



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

ANNUAL REPORT

2022  
2023



CANADIAN MENTAL  
HEALTH ASSOCIATION  
WATERLOO WELLINGTON

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

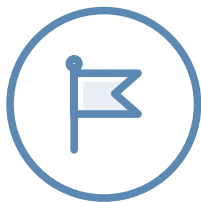


# VISION, MISSION, VALUES



## VISION

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



## MISSION

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

Kathy Markowiak, *President*  
Irene Thompson, *Vice-President*  
Anthony DiCaita, *Treasurer*  
Dana Hardy, *Board Member at Large*

## Directors

Neil Dunsmore  
Julia Goyal  
Lisa Hood  
Somkene Igboanugo  
Dr. Jibran Khokhar  
Laura McNeilly  
David Pell  
Stacey Rous

## Community Committee Members

Lindsay Gladding  
David Doxey

# BOARD CHAIR AND CEO MESSAGE

As we move towards a post-pandemic world, 2022-23 was an incredible year of development, innovation and partnerships for Canadian Mental Health Association Waterloo Wellington (CMHA WW). Over the last few years, we have seen a sharp increase in the number of people – particularly families and children – reaching out for help. Many have never needed to access formal mental healthcare before, and our incredible, dedicated staff are supporting children, youth, adults and seniors in innovative ways that are transforming lives. You'll see many examples of this throughout the report, along with an exciting update on the new Children and Youth Services building on Woolwich Street in Guelph. In its final stages, we'll soon be welcoming over 9,000 local children, youth and their families to this new site each year!

The pandemic exasperated challenges faced by front-line workers, including those working in community mental health. As part of checking in on the well-being of employees, we recently conducted an agency-wide Guarding Minds at Work survey with a notable 75 per cent response rate. We continue to make strides in improving the psychological health and safety of staff, including offering new well-being programs like Your Health Space and Shift Your Mind.

Our ongoing partnerships with local police, universities, many service providers and all levels of government have ensured more mental health support for people when and where they need it most. Mental health and suicide prevention training grants and partnerships with local organizations allowed us to expand our reach in the community

and equip many with early intervention skills, so they can recognize the signs, and help others get the support they need.

And as always, our wonderful community has been walking alongside us, showing generous support and dedication to our organization! In this report you'll learn about our partnership with the Exodus Watch Co. and be amazed by Shopper's Run for Women top fundraiser Ellie Hook, who made significant advances in raising funds and awareness for CMHA WW. We're grateful for many other community members too, from Wally Parr's BBQ and Vicky's 60th birthday, to staff at YNCU, Elements Casino, and Danby's choosing CMHA WW as a charity to support. Not to mention our multi-year supporters: Tee Up for Mental Health, McFadden's Movement, and the Debney Family. We cannot thank you enough for your time, passion and contributions to CMHA WW.

With your support, we will advocate for more resources and recognition of the importance of mental health services so we can continue to lead the path forward in our collective recovery.



  
**Kathy Markowiak**  
Board Chair



  
**Helen Fishburn**  
Chief Executive Officer



# NEW SPACE FOR CHILDREN AND YOUTH

Construction is moving along well at the Children and Youth Services building on Woolwich Street in Guelph. This will be the new home for CMHA WW Children's Services, Mental Health Education & Promotion, and Corporate Services. The building will also house The Grove Youth Wellness Hub, with more than 30 service providers focused on child and youth mental health and developmental services. Together, CMHA WW and The Grove will welcome over 9,000 local children, youth and their families each year.

The new building could not come at a better time. Referrals for children's psychiatry are on the rise and our children's teams are seeing an increase in the challenges faced by the children, youth and families they support.

We know that our community needs more mental health services, and the care system is complex – this can make it hard to know how to find support. The Children and Youth Services building will create a seamless space to access these critical services all under one roof.



# SPOTLIGHT

## EDUCATION COMMUNITY PARTNERSHIP PROGRAM – CHANGES AND SUCCESS!

When a child experiences trauma and has mental health concerns, their ability to learn is often impacted. The Education Community Partnership Program (ECP) is a very successful transitional school program, focusing on supporting students with learning difficulties and practicing the skills they need to be more successful.

ECP school teams work together to provide a safe, positive learning environment where the unique strengths and gifts of each student can be discovered.

The ECP Gateway Program started in 2009 at Willow Road Public School in Guelph for students in Grades 5 to 7, led by Densie Helm, Mental Health Worker in Schools. The model was so successful that in 2019 the Pathway Program started at Alma Public School for Grades 2 to 4 students, with Megan Kole as the Mental Health Worker in Schools.



**The Pathway Program focuses on younger students. Providing early intervention allows us to shift students' school trajectory before they start to feel hopeless about school. We had a student who came to us in Grade 2 with many suspensions. This student has been back in their community school for several years, is thriving socially and academically, and has not had any new suspensions. A lot of our students need support to see themselves as capable learners who belong at school," says Kole.**

"We see many success stories," says Helm. "A student came to us for Grade 8. They were having panic attacks and unable to attend community school. Since enrolling in the Gateway Program, they're attending more often, learning regulation skills, learning to advocate for themselves, and working with their CMHA WW clinician alongside the mental health worker in schools. They've transitioned to high school and graduated early."



