



Canadian Mental
Health Association
Waterloo Wellington
Mental health for all

Annual Report

2018 / 2019

Canadian Mental Health Association
Waterloo Wellington



Table of Contents

3	Message from Board President and Executive Director (A)
4	Faces of CMHA Waterloo Wellington
6	Fundraising Champions
7	Ride Don't Hide 2018 recognizes S.G. Cunningham as top fundraiser
8	Guelph Community Foundation Grant makes big impact in Guelph-Wellington
9	Here 4 Hope
10	Flexible Assertive Community Treatment Team
11	Dialectical Behaviour Therapy
12	Recovery and Resiliency
13	Overwhelming demand for Kids Intake Line and Here 24/7
14	Targeted Walk-in Service Making Big Difference for Counselling Wait Times
15	Financials

Board of Directors 2018/2019

President
Molly Kriksic
Vice-President
David Pell
Secretary-Treasurer
Krista Walford

Directors
Andy Best
Lynda Davenport
Anthony DiCaita
Donnamarie Dunk
Katharina Markowiak
Jacqueline Marshall
Julie Nicholls
Dian Shannon

Message from Board President and Executive Director (A)



Molly Kriksic
Board President

“Change will not come if we wait for some other person or some other time. We are the ones we’ve been waiting for. We are the change that we seek.” -*Barack Obama*

This quote by former US President Barack Obama sums up the direction that the Canadian Mental Health Association Waterloo Wellington (CMHA WW) Board and Leadership Team, along with our clients and families have been taking regarding transformation and improvements to mental health and addictions care this past year. Never before has there been a need for innovative ways to provide quality and excellent care while making sure we are efficiently demonstrating value for our funded dollar. It is indeed a time for change in Ontario’s health care system – and although change can evoke fear, it can also prompt excitement about the future. We are choosing to be at the centre of change and be the strong voice for our complex and vulnerable population, who are in need of ongoing team-based care. Together, with our partners, we know we can do better for the people who need it most.

Going into the next year, reducing waitlists, preventing suicide, engaging with family members of clients to receive feedback, and holding educational events and training

are all ways CMHA WW will continue to work to improve our services. We will do this in tandem with our local health and social services partners so that we are more focussed in leading with one local community strategy.

Of course, we could not do any of this without our dedicated staff. CMHA WW staff are passionate about the work they do and have an incredible impact on the community that we serve. You will see evidence of this throughout our annual report. Thank you to our community of supporters; individuals who have taken time out of their busy life to give back to CMHA WW.

This year, we want to highlight our fundraising champions who allow us to do the innovative work and create partnerships with like-minded organizations. Thanks to money raised at Ride Don’t Hide and through the Debney family and Frannie’s restaurant we are able to be innovative in the services we provide. We are thrilled by the outpouring of support, both financial and otherwise, for mental health and addiction needs in our community!

2019/2020 will signal many more changes – changes that will no doubt create better, safer and faster care for the folks that we serve. That is change worth fighting for.

Faces of CMHA Waterloo Wellington



“Having my own mental health diagnosis and experiencing the mental health system, I had an interest in helping others and advocating for different types of support within the system. It was the opportunity to work on the Skills for Safer Living team that drew me to CMHA and the notoriety that CMHA has for mental health. If you want to work in mental health, in my opinion this is where you want to be.”

~ **Scott Grant**, *Coordinator Skills for Safer Living*

CMHA WW employs more than 400 incredible staff members. To recognize all their hard work and creative ideas in the community, we started highlighting the important contributions through our Faces of CMHA WW series. The series provides a glimpse into the lives of CMHA WW employees who devote their time to inspire and support clients to achieve the quality of life they desire.

What is it like to work at CMHA WW? Just ask our staff:

“I am proud of the success and development of the FACTT model and more importantly the team spirit that built and advances it. Through this work I have had the pleasure celebrating the success and growth of amazing staff as they challenge themselves and each other to learn, grow, adopt and FORM this model to address the complex mental health needs of our community.”

