

annual report **2020/2021**



canadian mental health association
Waterloo Wellington Branch



Canadian Mental
Health Association
Waterloo-Wellington
Mental health for all

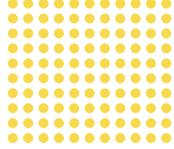
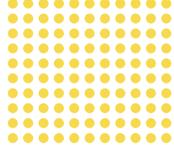


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Message from Board Chair and CEO

This is a year we will never forget. Ever. From a global pandemic to our overdue awakening of systemic racism, 2020-21 was certainly one of the most challenging years our community, clients and staff have ever had to endure. Despite being in uncharted waters, Canadian Mental Health Association Waterloo Wellington (CMHA WW) was able to constantly pivot to ensure safe, quality care and support to clients and the community.

With a strong focus on keeping staff and clients safe, we worked hard to ensure a number of our core offices in Guelph and Kitchener remained open for face-to-face care throughout the pandemic. At the same time, our IT Team worked tirelessly to enable staff to provide secure virtual care to clients via phone and video. The pace of change was unprecedented, and we congratulate our staff who navigated this with compassion, innovation and flexibility.



As the months progressed, it was clear that a parallel pandemic was emerging – the mental health crisis.

Early in 2020, our community focus was to keep the healthcare system stable so frontline workers were able to manage the incredibly stressful work of containing the COVID-19 virus. We responded to the urgent need to support the mental health of our embattled hospital, primary care and long-term care workers by creating Here4Healthcare. This service was designed to specifically address the needs of healthcare workers on the frontlines of the pandemic. CMHA WW also responded to the needs of our community by creating Here4Help (www.here4help.ca) – a comprehensive online toolkit of skill-building resources to manage the stress and anxiety presented by living through a global health crisis.

In the summer of 2020, the police murder of George Floyd in the US ignited a movement across the globe to eradicate systemic racism. We were powerfully impacted by this movement and recognized the need to change as an organization and mobilize alongside our system partners. We have work to do – we're listening and learning about what our equity-seeking communities need from us, working on building trust, and establishing better connections. While our internal work was led by our Diversity and Inclusion Committee, we aligned our work with the system efforts of our municipal and Ontario Health Team partners. We know

that people who have experienced systemic racism have a greater prevalence of mental health and addiction issues and they are also at a higher risk of contracting COVID-19, so this is very important work for us to do.

As the months progressed, it was clear that a parallel pandemic was emerging. We were facing a mental health crisis due to the disruption and isolation created by lockdown measures, constant stress and worry, as well as the fear and trauma of physical illness. In 2020, we responded to a 35% increase in calls to Here 24/7, a 40% increase in IMPACT responses to 911 calls with police, and we saw the waitlist for care within mental health and addiction services grow exponentially (there are currently 3,726 people waiting for ongoing care in Waterloo Wellington). The increased demand, acuity and complexity added extra pressure to an exhausted and overwhelmed healthcare system – that was far beyond capacity before COVID-19.

We worked diligently to provide our staff with information, resources, tools and support to manage the constantly changing environment, the added stress of increased demand for services, compassion fatigue, and the balance between virtual and in-person care. We are so proud of the brave, dedicated and excellent care our staff delivered this year. We are also so grateful for the amazing generosity our community demonstrated by donating much-needed funds and in-kind support. It was so heartwarming for our staff and clients to feel this support and appreciation.

Given the change of baseline in mental health and addiction needs in our community this year, we had to significantly step up our communication and advocacy efforts. We joined the "Everything is Not Okay" campaign alongside four provincial hospitals and three provincial mental health and addiction associations. Together, we sent a clear and coordinated message on how to design, improve and fund a better mental health and addiction system for all Ontarians. We also worked closely with our Ontario Health Team partners to improve access, timeliness and quality of mental health care for our community, while at the same time working as a system to respond to the unprecedented needs during the pandemic. We were heartened by this system collaboration, which highlighted the necessity and value of coordinated care. Together, we are a better and stronger system. While we did receive some new funding this year (one time and annualized), we will continue to strongly advocate for the needs of our community.



Despite the overwhelming pressures we faced this year, we are deeply proud of what we accomplished as an individual organization, and as part of a network of system providers. We are proud that we kept our staff safe and supported, while they supported many more people in our community during a year of collective grief and trauma. We are committed to listening, learning and growing in our efforts to dismantle systemic racism.

Despite the increased need for mental health support created by the pandemic, we are grateful for this silver lining – a renewed empathy, compassion and awareness for mental health and addiction issues. The pandemic has been the great equalizer for us, and we will do all we can to continue to hold this space in our community, and fiercely advocate for more resources to better meet the needs of our community.