The pandemic was particularly challenging for school aged children. With online learning not an option for many, CMHA WW's mental health workers in schools were able to pivot and deliver learning packages to students' homes. "Once in-person special education classes re-opened, it validated the importance of getting kids back in school. It increased their feelings of belonging and decreased the anxiety felt when schools remained closed," says Kole.



“The pandemic and lockdowns have caused significant breakdowns between students and their school in terms of feelings of safety and a sense of belonging,” says Helm. “In our program, we really focus on relationship building using a Trauma Informed School framework (Classroom 180). With more students struggling, school board members are looking for supports, resources and new ideas that our program offers. It is especially relevant when they come to visit their students enrolled in the program.”

CMHA WW also supports families throughout the child’s enrollment in ECPP to better understand and respond with empathy to their child’s mental health needs.

When students are ready to return, CMHA WW staff work closely with the community school team to develop and implement a transition plan. During this process, the CMHA WW Mental Health Worker in Schools offers information and resources on the impacts of trauma and mental health struggles on youth, and shares strategies to successfully support them. The relationships built with community schools provide a stable path for students and their caregivers to transition successfully back into the larger school community.



**80**

**students enrolled in  
Gateway Program  
since 2009**



**20**

**students enrolled in  
Pathway Program  
since 2019**



## “WE WOULDN’T BE WHERE WE ARE NOW WITHOUT CMHA WW.”

There was a time where we could not attend family events. It was difficult for our child to be in a classroom. They would become stressed out, which would lead to outbursts of emotions.

Our CMHA WW worker explored many options to support our child, including a watch that changed our life. The watch monitored our child’s heart rate and would alert us when they started to experience the onset of the stress. This heads-up gave our child time to use coping skills learned through therapy. They would take a break, go for a walk or go to a quiet area to become calm and regulated again.

As time went on, our child became so attuned to their feelings and triggers that we no longer needed to rely on the watch notifications. They can now implement the skills to help work through it. Talk about an innovative approach to care!

# “BECAUSE OF CMHA WW, I AM HOPEFUL.”

In April 2022, Gerry made a call that changed his life. At 76 years old, Gerry spent decades avoiding formal mental health support. The social isolation he experienced during the pandemic gave him more time to reflect and finally Gerry called Here 24/7, feeling low and frustrated.

“I was advised to walk into the CMHA WW office in Guelph where I was greeted by an incredible intake worker who was able to help me find calm. I was able to go home knowing I would receive support.

The diagnosis I received was the same as at the hospital – complex PTSD. I felt validated that after 60 years, I finally have an official diagnosis for what I go through. I have been on medication for most of my life but was never asked about my childhood abuse that led to bouts of depression over my lifetime.”

**“You can learn resilience as an adult and even as a senior.”**

The main thing Gerry said he has learned is, “I am not afraid to reach out. I avoided reaching out for 45 years because of shame and guilt. Because of CMHA WW I am hopeful, and I don’t feel I have to be shy or a victim anymore. At 76 years old, I want to say it’s never too late to address your mental health. I have had a very positive experience with CMHA WW. There’s a Here 24/7 line and even a place to walk in where people will understand. I have experienced major changes because of the support I received, and I don’t have to fake my emotions anymore. I feel like a different person, and I never thought it would happen in this lifetime.”

## 1ST STEP PSYCHOSIS PSYCHIATRIST

### Dr. Alexandra Douglas

As a psychiatrist with the 1st Step Program at CMHA WW I screen, assess, diagnose, and provide treatment of not just psychosis but all mental health concerns. I work collaboratively with the team and provide psychoeducation to clients and family. I advocate for autonomy for clients in decision making while also balancing mental health requirements (i.e., legal concerns, safety). My first experience with psychiatry was an elective with an early psychosis program while I was in medical school and it led me to change all electives and apply for psychiatry.

I’m proud to say I work on this amazing team of highly skilled clinicians who truly value the people they work with and are dedicated to their recovery.

Being able to work within a team, and being available during a critical time in a client and their family’s life, and then working with them towards recovery is incredibly rewarding.



# CLIENTS SHINE WITH GIFTS PROJECT!

Spark of Brilliance, one of CMHA WW's Self Help and Peer Support groups, is a peer-driven, community-based mental health initiative. The group provides creative experiences that foster healing and recovery through the arts.

We recently asked participants how we could incorporate the beautiful artwork they create into CMHA WW gifts for speakers, guests, and donors. This “sparked” the idea to put a call out to clients who might be interested in having their artwork featured on greeting cards and art prints.

The result is a collection of beautiful, touching artwork that we can share. And more important, clients had the opportunity to contribute their amazing skills and be recognized for their hard work and incredible talent.

“Whether their work was selected or not, participants were thrilled with the honorariums and the opportunity. Words of thanks and encouragement always develop more confidence, but to show folks that what they do has value is... priceless,” said Marcey Gray, Coordinator Spark of Brilliance.