~ **Stephanie Robinson**, *Adult Intensive Services Manager*

“My work at CMHA allows me to meet wonderful people and give them opportunities to support families in a meaningful way. The Strengthening Families program is helping families learn to communicate well and develop resilience in both children and parents. I’m very proud to hear feedback from parents about how much the group helped them understand their child and improved their relationships.”

~ **Jane Fawcett**, *Recruitment and Training Coordinator, Children’s Mental Health*

“I listen, validate and accept their experiences. I help them accept that setbacks are a part of recovery. I am always encouraged and proud when those I support have days, weeks, months and hopefully years of sobriety and stability– allowing me to see a demonstrated quality of life improvement because I had the honour of journeying with them in their recovery.”

~ **Kassandra Rushton**, *Drug Treatment Court Coordinator*

“I have had the privilege of working alongside Seniors, their families and significant others for about 30 years. Relationships matter at CMHA. I appreciate the value we place on learning from people with lived experience, our staff and community partners; and that we continually try to improve the quality of services and programs we provide to the community.”

~ **Cathy Sturdy-Smith**, *Manager Seniors Services*

“I believe in the values that CMHA holds. My biggest hope for my clients is to help them lead more meaningful and joyful lives. CMHA promotes a recovery model that is client-centred and driven by individual hopes and recovery aspirations. I am proud of my clients. It takes great strength, persistence and courage to recover from an eating disorder.”

~ **Michelle Johnson**, *Registered Dietitian with Eating Disorders Team*

“We are all working together to ensure our clients are getting the care they need.”

~ **Rebecca Kruger**, *Health Information Management Specialist*

“We should always be striving to improve what we do and how we do it. Quality Improvement is about providing the best experience for our clients. It means delivering safe, effective services, being accountable, innovative, and finding ways to do better.”

~ **Jennifer Bechtel**, *Quality Lead*

“Seeing a change for the better in a child who has previously struggled and you start to see success within their school setting – that’s what drives and motivates me.”

~ **Sharon Dills**, *Mental Health Worker in Schools*



“To meet people early on in their recovery, to be a part of helping them through one of the most difficult parts of their experience, and to see them transition from an acute episode to a period of stability and transitioning on to the rest of their lives has been wonderful. We see success everyday.”

~ **Paul Bowser**, *Early Psychosis Intervention Clinician, First Step Team*



“From the outside, Spark of Brilliance workshops might just look like people playing with paint, but in reality, it’s a place for people to make connections and build community, develop skills and confidence, and participate in meaningful activity. I’m proud to be able to “give back” and continue to provide the same service that helped save my life more than a decade ago.”

~ **Marcey Gray**, *Spark of Brilliance and Beautiful Minds Coordinator*

Fundraising

Champions



Debney Family

On August 21, 2014 the Debney family received a phone call that would change their life. Their son, Gordon Debney, a normally happy and go-lucky man, had died by suicide just on the cusp of his 30th birthday. His parents and sister were in the midst of planning a surprise birthday party for him to be held in September.

As a way to honour Gordon's memory, the Debney family annually marks Gordon's birthday with a fundraising event. This year they raised over \$10,000 for Here 24/7 – an addictions, mental health and crisis program provided by 12 agencies across Waterloo Wellington. The event took place at the Cambridge Newfoundland Club on September 14th and drew wonderful community support and engagement with over 150 people in attendance. Over the last four years, the Debney's have raised over \$40,000 in support of suicide prevention.



Frannie's Restaurant

For Fran Adsett, supporting CMHA WW just feels right. The owner and operator of Frannie's Restaurant in Breslau raises money for the organization by hosting an annual pig roast, coffee mug sales, and new in 2019 – a golf tournament. In the last three years, 700 people have attended her pig roasts and they have raised \$20,000 for CMHA WW. Adsett knows firsthand about the need for more mental health funding. Her daughter is in recovery from an eating disorder but once she turned 18, the funding for services ended. This opened their eyes to the lack of funding allocated to mental health initiatives. Adsett says the patrons of her restaurant are like family, “we have a caring relationship and we speak openly about mental health to raise awareness and much needed funds.”