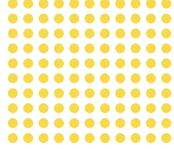
David Pell

Board President



Helen Fishburn

Chief Executive Officer



Governance and Strategy



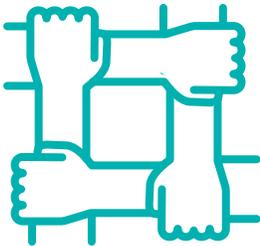
VISION

Imagine a community where:
When you need support, wherever you are,
there's someone.



PURPOSE

We work to build a community in which everyone has what they need to live meaningful lives. We build human connections that make it possible for people to achieve their greatest potential. We inspire and support people in achieving the quality of life that they desire. We are there when you need someone.



VALUES

Mutual Respect
Accountability
Integrity
Excellence and Innovation

WHEN PEOPLE COME TO CMHA WW, IT'S BECAUSE THEY NEED MORE.

More support, expertise, community or hope. More than what they and the people around them can provide.

Whatever more is for each person, we're here to provide it and if we cannot provide it, we help them find it.

Our vision and mission reflect that we are striving to be more for our communities.

Board of Directors 2020/2021

President / David Pell

Vice-President / Kathy Markowiak

*Secretary-Treasurer /
Anthony DiCaita*

Directors

Lynda Davenport

Donnamarie Dunk

Dana Hardy

Somkene Igboanugo

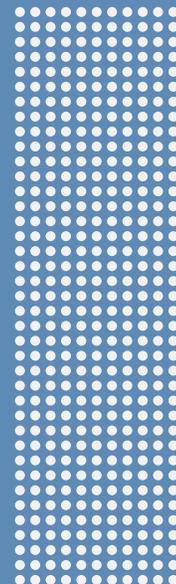
Dr. Jibran Khokhar

Laura McNeilly

Julie Nicholls

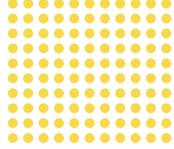
Stacey Rous

Irene Thompson





**here's
what we've
been up to
this year.**

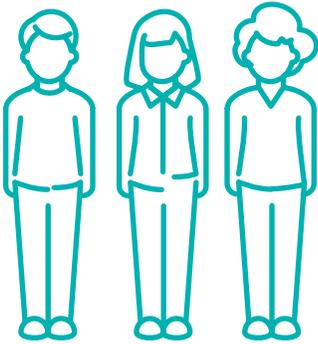


OUR IMPACT

OUR YEAR BY THE NUMBERS...



21,166 PEOPLE SUPPORTED



3,570 CHILDREN AND YOUTH SERVED

22,454 CHILDREN AND YOUTH VISITS



TOP 3 HERE 24/7 SERVICE REQUESTS
COMMUNITY PSYCHIATRY - ADULT
DIALECTICAL BEHAVIOUR THERAPY
SKILLS FOR SAFER LIVING

HERE 24/7 NUMBERS

IN 2020, WE RESPONDED TO A 35% INCREASE IN CALLS TO HERE 24/7.



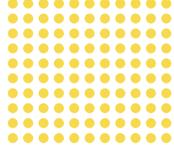
18,048 SERVICE REQUESTS



68,286 CALLS RECEIVED
70.43% CALL ANSWER RATE



12,165 RESIDENTS SERVED



2,296 GROUPS OFFERED WITH 24,176 PARTICIPANTS



443 INDIVIDUALS SUPPORTED IN PEER/SELF HELP PROGRAMS



INDIVIDUALS SERVED:
EATING DISORDERS - ADULT **183**
EATING DISORDERS - CHILD **58**
1ST STEP PSYCHOSIS **58**



171 VIRTUAL EDUCATION SESSIONS WITH 5,258 PARTICIPANTS



113 JOB POSTINGS
48 NEW STAFF HIRED
55 NEWS STORIES



880 INDIVIDUALS TRACKED IN THE INCIDENT REPORTING SYSTEM



4,229 HOURS LOGGED BY VOLUNTEERS



\$650,000 FUNDS RAISED

IN 2020, IMPACT RESPONSES TO 911 CALLS WITH POLICE INCREASED BY 40%.

8,811 INTERVENTIONS VIA IMPACT



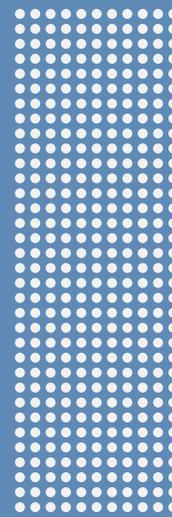
TOP 3 ISSUES IMPACT CLIENTS EXPERIENCED:

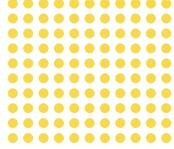


ALCOHOL/SUBSTANCE ABUSE **533**



AGITATION **561**
EMOTIONAL DYSREGULATION **332**





INNOVATION

At the onset of the COVID-19 pandemic, provincial stay-at-home orders and Public Health restrictions meant we had to quickly devise new methods of providing safe, quality care to our clients and community. They say that necessity is the mother of invention. As the pandemic progressed, CMHA WW constantly found innovative ways to adapt to virtual care, continued to offer safe face-to-face care for our most complex clients, and met the growing need for community mental health and addiction support across our service areas.