ARTIST: XIAO WEN XU  
TITLE: COLLECTING LEAVES  
MEDIUM: WATERCOLOUR AND PEN ON PAPER



ARTIST: MARY BETH MACLEOD  
TITLE: BEAUTY IN THE DESOLATE  
MEDIA: DIGITAL

# IMPACT ON CAMPUS

In October 2021, the University of Guelph and the Integrated Mobile Police and Crisis Team (IMPACT) partnered to urgently respond to students in crisis in a pilot program that embeds an IMPACT worker on campus after hours. In May 2022, this innovative IMPACT Program pilot was expanded to the University of Waterloo.



University can be challenging, characterized by transitional periods for young adults as they struggle to make new friends, manage academic pressures and learn to fit in. Most mental health disorders begin during early adulthood, with 75 per cent of those who will experience a mental health disorder having their first onset by age 25. And the pandemic exasperated the difficulties faced by students during this time.

## INTERACTION WITH IMPACT WORKER AND STUDENT

**Student:** “Why did I say that? They probably think I am so awkward...I’m never going to make new friends here, why even bother?”

**University IMPACT Worker:** “I saw a student who was having thoughts of suicide and had a plan. The student had a lot of social anxiety due to worrying about being awkward. I discussed the events with them, normalized the situation and provided

resources. They were connected to counselling and appreciated talking about how hard university can be when you are just getting to know people. Their demeanor completely changed after our conversation. We did safety planning and they spent the rest of the night with their roommate.”

This unique initiative is transforming the way we respond to campus mental health needs – providing a collaborative, immediate and comprehensive crisis response for individuals and their support network.

IMPACT workers are specially trained mental health clinicians with expertise in suicide intervention, safety planning, assessments and de-escalation techniques. Distress calls from anywhere on campus are taken by the Special Constable Services dispatcher, who will notify campus special constables and the IMPACT worker, who then respond together. The University of Waterloo IMPACT team has established partnerships with residences and the Conrad Grebel University College, and now staff call the IMPACT team directly when appropriate, therefore diverting from a traditional and more intrusive Campus Police response.

### UNIVERSITY OF WATERLOO IMPACT:

**54** individuals served  
**39%** of calls diverted from police  
**70%** of calls diverted from hospital

### UNIVERSITY OF GUELPH IMPACT:

**34** individuals served  
**33%** of calls diverted from police  
**100%** of calls diverted from hospital

# IMPACT CRISIS CALL DIVERSION PROGRAM

In November 2022, CMHA WW partnered with the Waterloo Regional Police Service (WRPS) to implement a new Crisis Call Diversion Program, a three-year pilot program funded by the Community Safety and Policing Grant.

On average, WRPS officers respond to nearly 2,400 mental health related calls each year. The goal of the Crisis Call Diversion Program is to directly triage some of these lower risk calls to IMPACT, who can provide clinical expertise and compassionate care to those in need, without requiring police involvement.

A CMHA WW IMPACT mental health worker is embedded in the WRPS communications centre. Once assigned a call, the IMPACT worker assists individuals experiencing a mental health crisis by providing tools, resources and referrals to community agencies, or by helping them navigate the mental health care system. This ensures we divert as many mental health calls as possible away from a traditional dispatched police response.

People experiencing a mental health crisis often require a clinical intervention that does not need to involve police. Diverting calls from the police when appropriate, similar to diverting calls from local emergency rooms, is a step in the right direction. This shows the collective commitment in our system to ensure people get the care they need when they need it, as well as supporting optimal service delivery.

The first call to the Crisis Call Diversion program was a perturbed cab driver, who had driven a senior to the bank. The senior's accounts had been locked and they were unable to pay for their cab ride. The IMPACT worker was able to quickly organize payment, negating the need for a police response entirely. After checking our database, we realized this individual was an active client in our Intensive Geriatric Service Worker (IGSW) program. The IGSW worker was notified, and visited the senior that afternoon to address some of the identified issues and concerns. IGSW and IMPACT continue to work together to provide ongoing support for this client.



# GOVERNMENT ADVOCACY

The March 2023 provincial budget announced a five per cent base budget increase for all mental health and addictions providers funded by Ministry of Health. This was due in large part to advocacy from CMHA Ontario and all of its branches, including CMHA WW. We welcome this base budget investment, as it will help support the steep rise of costs associated with running a healthcare organization during high inflation, as well as providing necessary wage enhancements to our incredibly committed staff. We continue to advocate for service specific funding, to better meet the actual needs of our community (currently there are 3,151 people waiting for care across Waterloo Wellington).

## SYSTEM TRANSFORMATION

### Guelph Mayor's Strategic Advisory

In July 2022, Guelph City Council endorsed the creation of a new Downtown Strategic Advisory Group to function as a subcommittee of the Mayor's Task Force on Homelessness and Community Safety. Co-Chaired by Mayor Cam Guthrie and Guelph Chamber of Commerce President & CEO Shakiba Shayani, the group is building on the Task Force's progress with a focus on the complex homelessness, mental health and addiction issues ever present in downtown Guelph. CMHA WW CEO Helen Fishburn sits at the advisory group, and co-leads one stream of this work, focusing on our acute clinical response as a system.

Key focus areas include increasing mental health and addiction treatment resources and supports for those with complex needs, pursuing funding for a new Alternate Destination Care Centre that will support referrals from paramedics and police for people who are in a mental health crisis, and safe beds and community withdrawal services (all under one roof!).