Would you like to support CMHA WW? Visit cmhaww.ca to learn how to hold a third party fundraiser on our behalf or to donate online.

Ride Don't Hide 2018 recognizes S.G. Cunningham as top fundraiser



“You need a buddy when you're swimming or lifting weights. Why not have someone you can check in with if you're having difficulty with your mental health?”

→ \$7,700
raised by S.G.
Cunningham



Our top fundraising team for Ride Don't Hide 2018 was S.G. Cunningham Limited. Eleven of S.G. Cunningham's staff (including a few family members) cycled in the event raising nearly \$7,700. Not only an active fundraiser, this 40-year-old construction firm makes psychological health and safety a priority.

Mental health is woven into all their health and safety practices. The company has mental health speakers lead workshops for their employees. They encourage counselling for staff members if they are facing challenges. They've created a Psychological Health and Safety Committee and hold "Brain Booster" sessions for employees to learn new life skills for home and work. Safety Stations at each construction site not only feature information about what to do when faced with a physical injury, but also how to contact our Here 24/7 crisis line if necessary.

Beverly Cunningham, VP, HR and Communications, says some employees have even partnered as "mental health buddies." That may surprise people given the image of the typical construction worker, but S.G. Cunningham is making significant strides to change the culture in their industry. "You need a buddy when you're swimming or lifting weights," says Beverly. "Why not have someone you can check in with if you're having difficulty with your mental health?"

We could not agree more. Well-done S.G. Cunningham!

Guelph Community Foundation Grant makes big impact in Guelph-Wellington



I had expected SafeTALK to be good because of the positive comments I heard from peers and it was all true! I was really impressed by the way it was delivered and the messages that were shared.”



→ **150 people**
have received
SafeTALK training

In October, CMHA WW was fortunate to receive a grant to offer five free SafeTALK trainings in Guelph-Wellington. Evidence suggests that a community where suicide SafeTALK training is prevalent can reduce suicidal activity. SafeTALK is a training program for individuals to understand the warning signs of suicide, how to manage suicidal ideation and how to seek formal health care supports. Similar to taking a physical “first aid” course, SafeTALK can also prevent lives lost.

Our first free SafeTALK was held in Fergus. Kristen Drexler and her teenage daughter Daelin attended the workshop together.

“I had expected SafeTALK to be good because of the positive comments I heard from peers and it was all true! I was really impressed by the way it was delivered and the messages that were shared. I participated with my 15-year-old daughter as something I was hoping to be a tool for her when her peers are struggling. It is hard to watch them feel the weight and responsibility of having a friend struggle. I feel we are both much better prepared and more aware now and I am proud that I can help my community in a new way now,” said Kristen Drexler.

Kristen’s daughter, Daelin also saw the benefits of safeTALK, “It has been tough going from a small elementary school and finding my way in a large high school. It seems like I always know someone who is struggling with mental health. SafeTALK has helped me help my peers. I feel relieved that I don’t have to have all the solutions or always have the right things to say. SafeTALK has prepared me to be supportive and keep myself safe and I am grateful to have that.”

The Guelph Community Foundation grant has allowed CMHA WW to offer five free SafeTALK workshops for residents of Guelph Wellington throughout the year. Thirty people attend each workshop, which means 150 new people are now trained in SafeTALK. These workshops assist residents of Guelph-Wellington in gaining a deeper understanding of suicide prevention techniques, including how to see early warning signs and how to access mental health supports when needed.

Here 4 Hope



In November, CMHA WW held Here4Hope: A Conversation about Mental Health in Wellington County. Here4Hope, hosted by TSN's Michael Landsberg and Jennifer Hedger, brought the community together in a conversation about mental health. Both personalities shared their experiences of living with depression and receiving help. The duo spoke to 1,200 high school students at Centre Wellington District High School, 150 first responders at a private event, and the public in an evening session. Over 600 people attended and left with the message to talk to neighbours, family, coach, doctor or call our Here 24/7 crisis line.