HERE4HEALTHCARE

By April 2020, it was clear that our hospital, primary care and long-term care frontline workers at the heart of the crisis would need extra support to manage the unbelievable pressures they faced. Local hospital and long-term care leaders asked CMHA WW to play a key role in supporting and stabilizing the mental health of their staff. We knew we had to act quickly and creatively. Here4Healthcare.ca was our answer to this need, a service offering access to psychiatry, crisis services and counselling/support resources available through a website and Here 24/7.

Through the website or a call to our Here 24/7 service, healthcare workers requested support. They were triaged according to need, then matched with CMHA WW services or those of our community partners. The Here4Healthcare site also included several online resources and tools to promote self-care.

Thank you to the Kitchener Waterloo (KW) Community Foundation who generously supported this project through their COVID-19 Community Response Fund. The KW Community Foundation/United Way donated funds used for website development and promotion of mental health and addiction resources.

Canadian Mental Health Association
Mental health for all

Waterloo Wellington

ABOUT US CONTACT US PRIVACY COMPLAINTS

OUR SERVICES NEWS EDUCATION EVENTS RESILIENCY DURING COVID-19 GET INVOLVED

DONATE

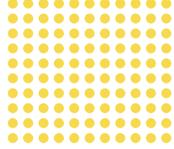
COVID-19:
HERE4HEALTHCARE
A RESOURCE FOR FRONT LINE WORKERS

IN CRISIS
1-844-HERE247

IMMEDIATE
VIRTUAL CARE

HERE4HELP
QUICK ACCESS FORM

QUESTIONS
519-766-4450



HERE4HELP

Finding reliable and accurate information during the rapidly changing environment of the pandemic felt overwhelming for many people. Launched in April 2020, Here4Help.ca became a one-stop shop for reliable information, along with skill building resources on how to manage mental health and addiction during COVID-19.

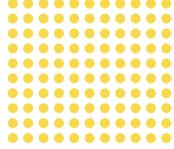
The site is tailored to different demographics across the age span, making it easy for people to access information. It is organized by population: sections for employers, employees, parents, farmers, healthcare workers, etc. As September approached, resources were added for families, students and teachers facing incredible stress as they anticipated the upcoming school year.



SUPPORTING CHILDREN, YOUTH AND FAMILIES IN A VIRTUAL WORLD

With the shift to a virtual world, our Children's Services Team found new ways for children, youth and families to connect. Although families appreciated that they were still able to access virtual care from CMHA WW while in lockdown, there was little for them to do with their kids while schools, parks and other recreational opportunities were closed. The Children's Services Team created activity kits and dropped them off at clients' homes to inspire parent-child attachment. From art to science exploration, parents were thrilled to have projects that kept their children occupied.

Many of our families rely on CMHA WW subsidized funding for their children to attend summer camps, but with camps either closed or running at limited capacity in 2020, this wasn't a workable option. CMHA WW was able to redirect camp funding to items like water tables and kiddie pools, which promoted wellness and fostered connection between parents and children during a challenging time.



WEBINAR SERIES OFFERS CALM DURING DIFFICULT TIMES

Finding the Balance During COVID-19 started as a one-off fundraising event for Bracelet of Hope, a local non-profit helping Lesotho, Africa recover from the devastation of HIV/AIDS. Throughout the pandemic, it has turned into an extremely popular monthly webinar series. Hosted by CMHA WW CEO Helen Fishburn and Guelph-based primary care physician and ARCH Clinic Guelph & Waterloo founder, Dr. Anne-Marie Zajdlik, these webinars focus on maintaining physical and mental health wellness during this stressful time.

The series, moderated by Marva Wisdom, Senior Leadership & Equity Practitioner, included guests such as Dr. Nicola Mercer, Medical Officer of Health, Wellington-Dufferin-Guelph Public Health, Dr. Doug Friars, Guelph COVID-19 Assessment Centre Lead, and Dr. Joanna Henderson, Ontario Youth Wellness Hubs.

The webinars were broadcast on Zoom and Facebook Live, allowing viewers to have their questions answered in real time. The sessions had a tremendous impact, with some episodes garnering over 30,000 views. Many viewers voiced their gratitude to the team for providing accurate, up-to-date information and calm reassurance throughout the pandemic.