## ONTARIO HEALTH TEAMS

The Ontario Health Team (OHT) vision is to improve connections between different parts of the health care system by bringing patients, families, communities, providers and system leaders together as one team, in order to deliver more coordinated care for people in a defined geographic area. The members of this team, even if in different organizations or physical locations, work toward common goals for improving access to and delivery of local health care services. In addition, OHTs are working to improve the health of our population.

### Guelph Wellington OHT Mental Health and Addictions Working Group

Guelph Wellington OHT (GW OHT) comprises 17 healthcare organizations in Guelph and Wellington County and is supported by more than 20 community organizations. GW OHT is transforming the way care is provided in the community.



Collaboration among GW OHT partners as part of Mental Health and Addictions (MHA) working groups is leading to more timely and appropriate care for people. For example, GW OHT MHA partners meet to review clients with complex needs and, as a collective, determine the best fit for care. Partners have conversations about what the person is experiencing, if they have been to the hospital or in contact with the police and, most importantly, what service is required to help support the client.

“The meetings have created a sense of community, and staff participating in the discussion feel more comfortable picking up the phone in between meetings to have a conversation about what a person may be experiencing and what referral would be most appropriate. There is a better understanding

between members about referral criteria for services and a comfort in collaborative decision making,” says Jody Weiler, Senior Manager of Adult Services, CMHA WW. “We are also identifying gaps in services or resources, which helps inform collaborative work, and will improve mental health and addictions care in the future.”

The working group is building important community collaboration and relationships. We are currently evaluating the impact this will have on service wait times, hospital visits for mental health and addictions care, and patient and provider experience.

### Cambridge North Dumfries OHT Pilots Community Mental Health and Addictions Clinic

The Cambridge North Dumfries OHT (CND OHT) is a collaborative of over 40 health and social service provider agencies from Cambridge, North Dumfries and the Waterloo Region.

CND OHT has piloted a number of innovative programs this year, including the Community Mental Health and Addictions Clinic, located at Cambridge Memorial Hospital. This is a pilot program intended to improve quick access to mental health and addictions treatment, improve the individual’s experience in accessing treatment, and divert people from hospital and police resources.



The staff team includes a doctor, counsellors, peer workers, outreach workers and a CMHA WW service coordinator. The goal of the clinic is to address immediate needs and ensure a comprehensive follow-up plan is put in place for each client. Services offered at the clinic include clinical evaluation, counselling services, primary care, follow-up planning and service coordination.

## KW4 OHT Integrated Care Team for Older Adults with Medical and Mental Health Needs

KW4 OHT is a collective of 41 member organizations from primary care, home care, hospitals, community agencies, long-term care, mental health, Indigenous health, municipalities and post-secondary education.



Together with patients and families, KW4 OHT is working towards co-designing a health and wellness system for all 400,000 residents. This system will offer seamless, interconnected care and continuity across providers.

KW4 OHT will provide the right services at the right time in the right place to meet residents' needs.

The Waterloo Wellington Older Adult Strategy, in collaboration with the Frail Elderly Working Group of KW4 OHT proposed a test-of-change pilot project. The Integrated Care Team (ICT) for Older Adults was embedded in New Vision Family Health Team as part of the pilot in Winter 2022. They host a well-established interdisciplinary Complex Care Program for high-risk older adults with a focus on supporting patients from the Geriatric Medicine Complex Care Clinic waiting for an appointment with a geriatrician. The first pilot was a success, and it was determined that expanding the pilot to include intensive geriatric services, seniors' mental health and geriatric psychiatry would be the next phase.

CMHA Waterloo Wellington has partnered with the second ICT pilot that is currently underway. We received funding to hire a Specialized Geriatric Services nursing staff as part of this one year project. They are joined by a staff member from the Intensive Geriatric Service Worker team. Grand River Hospital is providing the geriatric psychiatry.

The hope is that this integrated approach will offer even better outcomes for those with complex needs.

## IMPROVING CLIENT EXPERIENCE

### New CMHA WW Client Council

We were very excited to launch our very own CMHA WW Client Council this year. Members of the council are people currently accessing CMHA WW services, or who have accessed services in the past five years. Similar to Family Council, client council members play an important role in providing input and feedback, and strengthening CMHA WW's services, policies and processes.

Client council members Niki V. and Sea C. recently attended a walk-through of the Cambridge Community Mental Health and Addictions Clinic with Director of Services Jeff Stanlick and Here 24/7 Team Lead Parminder Bharta (pictured below). Council members provided valuable feedback to improve the clinic experience from the client perspective, including suggestions on improving inclusivity and accessibility of the space.



“Representation matters. If the system can’t see me, it can’t support me. This is why it is vital to include voices with lived experience when developing mental

health systems of care. As Co-Chair of CMHA WW's Client Council, I feel valued in investing my lived experience to contribute towards meaningful and representative change in the region." – Denise, Client Council Co-Chair

## Quality and Risk Management

With the goal of continuous improvement in client care, we launched a Client Experience Survey this year, and have received over 100 responses to date. The survey is similar to those used by hundreds of mental health and addictions organizations across Ontario, so it allows us to compare our results with provincial numbers. The next step is to create a summary report and action plan to address themes and areas of concern.

