



Canadian Mental Health Association Durham Annual Report 2016/2017



Canadian Mental
Health Association
Durham
Helping People Move Forward

Canadian Mental Health Association (CMHA)

Durham

Annual Report 2016/2017

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Mission

Our Mental Health and Primary Care Centre promotes and enhances the mental, emotional, and physical well-being of our community. We do this through education, collaboration, advocacy, and the provision of a broad range of direct services that meet our community's needs.

Vision

We envision mentally healthy people in a healthy society.

Values

- Social Justice
- Self-Determination
- Integrity
- Creativity
- Partnership and Collaboration
- Excellence and Accountability



Message from the Board Chairman and CEO

The Canadian Mental Health Association Durham (CMHA Durham) is committed to being an integrated, responsive community mental health and primary care hub. The chief executive officer's goals and objectives clearly reflect the Board of Directors strategic plan, the aims of the Central East Local Health Integration Network (CE LHIN), and the initiatives and direction of the Ministry of Health and Long-Term Care.

Our programming primarily serves the complex, high needs, vulnerable population who are at high risk for homelessness, as well as legal issues, self-harm and social isolation. All services apply principles of health promotion, illness prevention and harm reduction by exploring mental, emotional, and physical components of health issues. We support meaningful system planning, partnerships, linkages and alliances to improve access to services. This ensures staff connect clients to appropriate services. Timely service response is offered through Community Connection Services for immediate short-term case management support. CMHA Durham is concurrent disorder capable and follows harm reduction practices.

The impact of mental health and addictions across all age groups, and sectors of society, continues to be a key topic in numerous priority papers. Our integrated mental health and primary care hub focuses on the correlation between mental health and physical health. This focus is the foundational principle of our hub model.

Factors like addictions, homelessness, demographic trends and cultural dimensions have mental health facets and impact well-being. System capacity and service coordination priorities now present the greatest challenge for the future.

We acknowledge the dedication of the Board of Directors in providing oversight and guidance with strategic planning. We thank our staff for their commitment, creative innovation and passion. We also thank our community partners, without whom we would not be able to manage the complex needs of the sector we serve and the CE LHIN for their leadership and support.



Gord Glibbery
Board Chairman



Linda Gallacher
Chief Executive Officer

Board of Directors



Gord Glibbery
Board Chairman



Jim Hunt
Past Chair



Dave Wheeler
Vice Chair



Roland Merbis
Treasurer



Rose Barg



Melissa Beaucaire



Christine Brown



Stephanie Horgan



Louise Lloyd

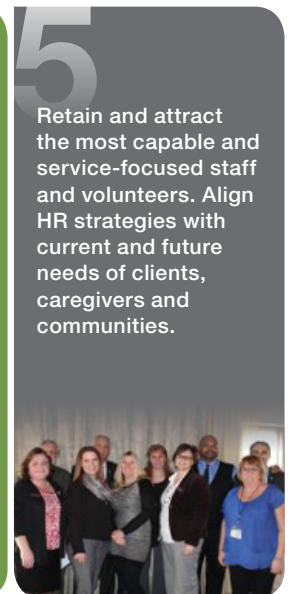
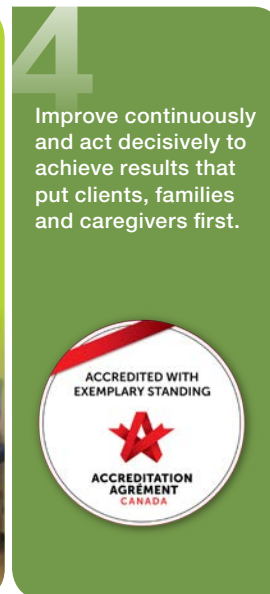
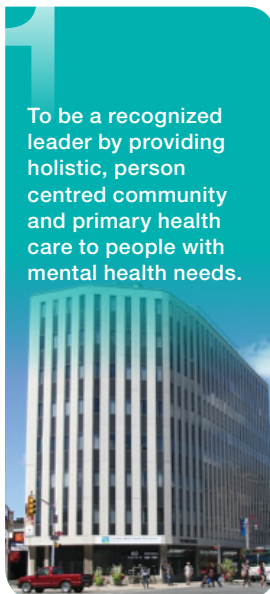


Cindy Malachowski

CMHA Durham Strategic Plan 2014-2017

Strategic Goal: Grow capabilities and capacity as a flagship community mental health and primary care centre.