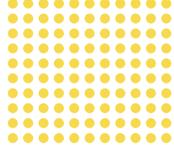
**FINDING
THE
BALANCE
DURING
COVID-19**

MONTHLY
WEBINAR
SERIES

Anne-Marie Zajdlik

Helen Fishburn

Marva Wisdom



PROGRAMMING SUCCESSFULLY SWITCHES TO ONLINE OFFERINGS

Our Mental Health Education and Promotion Team responded swiftly to the need for new ways to deliver programming. By April 2020, we were running numerous virtual education sessions for our community. As the year progressed, the team ramped up to an average of 20 sessions per month, with an annual total of 5,258 participants in over 170 sessions. We now offer a menu of 17 standard sessions for the public, families and workplaces, with customized webinars also available.

MEETING THE NEED IN EMPLOYMENT SERVICES

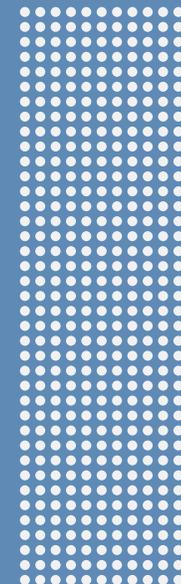
When the pandemic began, CMHA WW's Employment Teams needed to pivot quickly to provide remote and virtual services. Some clients did not have the technological resources to access virtual services, which required adjusting to phone supports. The team exemplified innovation by adapting our service processes to continue serving clients' needs. Forty-eight new individuals received employment supports through the New Directions Employment Services program this past year. These supports included employment needs assessment, planning, and job/volunteer search supports. The program saw a lower participation rate as the pandemic hit the labour market particularly hard and some job seekers chose to postpone their job search activities.

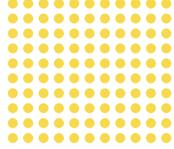


5,258 PARTICIPANTS



170 SESSIONS





Collaboration

CMHA WW is committed to improving care for our communities. This year, more than ever, demonstrated the need for a whole community approach to problem solving. We continue to work alongside our partners in the health care and social services sectors to deliver accessible, collaborative care for all. We all learned extremely valuable lessons about how working in partnership can create stronger, better performing and more efficient systems.

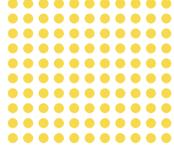
IN THE MENTAL HEALTH AND ADDICTIONS SECTOR, EVERYTHING IS NOT OK

Prior to the pandemic, mental health and addiction services across the province were already well over capacity and were not able to meet service demands. As the pandemic progressed, we saw a dramatic increase in the complexity and acuity of mental health needs, causing waitlists and service demands to soar. CMHA WW has been a vocal advocate for much-needed resources. On March 9, a coalition of mental health and addiction organizations launched the “Everything is Not OK” campaign, which highlights the increased pressure on Ontario’s mental health and addiction system.

The campaign represents the full lifespan and continuum of mental health and addiction care in a call to action that demands a fully funded mental health and addiction strategy and improved wait times and services across the province. This includes consistent care, faster care, easier access to care and transparent care. We are also advocating for improved access to high-quality supports and services regardless of age, geography, ability to pay or level of support needed. CMHA WW CEO Helen Fishburn met with every MPP across Waterloo and Wellington to review the local context of mental health needs re: supply versus demand and asked each MPP to strongly advocate for more local resources. There has been considerable local and provincial support for this advocacy campaign.

The following partners have united to create and deliver this campaign: Waypoint Hospital, Ontario Shores Hospital, CAMH in Toronto, The Royal Hospital, Children’s Mental Health Ontario, CMHA Ontario, and Addictions Mental Health Ontario.





BREAKING DOWN SILOS WITH ONTARIO HEALTH TEAMS

CMHA WW is a regional service provider, and as a result, an active partner at all local Ontario Health Teams (OHTs). This includes Guelph & Area, Cambridge North Dumfries and KW4 OHTs. Not surprisingly, the work of local OHTs this past year focused primarily on organizing a system response to respond to and combat COVID-19. Despite this, work continued moving forward with system improvements at each OHT Table.

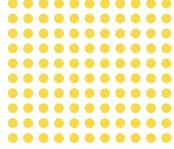
Our specific focus is to design care that better meets the mental health and addiction needs in our community, using a whole system of care approach. We are accomplishing this through specific projects designed to improve care and the care experience in each of the OHTs. The voice of those who require better, faster, and more appropriate levels of care are part of this design work.