In order to maintain a culture of quality improvement at CMHA WW, all staff complete incident reporting training and suicide prevention (SAFE-T) training, and we use an ethics framework to help inform complex, ethical decisions. By fostering a culture of learning and improvement among staff, we will continue to reduce adverse events for clients, families and staff.

We're focused on improving protection of all electronic records to ensure personal information is kept as safe as possible, and we strive to innovate and improve the technical environment that holds this sensitive information. To maintain this robust protection and continually mitigate risk, we implemented software to exchange personal health information with other like service providers within privacy and security standards. This is a great step forward in providing a consistent approach to security and data requirements for our information technology applications and resources. This, coupled with multifactor authentication practices and policies and procedures that follow best practices, provides a robust level of protection for clients to know their information is protected.

# BUILDING OUR COMMUNITY CAPACITY

## Supporting the Supporters

The needs of our communities have become more complex over the past few years as we navigated through the pandemic. Now more than ever, we need staff, volunteers and community leaders skilled in mental health and suicide prevention.

CMHA WW, in partnership with Wellbeing Waterloo Region, the Psychosocial and Spiritual Supports Working Group, and the YW Kitchener-Waterloo's Feminist Initiative, offered free mental health education and community resilience training to 185 staff, volunteers and community members in Waterloo Region. These training sessions equip people with skills needed to support individuals experiencing mental health concerns, either personally or professionally.

These trainings were funded with the generous support of the Kitchener Waterloo and Cambridge North Dumfries Community Foundations, the Canadian Women's Foundation, and the Brenda & Dave Walden Family Foundation.



**MENTAL HEALTH PROMOTION AND EDUCATION  
COORDINATOR BREANNA LEIGHTON AND SAFETALK  
TRAINER, JESSICA SCHUMACHER**

# ONTARIO TRILLIUM FOUNDATION GRANT

The pandemic shifted the baseline of mental health and addictions needs across our community, particularly those of children and youth. CMHA WW and The Grove Youth Wellness Hubs, with support from the Ontario Trillium Foundation (OTF) Resilient Communities Fund, were able to provide staff and volunteers of Guelph-Wellington and youth service providers with free mental health and suicide prevention training. The sessions included Mental Health First Aid, safeTALK, Applied Suicide Intervention Skills Training (ASIST), and Compassion Fatigue. The usual cost of these training sessions ranges from \$50 to \$200, and this was an incredible opportunity to receive this training at no cost thanks to the \$110,400 OTF Resilient Communities Fund grant.

“The impact of this OTF grant cannot be overstated,” said Katrina Burch, Team Lead Mental Health Promotion and Education. “We know that suicide prevention takes a whole community approach. Over 560 staff and volunteers have been trained in recognizing mental health concerns and becoming suicide alert thanks to this grant from OTF. The trained community members will now be able to intervene early and support youth in receiving the help they need.”

## STORIES OF RESILIENCY

**Resiliency: Shared Stories of Strength and Survival** is a multimedia journey of shared personal stories of resiliency and offers resources and strategies to help community members bounce back from life’s challenges.

The exhibit is anchored in the history of 165-year-old McDougall Cottage, located in downtown Cambridge. Anecdotal evidence suggests that declining mental health in a former owner’s family may have been a factor in the building’s eventual state of disrepair. This encouraged Michelle Bartlett, Head of Content and Experience at McDougall Cottage, to explore the idea of developing an exhibit using the cottage as a metaphor for resiliency.

Through partnerships with local organizations like CMHA WW and others, programming is offered on topics such as mindfulness, self-care and many more.

Resiliency: Shared Stories of Strength & Survival is on exhibit until December 18, 2023. McDougall Cottage is located at 89 Grand Ave. S., Cambridge. Admission is by donation.

Resiliency: Shared Stories of Strength & Survival – Waterloo Region Museum  
[regionofwaterloomuseums.ca](https://regionofwaterloomuseums.ca)





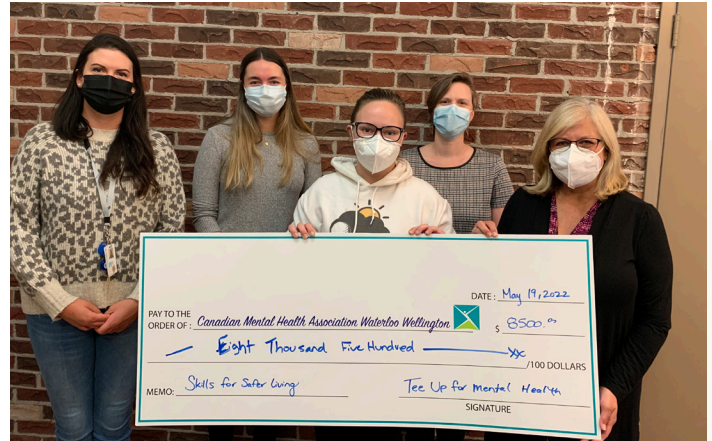
# COMMUNITY SUPPORT



We're so fortunate to receive funds from the 2nd annual MM27 Celebrity Charity Classic. This was MM27's highest single total raised, surpassing \$100,000 in donations over six years! Thanks **McFadden's Movement!**



The **Debney Family** raised \$11,556 through their 9th Annual Suicide Prevention Fundraiser. The event was created in loving memory of Gordon Clarke Debney. Thanks for making a difference!