Strategic Objectives



Nurse Practitioner-Led Clinic achieves Top Standing

In October 2016, CMHA Durham underwent accreditation and successfully achieved an overall score of 99.3% from Accreditation Canada. This success was due in no small part to the improved efficiencies of the Nurse Practitioner-Led Clinic (NPLC). NPLC is the innovative model used to deliver comprehensive primary health care in Ontario.

Using a continuous improvement approach, CMHA Durham's NPLC has increased access to timely health care, improved service integration, and increased patient experience for individuals and families who do not currently have a primary health-care provider. These outcomes are positively impacting better health outcomes across the community as well as helping to reduce health care costs in Ontario.

This past year, a registered nurse provided 275 outreach primary care visits in the homes of 92 clients who were frail, elderly or are otherwise unable to present to the clinic.

Improved Access:

There is no wait list for service activation as all new referrals are connected with services within three months. NPLC offers same day appointments based on clinic staffing for clients with acute concerns. Walk-in hours and health outreach services are available.

Leadership in Integration:

CMHA Durham continues to be a leading organization in the Durham North East Health Links initiative. This past year, NPLC facilitated 74 care plans for complex clients resulting in increased collaboration and communication across the health care sectors.

Outstanding Patient-Centred Care:

NPLC administered the Primary Care Patient Experience survey in collaboration with Health Quality Ontario. Eighty-six percent of clients would recommend NPLC services to their friends and or family members.



275
outreach visits
by 1 registered nurse
to frail, elderly clients



86%
clients recommend
NPLC services to
friends and family

Enhanced Population Health: Cancer Screening

NPLC continues to work closely with the Association of Ontario Health Centres and the University of Minnesota to refine data collection. The NPLC recently reported on the 2016 Quality Improvement Plan, performing very well in areas of cancer screening and patient satisfaction. It successfully obtained funding from Central East Cancer Prevention & Screening Network, allowing for the delivery of dedicated Cancer Screening Days to promote further screening for NPLC clients at risk for breast, cervical or colorectal cancer.

Lung Health Program

The Ottawa Model for Smoking Cessation in Primary Care Settings was adopted by NPLC in 2015 in collaboration with University of Ottawa Heart Institute, Centre for Addiction & Mental Health and the Canadian Cancer Society Smoker's Helpline. To date, 24% of program participants remain tobacco-free at their 6-month follow-up while others are reducing their smoking.

Additionally, the NPLC is part of a provincial Lung Cancer Screening pilot to promote early detection of tobacco-related diseases.

NPLC has partnered with Durham Region Health Department to implement the "Building on Existing Tools To Improve Chronic Disease Prevention and Screening in Primary Care" (BETTER) approach to chronic disease prevention and screening (CDPS) harnessing high level evidence-based strategies, resources and tools. This will improve CDPS in primary care, specifically cancer, diabetes, and cardiovascular disease and their associated lifestyle factors.

Allied Health & Complementary Therapies

NPLC continues to offer allied health services in partnership with external care providers such as: acupuncture, foot care, Hep C positive care and light therapy.

Telemedicine (OTN) Program

OTN continues to connect clients with multiple specialists and providers. Services include movement disorders, dermatology, and psychotherapy. These services would otherwise require long wait-times or not be covered by the Ontario health plan. Nearly 200 clients have accessed their specialists using telemedicine technology this year.

A Client Perspective: Experiencing OTN

When I started using OTN, I was depressed and anxious. I lacked energy and didn't care about housework or preparing meals. It took everything I had, just to get up and get my kids off to school. I wasn't being treated and I was a mess. OTN was great because I was able to receive help. I saw a psychiatrist and psychologist within weeks of my referral. I thought I would find it odd not be in the same room as the doctor, but once your session starts you don't notice as you are focused on your conversation.