INTEGRATED YOUTH SERVICES NETWORK (IYSN) SUPPORTS LOCAL YOUTH

CMHA WW is a proud partner in an exciting initiative in Guelph-Wellington known as the Integrated Youth Services Network (IYSN). The IYSN is a collaborative project, providing youth aged 12 to 26 with the holistic support needed to build positive, bright futures. Local youth are working on a new name and brand for this project.

Under the leadership of the Rotary Club of Guelph, the IYSN represents a partnership of over 30 service and volunteer organizations. The IYSN will include seven physical sites across Guelph and Wellington County, but will feature the benefit of “one door,” meaning that youth will only tell their story once.

At each site, youth will be given access to programs and services that provide guidance and support in the moment, and for the future. From education and career support, to counselling and peer-to-peer programs, the Youth Wellness Hubs will provide help and encouragement to every youth in the community. Virtual counselling will be available when professionals are off-site, eliminating wait times for programs and support.



Compassion

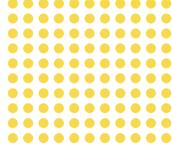
Living through a pandemic has taught us the paramount importance of compassion and empathy. This is especially important given the diversity work the agency has embarked on this year. By addressing compassion fatigue in our staff, launching Messages4Hope community campaign, and taking a stand against racism, we wrapped support around our staff, clients and community. In turn, our community responded with unparalleled generosity.

ANTI-RACISM, DIVERSITY AND INCLUSION WORK

The police murder of George Floyd prompted a global awareness of the racist and oppressive practices of many institutions and systems. At CMHA WW, we recognized our role in perpetuating systemic racism and seized the opportunity to make Anti-racism, Diversity and Inclusion work a key priority. Our Diversity and Inclusion Committee developed a comprehensive plan for our staff, which includes agency-wide Unconscious Bias training, Indigenous Cultural Safety training and Anti-racism Certification training. We are listening and learning from local leaders from racialized communities, auditing needs and gaps, and working through a measurable workplan to improve. Goals for 2021 include increased community engagement, ongoing staff training and measuring our progress. We are committed to being part of systemic change and we expect to be held accountable.



Many staff, including CMHA WW CEO Helen Fishburn, took part in a peaceful protest in support of the Black Lives Matter movement in June 2020



THE IMPORTANCE AND PRACTICE OF SELF-CARE INCREASED EXPONENTIALLY THROUGHOUT THE YEAR. AT A VIRTUAL ALL STAFF MEETING, WE ASKED STAFF WHAT THEY DO TO TAKE CARE OF THEMSELVES. HERE ARE SOME OF THEIR ANSWERS:

HERE'S AN IDEA.
Take care of yourself.

Meditation & Mindfulness
"This has been a time of reflection for me."
"Gratitude journal"

The Great Outdoors
"Gardening"
"Getting outside!"
"Moving in nature"

Walking...LOTS of walking!
"Routine walks in the early morning"
"Taking short walks to the corner with my dog"
"Daily walks"

Exercise
"Watching webinars on the treadmill"
"I have been doing HIIT workouts and I am noticing a huge difference in my strength and abilities."

"Making sure I do at least one thing a day for my physical, mental, spiritual and emotional well being."

Self care while working...

"As strange as it sounds, sitting in my car after I've finished my workday. It lets me decompress from my day!"

"Dedicating one hour per week for peer support with my Community of Practice"

"Being able to have a nap in my own bed on my break :)"

Amazing teamwork!

"Grateful for not having to commute to work"

"Team meeting trivial"

"Being able to provide quality care to help people find work or make career decisions, even without being able to meet in person."

"Making sure after my shift work is OVER!"

"Having my colleagues' children meet my children...during work"



MESSAGES4HOPE PROMOTES SENSE OF BELONGING DURING AN ISOLATING TIME

Since 2018, CMHA WW has partnered with the County of Wellington and local partners on Here4Hope, a suicide prevention and awareness campaign. Acknowledging the isolation and loneliness we all faced during lockdown, and the risks created for people to feel darker

emotions, the Here4Hope Team developed a creative way to engage the community and shine the spotlight on hope.

The Messages4Hope campaign launched in September 2020, coinciding with World Suicide

Awareness Day. The campaign included six postcards with messages of hope, distributed throughout the community as an insert in a local newspaper. Digital cards were designed to be easily shared on social media and email.

46,000 POSTCARDS PRINTED AND SHARED IN THE COMMUNITY

38,438 DIGITAL REACH

1,500 POSTCARDS DELIVERED TO ESSENTIAL WORKERS FROM STUDENTS

1,000 PEOPLE WATCHED VIDEOS OF SENIORS ENGAGING IN MESSAGES4HOPE PROGRAM

200 COMMUNITY MEMBERS SHARED GRATITUDE POST MESSAGES



This campaign was so successful, a holiday version was launched to provide extra hope during a difficult holiday season.

