in the last 12 months alone.

“At CMHA, our mission is much like our police partners’ mission: supporting people when they need it most,” says Brooke Young, Manager of IMPACT and Mental Health & Justice at CMHA Waterloo Wellington. “Working alongside police, our

team is able to engage with people who are really struggling and provide immediate intervention. We’re able to connect many people to appropriate care instead of sending them to an emergency room or a cell block.”

“Having CMHA’s clinicians working with our officers has been such a great partnership,” says Jeff DeRuyter, Chief of Guelph Police Service. “We know that often, the person on the other end of the call can be in significant distress, and so anything we can do to support them better in our response is something we take seriously.”

From April 2017 to March of 2018, IMPACT responded to nearly 2,750 requests for service in Guelph and Wellington County, attending nearly 1,100 live police calls – amounting to over three calls a day related to a mental health concern, addiction issue or crisis. Of those calls attended, nearly 80% were able to be resolved without involving a trip to the emergency department.

Previously, CMHA Waterloo Wellington had operated a Specialized Crisis Team in Waterloo Region that would respond to officers’ calls, but with the change to IMPACT, Mental Health Clinicians are embedded directly into police detachments. IMPACT team members are also available to support officers in debriefing or referring them to services.

“This goes beyond just the people we serve,” says Fred Wagner, Executive Director of CMHA Waterloo Wellington. “Resolving crises in the community without requiring a trip to the emergency department is better for the person and also reduces the pressure on our police and hospital services.”



FINANCIALS

Canadian Mental Health Association Waterloo Wellington Branch Year ending March 31, 2018

REVENUE	
Waterloo Wellington LHIN	\$22,991,565
Ministry of Community and Social Service/ Ministry of Children and Youth Services	\$10,208,153
Municipal government	\$1,896,757
Ministry of Advanced Education and Skills Development	\$857,632
Ministry of Health and Long-Term Care- Homelessness program and addictions	\$397,958
Program revenue	\$1,887,976
Other income	\$2,619,303
TOTAL	\$40,859,344

EXPENSES	
Salaries and benefits	\$26,324,232
Program expenses	\$8,603,720
Corporate services and general administration	\$2,697,966
Building occupancy costs	\$2,374,406
Other	\$884,783
TOTAL	\$40,885,107
Excess (deficiency) of revenue over expenses	(\$25,763)
Net assets, beginning of year	\$977,629
Net assets, end of year	\$951,866



Canadian Mental Health Association
 Waterloo Wellington
Mental health for all

Association canadienne pour la santé mentale
 Waterloo Wellington
La santé mentale pour tous



years of community
ans dans la communauté

Canadian Mental Health Association - Waterloo Wellington

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