Shae-Lynn Heise and Robin Young created **Tee Up For Mental Health** in 2016. Shae-Lynn and Robin chose to support Skills For Safer Living, as both have struggled with mental illness. The event's donations and sponsorships raised a total of \$8,500. Thank you!



**Wally Parr** held a BBQ to celebrate their 3rd anniversary! They raised over \$1,600 for mental health. Thanks for the amazing support!





Thank you **Fix Hair Lounge** for raising funds for CMHA WW during your 1-year anniversary event. We are touched by your generosity!



The **YNCU: Good Neighbour Employee Program** supported CMHA WW and added the proceeds from their lemonade fundraiser. We received an incredible \$10,000 donation and are truly grateful!



**Danby** selected six charities to give back to, and CMHA WW was fortunate to be one of them. Thank you!



**Elements Casino Grand River** staff picked CMHA WW to receive donations collected at the casino. Thank you!



**Vicky Wilson** recently celebrated her 60th birthday and as part of the festivities she kindly asked friends and family to donate to CMHA WW. Vicky not only raised \$1,800 for the new Children and Youth Services building in Guelph, she raised awareness too.



Thank you, **Zhilkin's Vision** for fundraising on behalf of **CMHA Waterloo Wellington**. We love your desire to build mental health awareness in sport, reduce stigma and fundraise to support mental health services!

# WITH TIME, THINGS GET BETTER

The Exodus Watch Co. was born out of mental health challenges faced by two entrepreneurs, Sebastian Wasilik and Aundrea Johnson, who started Exodus mid-pandemic in 2021. Aundrea was struggling with the uncertainty of the pandemic and wondering when things would get better. Sebastian, who had been through his own personal journey with mental health, encouraged her to give it time.

“Six years ago, I struggled with my mental health, and I got to a point where I felt like things wouldn’t get better. However, with support I was able to overcome struggles. The one constant during my struggles was time. As time went on things did get better – I had to be patient and do the work to get better. Time helped and I wanted to give back to the mental health field, as I benefitted from the resources that I used. With that construct of time, affirmation and goals, what better representation than a watch that can be engraved,” says Sebastian.

The Canadian-based retail watch company sells high-quality watches with excellent user experience while also advocating for positive mental health, and they have partnered with CMHA WW to do this. Exodus donates 10 per cent of profits towards CMHA WW mental health initiatives that will improve lives in our community. Engraving and personalization is offered at no extra charge when you purchase a watch from Exodus, so buyers can add a meaningful affirmation or commemorate an occasion.

Sebastian recently graduated from the University of Guelph Marketing Management program and Aundrea is a graduate of the Conestoga Accounting and Auditing program. Looking to the future, Aundrea and Sebastian would love to be a top financial contributor to CMHA WW. The more the Exodus Watch Co. grows, the better we can support mental health in our community.

To learn more about Exodus Watch Co., visit: [exoduswatchco.com/](https://exoduswatchco.com/)



EXODUS WATCH FOUNDERS AUNDREA JOHNSON AND SEBASTIAN WASILIK

EX  
E X O D U S



# SHOPPER'S RUN FOR WOMEN

## Ellie Hook – Canada's Top Fundraiser for Shoppers Run for Women 2022!

To put it simply, Ellie Hook is a force for good! In the fall of 2021, Ellie reached out to CMHA WW wanting to honour the tragic loss of her best friend's daughter to suicide. Due to pandemic travel restrictions, Ellie was unable to go to England to be with her friend during her time of loss. She channelled her grief into building awareness, reducing stigma and raising funds to help ensure mental health support is available when needed. She heard about the May 2022 Shoppers Run for Women, CMHA WW's biggest annual fundraiser, and the rest is history!



Ellie started her journey by setting a \$5,000 fundraising goal while training for the event's 5 km run. As she recruited team members to join "Team Darcy" and began sharing Darcy's story, she received incredible support and quickly achieved her first goal. So she set a second goal of raising \$10,000 and training for the 10 km run – which she also achieved. Ultimately, Ellie became the top individual fundraiser across 18 Run for Women events in Canada!

Under Ellie's leadership, Team Darcy raised a total of \$25,000 in support of local mental health services and programs across Waterloo Wellington, and became the top fundraising team in Canada!

Ellie has continued to volunteer with CMHA WW, raising funds and becoming a key member of the 2023 Run for Women committee, which has in turn engaged more people in the event. Ellie believes that every person in need of mental health services should have access to the support they need when they need it, and has become a valued mental health advocate in our community.



**Over 850 participants of all ages came out to the first in-person Shoppers Run for Women in three years! This is our flagship fundraising event, and we raised over \$115,000 for women's treatment and support programs and services at CMHA WW.**



# EQUITY, INCLUSION, DIVERSITY & ANTI-RACISM

Over the past few years, we have committed to intentionally focusing on our equity, diversity and inclusion work. We recently developed a CMHA WW Equity, Inclusion, Diversity & Anti-Racism (EIDAR) Workplan, and continue to participate in work at the municipal level, with Ontario Health Teams and through other local partnerships.