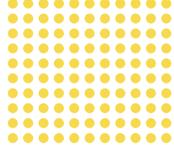


COMMUNITY RALLIES TO PROVIDE CMHA WW WITH MASKS

During the PPE shortages of the early pandemic, our Administration Team coordinated cloth mask donations from the community for clients to use while accessing in-person CMHA WW services. In just three weeks, over 300 masks were donated by community mask making groups! Staff members from each service area offered to coordinate a safe drop off, launder the masks and deliver them to CMHA WW offices.



Masks donated by local mask-making sewing groups



Thank you to our Donors!

Despite the economic hardship created for many people by the pandemic, CMHA WW greatly exceeded our annual fundraising target, with a record fundraising total of over \$700,000! Our holiday season campaign was supported by generous corporate donations, and proceeds from the Shoppers Run for Women raised over \$113,000. Thank you to all our donors who recognized the important role of mental health and addiction services during the pandemic. This year, more than ever, we are grateful for this generosity as it allows us to support more people at a time when it's needed most.

RUN FOR WOMEN GOES VIRTUAL, SURPASSING FUNDRAISING GOAL

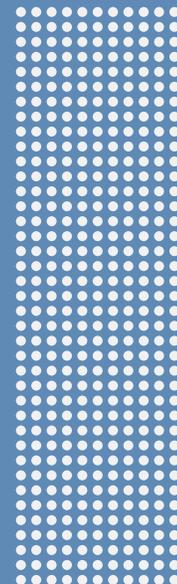
Like most events in 2020, the Shoppers Drug Mart Run for Women pivoted to a virtual event, and we were thrilled when Run for Women exceeded its fundraising goal. The run took place in September and had over 1,000 participants including a great turnout from our board members and staff. Run for Women was also supported by peer-to-peer fundraising and creative store-based fundraising, in a world where in-person shopping was limited.

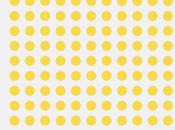
CMHA WW staff created teams and participated safely in the run:



\$700,000 RAISED

\$113,000 RECEIVED
FROM SHOPPERS RUN FOR
WOMEN





LOCAL 17-YEAR-OLD MUSICIAN LAUNCHES MUSIC FOR MENTAL HEALTH

Avalon Bridger, a 17-year-old Waterloo musician, has always been passionate about charity work and music. Avalon knows playing music helps her deal with anxiety and depression and she figured this was likely the case for many musicians, in the same way listening to live music relieves stress for audiences.

As increased anxiety and stress began to take hold of our community

during the pandemic, Avalon wanted to help. She began holding concerts in the park behind her house, where everyone was able to stay physically distanced. She live-streamed the events and was shocked when one of the live streams garnered 60,000 views!

This was the springboard for Music for Mental Health, a concert series with local musicians. She sees the

concerts as a win, win, win – it allowed musicians to get back up on the ‘virtual’ stage, it offered some respite for those tuning into the broadcast, and all proceeds were directed to CMHA WW to help with the growing need for mental health services in the community. Rock the halls, the first virtual concert in the series, raised \$3,300 for CMHA WW.

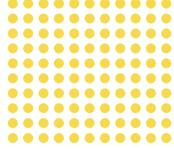


Avalon Bridger performing with her band Vintage Flight at Rock the Halls

12 DAYS OF GIVEAWAYS RAISE OVER \$16K

Guelph-based business Denso Manufacturing held a 12 Days of Giveaways fundraiser in December. Recognizing how stressful the year was for many, the company chose CMHA WW as the recipient. Denso employees raised \$8,200 and the company’s Senior Leadership Team matched that, raising the total donation to \$16,400.





Success Stories from Clients

DIALECTICAL BEHAVIOURAL THERAPY TEAM (DBT) FOR TREATMENT OF PERSONALITY DISORDERS

In the summer of 2019, a client was prioritized by the Homewood Health Centre to complete the Comprehensive DBT program due to concerns of suicidal behaviour. In meeting with the client, it was clear she would greatly benefit from the program, but also that she might face some challenges in terms of her learning, retention, and barriers in her personal life.

While the client has always been committed to attending sessions and groups, there were times that she left group due to feeling overwhelmed by the learning and content. The client had spent many years engaging in self-harming and suicidal behaviours in an attempt to regulate her emotions. In her mind, the more intervention she received from police, hospital security and medical staff, the more it proved to herself that she needed help from others, and she was destined for death by suicide.

The client had a rocky beginning in starting DBT, but by the beginning of 2020, was starting to gain traction in the program. Once COVID-19 hit, the client faced crisis after crisis. Community partners and other programs at CMHA WW supported the client in managing her crises; many of which were beyond her control. DBT resumed care through Microsoft Teams and the client was able to get the skills she needed, while also being connected to other programs at CMHA WW.