Another part of what makes OTN an easy experience is the nurse who plans and records the appointments. She checks in with you and you can talk to her about something that is bothering you.

..... “
OTN has changed my life. It has allowed me to connect with the help I require.
..... ”

Community Wellness Services: Noah's Art

Noah, a member of our Community Wellness Services, Youth Case Management program has shared his incredible art and story with us.

..... “

Art is one of the many different ways I cope with my mental illness. I never really knew I enjoyed drawing or painting until I joined Ontario Shores Partial Hospitalization Program and took their therapeutic art classes. I soon realized it helped with my depression and anxiety. When I'm feeling really down, it distracts me from my current frame of mind and lessens the intensity of my mood. It also helps with my anxiety by giving me something calming to work on when I'm in uncomfortable situations. I can't always draw due to the circumstances I am in, but when I can, it really does help me get past obstacles in my life.

With the help of my youth case manager, I was able to create a few art pieces for CMHA Durham. I chose four words, one for each letter of CMHA.

Through different art mediums, I can express myself in ways I never thought possible. I am very glad I have found something I enjoy and furthers my own mental health. I am happy with how far I've come with my art work in the last year and am looking forward to doing more of it in the future. Thank you CMHA Durham for giving me the opportunity to post some of my artwork outside of my own room.

..... ”



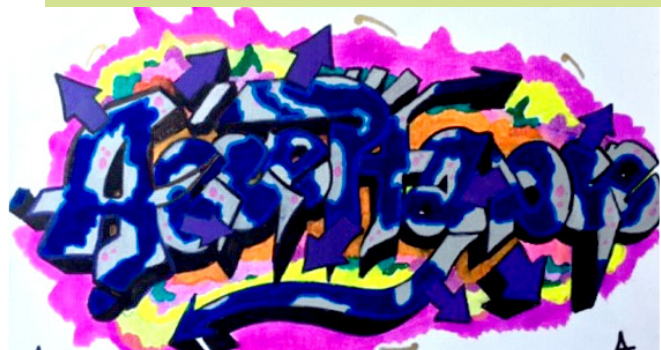
Courage: I believe everyone suffering from a mental illness has a lot of courage to keep moving forward and have new experiences despite how hard it may be in the moment.



Mindful: This is one of many techniques we can use to cope with daily triggers and can be a very peaceful outlook to have on life.



Hope: Not as bright and colourful as the rest. This is when you're in a particularly dark place there will always be a glimmer of hope when you least expect it. This is represented by the bright colours peeking through the dark, rundown look of the background.



Acceptance: When you can truly accept something for what it is without wanting to change it, you will find peace within yourself.

Helping Clients Achieve Results

Community Treatment Order: A Client Story

Josh is a 33 year old single male of Asian background who lives with his family in Durham region. He has a history of Schizophrenia and has had several admissions to Lakeridge Oshawa in the past few years.

Josh came to the Community Treatment Order (CTO) team in 2016 after one these admissions.

Since being with the CTO team, Josh has had several successes. He said he was tired of staying at home watching TV. His goal was to get a part time job. Presently he has two part time jobs. This helps keep his time structured.

Prior to being with the CTO program, Josh was hospitalized many times. With the support of the CTO team, Josh has not been back in hospital. He continues to thrive with the ongoing support of the CTO program.

Transitional Rehabilitation Housing Program (TRHP)

..... “
After close to eight years in psychiatric hospitals, I was discharged to TRHP in May 2013. The transition came with little to no stress as I didn't have to purchase furniture or other household items. Having been institutionalized, I would have had a difficult time reintegrating back into the community without the help from the TRHP program. Late 2014, I graduated to the CMHA Durham ACTT and Housing Case Management Teams. Most recently, I enrolled into the ACT STEP Care Program. Without ongoing support, I'd be on the streets.
- Former TRHP client

..... ”



Collaborative Residents Enabling Assisted Transitional Engagement (CREATE)

..... “

With the CREATE team, I am given a safe environment where I can attain my dreams and aspirations. This team is full of personalities providing support and direction. I struggled over the years to reach for goals, and I am grateful to be able to reach them now. Everything I reach for I have full support for: eating well, gym exercise, cooking, education, artistic expressions and courses enhancing my skills for employment.