This year, we successfully recruited a Justice, Equity, Diversity & Inclusion (JEDI) Lead, Bahar Tajrobehkar. We also focused on targeted recruitment for our Mental Health and Justice Indigenous Liaison role.

In 2023, we will be updating our client data collection to include the Mental Health Addictions Provincial Data Set. We're doing this in alignment with our local OHT partners to ensure consistent data collection locally, and to align with Ontario Health's Data and Digital Initiative.

We currently offer a number of Peer Support groups for priority populations based on data and community knowledge about their needs. We also host other providers on our sites who are offering groups for our priority populations, including the Southwest Ontario Aboriginal Health Access Centre Indigenous Youth Wellness Group.

## CMHA WW Partners with Crow Shield Lodge

We have developed a strong partnership with Crow Shield Lodge (CSL) and its founder and leader, Clarence Cachagee. This partnership includes supporting the flow of funds to CSL to enhance staffing and programming, and applying for new funding on behalf of CSL. This year, we secured over \$120,000 in Ministry funding.

Given the empathic strain experienced by our staff as a consequence of the pandemic, Crow Shield Lodge offered to hold Healing Circles for our staff and leaders.

These Circles were facilitated by Indigenous members of the Crow Shield Lodge team, who offered a space for staff to come together to share, learn and heal. Guided by the teachings of the seven Grandfathers (Humility, Bravery, Honesty, Wisdom, Truth, Respect and Love), the Circles focused on the cumulative impact of a very stressful and exhausting few years.

"It was such an incredible and powerful experience that not only aided me in growing skills professionally, but also with lessons that I am integrating into my personal life," said a CMHA WW staff member.



**284** staff completed  
Unconscious Bias training



**74** staff took Tackling Racism  
in the Workplace program

# STAFF ENGAGEMENT

## GUARDING MINDS AT WORK

The Guarding Minds at Work survey helps employers identify and measure employee experience using psychosocial factors known to have a powerful impact on organizational health, the health of individual employees, and the financial bottom line. Using this survey, we recently surveyed staff, and had an impressive 75 per cent response rate!

Our largest areas of improvement since conducting our previous Guarding Minds at Work survey:

- staff are informed about important changes at work in a timely manner
- our organization provides clear, effective communication
- supervisors provide helpful feedback on staff performance

Other keys areas to celebrate:



## SHIFT YOUR MIND

Shift Your Mind is an 8-week employee well-being program delivered in collaboration with CMHA WW, Flow Marketing and the Running Room that combines the power of physical health with mental health. The program is designed to create space for conversations about resilience and learn cognitive behaviour skills, combined with the power of regular physical fitness as a stress reliever. Over 100 CMHA WW staff completed the Shift Your Mind program this year. More than 140 health care workers from Waterloo Wellington also participated in the program because of a one-time funding opportunity.

## YOUR HEALTH SPACE

The COVID-19 pandemic was especially challenging for front-line healthcare workers, including those working in community mental health. Your Health Space offers live workshops and self-directed modules, supporting health care organizations across Ontario to improve mental health in their workplaces. CMHA WW is proud to support the mental health of staff by promoting psychological health and safety in the workplace through Your Health Space.

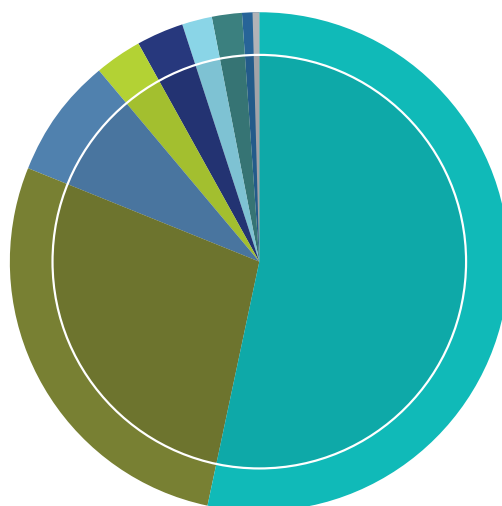


# FINANCIAL REPORT

AS OF MARCH 31, 2023

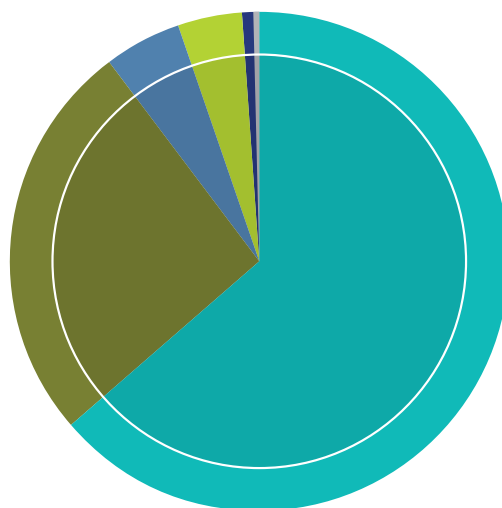
## Sources of Revenues total: \$ 48,562,935