After permission to meet with the client in person in August 2020, she showed up to the office with a smile that was evident from behind her face mask. She proudly shared her weekly diary card that was free of any harmful behaviour for the sixth week in

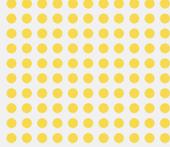
a row. She noted a weight that had been lifted from her as she made a promise to herself to focus on her future and not engage in harmful behaviours that had been her means of survival for so long.

This client has proven that with a system working together, an agency committed to well-being, and a team that supports their clinicians in managing risk and clinical interventions, we can support people to develop the confidence and tools they need to not only reach their goals but find new potential they did not know they possessed.

-The Dialectical Behavioural Therapy Team

HERE 24/7 SUCCESS STORY

CMHA WW received a message of thanks from a former caller. The client called Here 24/7 to share that four years ago they had called seeking treatment for addiction. The Here 24/7 Team responded by supporting them in the short term, while they were in crisis and helped work through their withdrawal. Once stabilized, the team worked with them to complete a full assessment, which is required when applying to a residential treatment facility. The client was accepted to a treatment facility, completed treatment and turned their life around. With a renewed zest for life, the client decided to pay it forward by creating a website. The Here 24/7 Service is listed on the first page as a resource for people who are seeking treatment. The client wanted to share their story, so that our Here 24/7 Service (which gets thousands of calls per month) can know that their support and expertise literally saved a life. The client expressed gratitude for the help and thanked everyone on the team.



FACES OF CMHA

Staff at CMHA WW work hard to inspire and support people to achieve the quality of life they desire. Sharing their stories is important in recognizing the incredible work achieved every day.



Parminder Bharta

Mental Health & Justice Support Coordinator

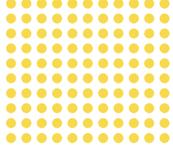
“I came to CMHA WW in search of an opportunity to be part of something bigger, to put my skills and experience to use to effect social and systemic change in the area of mental health and addiction. In representing CMHA WW on the Anti-Oppression Advisory Team of the Guelph & Area Ontario Health Team (OHT), I am able to contribute meaningfully towards the realization of a healthcare community which is inclusive, diverse, equitable and anti-oppressive.”



Sarah Bumbaco

Manager, Human Resources

“Working as the manager, Human Resources, I am so incredibly proud of the team of HR and Payroll professionals I work with each day. We work together to support approximately 425 staff across our many CMHA and partner locations. Our work spans the life cycle of our staff from recruitment, onboarding, development through to an employee’s retirement. I have had the honour to work on our agency’s Accreditation Team (where we achieved exemplary standing). This past year has been a particularly challenging, yet one of the most rewarding times. The global pandemic has challenged our team to develop and action new policies and procedures to keep our staff and clients healthy and safe and we have had zero cases transmitted in our workplace! In addition, we are in the process of launching a new payroll and human resources information system while working both in office and virtually.”



Jasmine Lehmann

Nurse Clinician, FACT

“Having worked as a nurse in an inpatient setting, I wanted to help those who struggle with their mental health remain well in their communities and out of the local hospitals. Working for the FACT team provided the perfect opportunity to use my knowledge, skills and judgment to reach this goal. I am proud of the therapeutic relationships I have built with not only my clients, but also their families. I feel like I can better support my clients when I can work collaboratively with their families. I am also proud of the relationships I have built with our community partners which has allowed me to support my clients and other members of our communities to better connect to external resources.”

Shout Outs

SHOUT OUTS ARE PART OF THE CMHA WW CULTURE



Exceptional **IT Team!**

I'd like to give a shout out to **Tyler McIntyre, Mark Alward, Rhonda Parsons,** and **Bruce Elliot** from the **IT Team** for their exceptional dedication over the past 6 months.

They have turned on a dime to support everything from preparation and setup of equipment and training for new and/or returning staff, welcomed the huge change in adjusting to the high demand, challenging, and changing support environment of users working remotely in uncontrolled environments. All while continuing to maintain the health and functionality of our IT System. Working with this team of exceptional individuals is a highlight of my career.

Thanks Guys!!



Kudos to **Amber Hussey, Natalie Bender, Tanya Martens, and Sarah Gammie!**

A shout out to the Children’s Crisis team, Amber Hussey, Natalie Bender, Tanya Martens, and Sarah Gammie. They are the definition of a team! The volume of referrals in the last several weeks has been rapid and daily. This team, however, has not missed a beat in responding to HERE 24/7 to support them or let them know who is picking up the referral. The team itself has been responding to each other to support and inform each other who has picked up the referral. Truly Amazing!