Comfort and Care, Reach high, Excellence, Aim for the stars, Take action, Evolve. Thank you CREATE and God bless all.
- Current client

..... ”

Assertive Community Treatment Team (ACTT) Testimonials



..... “

Team members who come to the house are very friendly and encouraging to my son. His meds are delivered on time to the house every week. Team members ask about his week and how his golf game is going. They take great interest in what is happening in my son's life. The ACTT team doesn't give up trying to get him involved. They are quick to praise him when he has good reports or when he visits the psychiatrist. ACTT is also fantastic with us. Any time I have had questions or concerns, Lisa and the ACTT team listens and takes action if needed. All in all, the ACTT team has been a blessing to our family.

- Caregiver J.R.

..... ”

..... “

Thank you for all of your work, and your continuous updates when helping our brother relocate from your group home in Oshawa to a home in Beaverton. Beaverton has the supervision he needs at this time in his life.

Thanks a million!

-Caregiver

..... ”

..... “

Over three years ago, I was in the hospital with psychosis and was diagnosed with severe depression and an anxiety disorder. I was prescribed medications which helped me live independently for over three years. During the last year, I have transitioned from the ACTT to the STEP program and the support I receive makes an immense difference in my life. I was able to decrease my initial medication dosages and have been able to maintain my mental health stability.

I began my educational journey at the John Howard Society, refreshing my English by studying English grammar which I completed according to the expected grade levels. I was then encouraged to attend Durham College where I successfully finished the College prep course, with marks in the high 90%.

Recently I have moved into a brand-new apartment in North Oshawa where I have a lovely home that I am enjoying decorating. I am excited about my future and plan to attend Durham College in the fall.

-Client A.P.

..... ”

Case Management and Housing – A Client Story

Greg has had a lengthy relationship with CMHA Durham. He received support through a rent subsidized unit for the past 10 years. It provided Greg safe, affordable housing that was close to amenities and was a quick bus trip away from his community programs. Unfortunately, with declining physical health, Greg requires assistive mobility devices that were not easily accommodated in his apartment building. He became isolated in his apartment.

Fortunately for Greg, a barrier free apartment was made available to him at the Ritson Road residence. The large elevators, wide hallways and seamless thresholds allow Greg to use his assistive mobility devices and regain his independence. Developed by Mahogany Management, this affordable seniors' residence is located in Oshawa as part of the Government of Canada, Province of Ontario, Region of Durham and City of Oshawa's Investment in Affordable Housing program.

Greg is excited to use the inclusive services at the Riston Hub including social programming, mobile dental services, outreach nursing, cooking classes, on site case management support, the library and common rooms.



Care Team Reaps Rewards

In 2016, CMHA Durham's Housing and Case Management Services was awarded Accreditation Canada's leading practice recognition for their Care Team model. The model is geographically based and strategically distributes work among four to five Care Team members. Clients benefit from the combined skills of the team where all members play an integral role managing complex and high risk situations. Implementing this model has improved the coordination, effectiveness, and value of care, as well as the satisfaction of clients and providers.

Health Promotions and Education

Talk Today

CMHA Durham participated in the Oshawa Generals/Ontario Hockey League Talk Today game day in March. CMHA Durham specialist, Mireille Huneault and Brian Stanton of the No Surrender Hockey Challenge hockey tournament fundraiser, started the game with the ceremonial “puck drop”.



CMHA Durham and three members of the Oshawa Generals Hockey team also led stress reduction workshops for grades seven and eight at the John M. James Public school in Bowmanville.



French Language Services

CMHA Durham received funding from Réseau franco-santé du Sud de l'Ontario, a federally funded non-profit organization that develops health services in French in Central Southwestern Ontario. In partnership with TAIBU Community Health Centre, two CMHA Mental Health First Aid workshops were delivered to over 40 francophone participants.