CMHA takes a lead in Life Promotion/Suicide Prevention efforts in Wellington County and Guelph

CMHA WW has hired a suicide prevention expert to provide leadership across our system of care to spearhead the development of a suicide prevention framework; Cecilia Marie Roberts provides an update on this work:

The Canadian Association for Suicide Prevention says that *suicide prevention is everyone's business*. How do we prepare for this life saving work? How are we going to collaborate with our partners in healthcare, with employers and community organizations and most importantly families touched by suicide to create suicide safer communities?

To answer these questions and highlight a way forward CMHA WW took the lead in developing a framework based on a whole community approach to promoting life and preventing suicide. The World Health Organization and countries including the UK, Ireland, and Australia as well as the Mental Health Commission of Canada support these types of approaches.

The Wellington County/Guelph framework was the result of a process that included assessing community readiness, reviewing local data, considering current activities and programs, and engaging those with lived experience of suicide. A large cross-sectorial group identified priorities and feedback/ideas from three open community sessions to inform local action planning.

Everyone does have a role to play. The framework will allow not only the healthcare system, but also community organizations, employers and citizens to identify how they can get involved. This is a first step, a foundation for this important work... and a way forward.



Here4Hope



→ 600 people attended Here4Hope

Flexible Assertive Community Treatment Team

A journey of recovery and hope



It has been an 11-year journey filled with dark moments of uncertainty, hopelessness and tears. Through many hospitalizations, involuntary commitment, crisis interventions and addiction/rehab, I searched for answers 'til now.

I am Joanne, and I'm Jacob's mother.

In 2016, our lives started to change drastically for the better when my son began his journey with Flexible Assertive Community Treatment Team (FACTT) thanks to his CMHA WW support worker, Ian.

A few years later, after seeing the positive changes through FACTT, Joanne chose to become involved in the mental health community as a peer consultant and labour community advocate. She's a strong advocate of the FACTT program, speaks about the impact it has had on her son and provides feedback to improve service.

The FACTT model has revolutionized the way people receive intensive care around the world. CMHA WW took the best of this model and made it suit the needs of the region's residents. Jacob was one of the first people to participate in Waterloo FACTT program and now is a graduate.

FACTT includes primary substance use disorder clients in its scope, which previously had been excluded from complex care teams focused on mental health. It's important because many people living with severe substance use issues don't have the supports they need.

This was the case with Jacob. He had many complex diagnoses. He attended rehab that included the 12-step program and spiritualism. Jacob found his place in the world thanks to FACTT workers looking concurrently at addiction and mental health. He participated in post program care, confronting root causes of addiction through therapy and various groups.

People supported by FACTT receive customized treatment grounded in recovery-oriented functions. It includes relationship building, personal goal and recovery planning, support with medication, service and system coordination, crisis management assistance, formal and informal supports, practical supports in multiple life areas, and advocacy.

According to Joanne, Jacob is much more self-aware than he has ever been, they have open and honest conversations, and he knows when to reach out for help.

Dialectical Behaviour Therapy

Increasing quality of life and reducing risk



When facing a severe mental illness, recovery can seem overwhelming and at times even insurmountable. However, recovery is possible. We see it everyday in the dialectical behaviour therapy (DBT) program.

In 2014, CMHA WW started the DBT program to help those who experience emotional dysregulation and meet the diagnosis criteria of borderline personality disorder (BPD). BPD is a serious mental illness characterized by pervasive instability in moods, interpersonal relationships, self-image, and behaviour. This instability often disrupts family and work life, long-term planning, and an individual's sense of identity. Self-harm, impulsive acts and angry outbursts are often ways individuals attempt to reduce intense and painful emotions.

How does DBT change this?

Individuals supported by our DBT program participate in a variety of therapeutic services such as one-on-one counselling, skill development groups, and telephone consultations. The goal of the DBT program is to increase the quality of life and reduce risk that individuals, facing emotional dysregulation and borderline personality disorder, experience. The program promotes the cultivation of meaningful and fulfilling lives while enhancing an individual's ability to experience safety and stability.

Since the DBT program was established, CMHA WW has served 366 individuals and the outcomes have been significant.

"DBT has changed my life. I thought that I would get and learn the skills, only to never use them again. When, in my reality, I use my DBT skills more than once a day."