-Brett Friesen



Not enough superlatives for **IMPACT!**

I have worked with the IMPACT team closely since their inception and have always received exceptional collaboration. I believe that the accolades they receive are completely justified as they consistently provide quality service, assessment and consultation in a timely and efficient manner. It would be easy to run out of superlatives for this team and they are deserving of them all. I am grateful that during this challenging time where police/civilian relations are delicate, to know that IMPACT are our mental health liaisons.

This week an individual in need of urgent assessment was supported seamlessly by Tracy Dupuis who coordinated with family, primary care, police, hospital and the justice system to ensure this individual received the attention they needed. It’s a great pleasure to work alongside the IMPACT Team. Thank you!

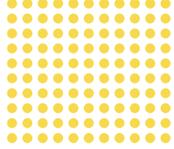
-Thomas Wright



Huge thanks to **Christine Richardson & Amanda Farrell!**

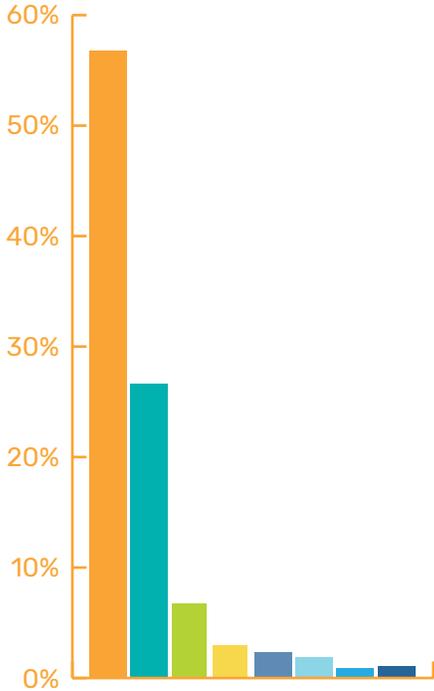
I want to give a big shout out to Christine Richardson and Amanda Farrell for their work in getting our sites ready to reopen for more staff and clients. There are many details that go into this work (from measuring each space and ordering PPE supplies, to creating simple and eye-catching signage) and your attention to detail and the thought you are putting into your work is most appreciated.

-Sarah Bumbaco



Financial report

**YEAR ENDING:
APRIL 1, 2020 TO MAR 31, 2021**



SOURCES OF REVENUES:

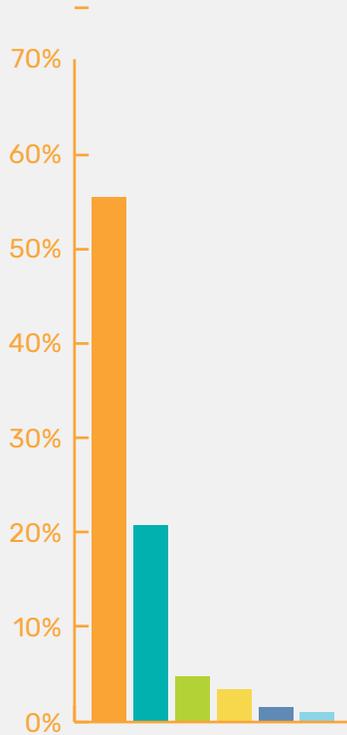
TOTAL: \$ 43,897,005

Waterloo Wellington LHIN	\$ 25,108,082 [57%]
MCCSS	\$ 11,761,363 [27%]
Other income	\$ 2,965,208 [7%]
Municipal government	\$ 1,336,129 [3%]
Other funders	\$ 996,282 [2%]
Ministry Labour, Training and Skills Dev.	\$ 822,416 [2%]
MOH (CYMH) & MCCSS COVID Funding	\$ 416,285 [1%]
MOH, Homelessness & Addiction	\$ 491,240 [1%]

Excess of revenue over expenses	\$ 72,623
Net assets, beginning of year	\$ 1,032,789
Net assets, end of year	\$ 1,105,412

CMHA WW financial reports are audited by KPMG LLP.

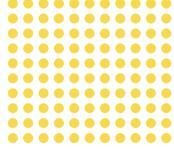
For a full copy of the audited financial statements, please contact corporate@cmhaww.ca.



SOURCES OF EXPENSES:

TOTAL: \$ 43,824,382

Salaries and Benefits	\$ 27,979,698 [64%]
Program Expenses	\$ 10,483,135 [23%]
Building Occupancy Costs	\$ 2,391,391 [6%]
Corporate Services & General Admin.	\$ 1,718,781 [4%]
Other	\$ 760,137 [2%]
MCCSS COVID Expenses	\$ 491,240 [1%]



MAKING IT POSSIBLE

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





canadian mental health association **Waterloo Wellington Branch**



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Health Association**
Waterloo-Wellington
Mental health for all



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