Ontario Health	26,275,489
MCCSS & MOH-CYMH	13,475,019
Other Income	3,706,158
The Grove	1,399,794
Other Funders	1,342,897
Municipal Government	976,108
MLITSD	858,316
MOH, Homelessness & Addiction	482,154
(CYMH) & MCCSS COVID Funding	47,000



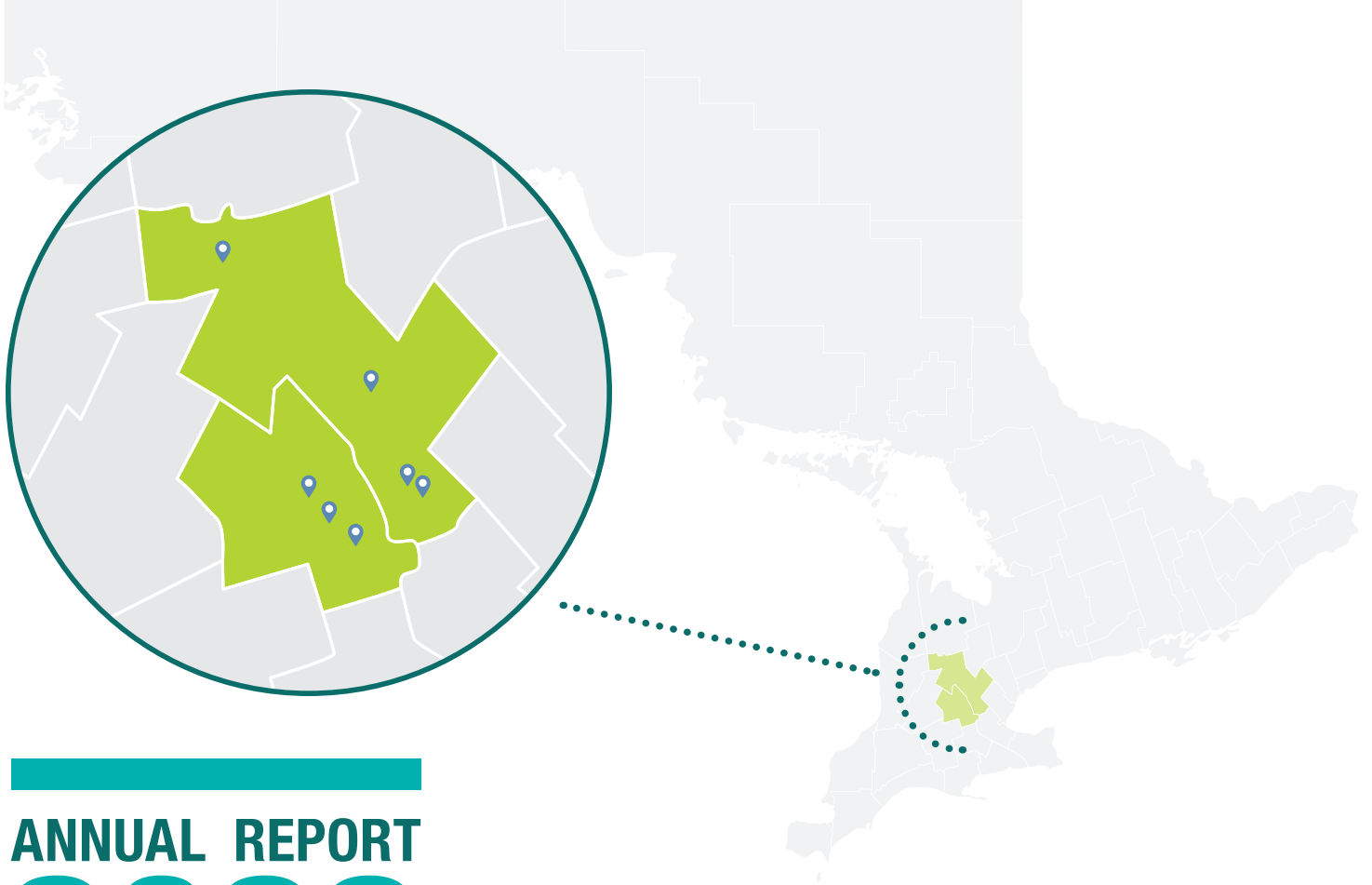
## Sources of Expenses total: \$ 48,547,160

Salaries and benefits	30,535,703
Program Expenses	12,769,991
Building Occupancy Costs	2,632,500
Corporate Services & General Admin.	1,924,263
Other	637,703
MOH (CYMH) & MCCSS COVID Expenses	47,000



Excess of revenue over expenses	\$15,775
Net assets, beginning of year	\$1,266,428
Net assets, end of year	\$1,282,203





# ANNUAL REPORT 2022 2023

## CANADIAN MENTAL HEALTH ASSOCIATION WATERLOO WELLINGTON

 [cmhaww.ca](https://cmhaww.ca)

 @CMHAWW

 @CMHAWW

Charitable Registration Number:  
10686 3939 RR000

### Guelph

80 Waterloo Ave. Guelph, ON N1H 0A1  
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

### Mount Forest

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

### Waterloo

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



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