~ DBT Client

Hospital diversion, suicide prevention, a decrease in interaction with law enforcement are all significant outcomes because of DBT.

"My proudest moments are when I see clients overcome challenging situations by using their DBT skills. It's wonderful to witness their hard work paying off and noticing the positive shifts in their everyday lives."

~ **Natalie Florence**, MSW – DBT Clinician

Recovery and Resiliency

Helping the El Mohamad family

Imagine fleeing your country amid increasing hostility, travelling from Palestine to Lebanon to the United Arab Emirates (UAE) in hopes of one day living in Canada. You start to grow your family in UAE and your daughter is born with profound hearing loss. When she's a year old, she has her first surgery for a cochlear implant, then another three months later. Thanks to your resiliency and determination in navigating a medical system in a new country, your hope that your daughter would be able to hear is a reality.

This is El Mohamad Family's story.

In October 2017, CMHA WW was introduced to the El Mohamad family through the inclusion support services, a program to support children with developmental, social-emotional and/or mental health needs.

New to Canada, the El Mohamad family enrolled their daughter, Haya, in child care in Guelph to be with other children. Since Haya wasn't able to hear until she was 18 months old, inclusion support services supported her overall social, emotional and developmental growth.

By the time Haya was three, she had lived in a hotel in Vancouver, a hotel in Guelph and finally an apartment

in Guelph where the family started to establish a home. As a result, when Haya started at child care, she was overwhelmed and uncertain of her safety in this new setting. Eventually she was able to bond with a teacher but remained highly anxious and would shadow that teacher. Haya also felt the need to bring all her belongings with her every time she left the classroom, even to go outside. Needing to carry all of her things meant that she was not able to play.

Consultants helped the family and child care educators understand that Haya's need to bring all of her

belongings with her was most likely linked to the stressful experience moving and the uncertainty that created. To acknowledge her feelings and support her to be calm and engage with her peers, a suitcase with wheels was purchased for her. This allowed

her to carry her belongings and some freedom to be with her peers.

The El Mohamad family's now settled in Guelph and Haya starts kindergarten next year. She has grown in areas of her development, increased her attendance at pre-school, plays independently of her teachers, and she enjoys new things and interacting with her peers.

When Haya started at child care, she was overwhelmed and uncertain of her safety in this new setting.

Overwhelming demand for Kids Intake Line and Here 24/7



CMHA WW introduced a new service this year to help kids and their parents seek appropriate supports. Here4Kids makes it easier for parents living in Guelph-Wellington-Dufferin to connect their children to services for speech, movement, play, behaviour, learning, and/or development. The Here4Kids team has frequently used the Over the Phone Interpretation service to support families who are using their first language to complete referrals.

Parents can arrange for self-referrals which means they don't need to wait to see their family physician prior to receiving support. Here4Kids offers walk-in appointments if a child under age six arrives at CMHA by direction of a doctor or school. Parents meet in person with a coordinator and complete the intake process. From there, the service coordinators arrange

direct referrals to one of six different service providers, making it easy for children and families to get the help they need with a single call.

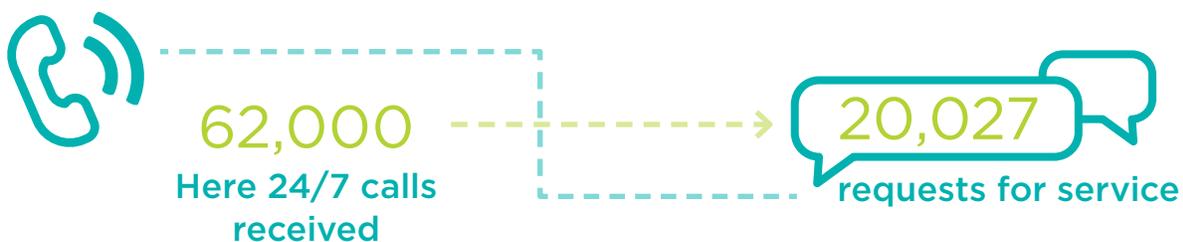
Here 24/7 call volumes soar

Since May 2018, Here 24/7 has seen a marked increase from 1,000 calls per month to 5,500 per month. Factors contributing to the spike may include the opioid crisis, family pressures, financial stress, mental health awareness and acceptance. As the single access point to the entire mental health, addictions and crisis sector in Waterloo Region and Wellington County, Here 24/7 acts as an indicator for what is happening in the community.

Here 24/7 has ongoing partnerships with local universities and colleges. More than 100 students at local schools have accessed counselling following tragic events on campus, and countless more have sought support through the Here 24/7 phone lines.

While there has been an increase in call volume, Here 24/7 continues to serve the community well with only a 5-second median wait time to talk to a live person. Seventy per cent of the time there is no wait time to a live answer call. This year, the program received over 62,000 calls and responded to 20,027 requests for service.

"Every day is unique... I'm grateful to the individuals we support who allow us into their lives, even if only for a brief time." ~ **Megan Cordeiro**, Here 24/7 Service Coordinator





Targeted Walk-in Service Making Big Difference for Counselling Wait Times

In 2018, there was an ever-increasing demand for counselling services through CMHA WW and in our community. In response to this, CMHA WW created the Targeted Walk-in Service (TWIS); staff contacted and assessed each person on our counselling waitlist to determine counselling requirements. CMHA WW shared our funding with six counselling partners to help those with less intensive needs. The partners include Carizon, KW Counselling, Cambridge North Dumfries Family Counselling, Woolwich Counselling, Family Counselling and Support Services for Guelph-Wellington, Interfaith, and Shalom. CMHA WW's focus

remained at serving those with more complex needs who would benefit from team-based care (counselling as well as psychiatry and nursing). The partners and CMHA WW worked extremely well together to ensure that the people on these waiting lists received the service they needed. As a result, we were able to reduce the counselling waiting list in Waterloo from 300 to 0. There continues to be high demand and a waiting list in Guelph (about 200 people), however without TWIS, the waiting list would be four times as high. We continue to work with our partners to help address the counselling wait-list.

Financials

Canadian Mental Health Association Waterloo Wellington. Year end March 31, 2019.

Revenue



1	● Waterloo Wellington LHIN	\$23,627,696	55%
2	● Ministry of Community and Social Service/ Ministry of Children and Youth Services	\$11,371,312	27%
3	● Municipal Government	\$2,161,188	5%
4	● Ministry of Advanced Education and Skills Development	\$857,632	2%
5	● Ministry of Health and Long-Term Care-Homelessness program and addictions	\$426,463	1%
6	● Program Revenue	\$1,807,550	4%
7	● Other Income	\$2,371,103	6%

Total \$42,622,944

Expenses



1	● Salaries and Benefits	\$26,599,619	63%
2	● Program Expenses	\$10,456,059	25%
3	● Corporate Services and General Administration	\$2,031,472	5%
4	● Building occupancy costs	\$2,472,278	6%
5	● Other	\$855,616	2%

Total \$42,415,044

Excess of revenue over expenses	\$207,900
Net Assets, beginning of year	\$951,866
Net Assets, end of year	\$1,159,766



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

www.cmhaww.ca | [@CMHAWW](https://www.facebook.com/CMHAWW) | [@CMHAWW](https://twitter.com/CMHAWW)

Contact Us

Guelph

80 Waterloo Ave.
Guelph, ON N1H 0A1

147 Wyndham St. North
Guelph, ON N1H 4E9

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

Cambridge

1 and 3-9 Wellington St.
Cambridge, ON N1R 3Y4

Fergus

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

Kitchener

67 King St. E
Kitchener, ON N2G 2K4
130 Weber St. W., Suite 202
Kitchener, ON N2H 4A2

Mount Forest

392 Main St. N., Suite 1
Mount Forest, ON N0G 2L2

Waterloo

1 Blue Springs Dr., Unit 100
Waterloo, ON N2J 4T3

MAKING IT POSSIBLE

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



United Way
Guelph Wellington
Dufferin



United Way
Waterloo Region
Communities