French Language Health Services Recognition Award

The French Language Health Planning Entities advise Local Health Integration Networks on health matters pertaining to the French community in a given area. Entité 4 promotes the needs of Francophones in central Ontario and in June, several community partners were recognized at the annual general meeting. CMHA Durham was commended for its contribution to French language services.



Mental Health Week 2016

As part of a national campaign to reduce mental health stigma, CMHAs across Canada joined forces to raise public awareness about mental health. Several activities took place:

- Twitter and Facebook banners encouraged people to 'Get Loud' about mental health
- Staff members dressed in green to show their support for mental health week
- Over 500 students attended a talk on stress at Clarington Secondary School
- Requests for hundreds of pamphlets and brochures for Clarington Schools
- A Mental Health First Aid workshop opened to the public

Supporting our Community

Ajax Creative Arts: Giving back to the Community

For the past three years, the Ajax Creative Arts has been supporting CMHA with proceeds from their semi-annual art shows. Since 2014, they have donated over \$2,500 from snack bar sales at local events. The monies have gone towards sustaining the Youth Activity Support Program which provides support to at-risk youth in Durham.



No Surrender Hockey Challenge

The 5th annual No Surrender Hockey Challenge took place in Oshawa to raise money for youth and health promotion initiatives for CMHA Durham. To date, the event has raised \$48,444 for mental health initiatives thanks to organizer Brian Stanton. This fundraiser started after a number of hockey players were affected by a suicide a few years ago. Over 10 hockey teams compete in the tournament with trophies, prizes and a bake sale to fundraise.

World Suicide Prevention Day

In recognition of World Suicide Prevention Day, a dart tournament fundraiser was held in Oshawa with all proceeds going to CMHA Durham for suicide prevention initiatives. The tournament raised over \$600.

Suicide prevention requires:



Healthcare
access



Community
support



Responsible
reporting

Durham College Fundraising Course

Every September, students from Durham College pick a charity as part of their class curriculum to learn marketing techniques and fundraising skills. This year's charity was CMHA. A group of students set up a display at Pingles Farm market and raised \$300 through a quilt raffle with the proceeds going towards CMHA's annual client Christmas dinner.



Tribute Communities Centre Charity Guitar Raffle

Spectra by Comcast Spectacor, the providers of Venue Management and Ticketing & Fan Engagement to the Tribute Communities Centre, raised \$3,121 for three different charities. Three guitars, signed by musicians who had performed at the Tribute Communities Centre during 2016 were auctioned off. CMHA Durham was one of selected charities and received \$1,121.

Afternoon with the Stars: Community Partner Appreciation Event

Over 110 guests, representing 48 organizations were recognized for their contributions and partnerships with CMHA Durham. The categories for nomination included: Community Integration, Community Justice, Housing, Client Independence, Health Care and Teaching, Helping People Move Forward and World's Greatest donors. Awards were given to 53 nominees. Congratulations to all nominees.



Volunteering

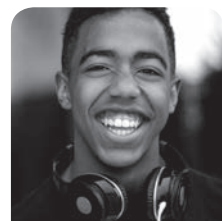
Jim Hunt, Past Chair of CMHA Durham Board of Directors, received the 2017 Ontario Volunteer Service Award by The Honorable Laura Albanese, Minister of Citizenship and Immigration.

For the past 15 years as board member and current past chair, Jim Hunt has helped shape the organization's policy direction, and his achievements have impacted the lives of the people served by CMHA.

"Jim not only has a very deep personal connection to helping others with mental health issues, but he's dedicated an enormous amount of his personal time and passion to helping our community move forward. He's passionate about eradicating the stigmas around mental health, and to helping establish programs and services that directly impact the people who need them most," said Gord Glibbery, CMHA Durham Board Chairman.



From left to right: Jennifer French MPP Oshawa, Lorne Coe MPP Whitby/Oshawa, Granville Anderson MPP Durham, Jim Hunt CMHA Durham Past Chair and Joe Dickson MPP Ajax



Community Wellness Services

The Joy of Peer Support by Kelly Prust

Since becoming a Peer Support with CMHA Durham in October 2015, I have gained an abundance of experience and met many amazing, fun and caring individuals. I have learned to build a sense of community where you can help one another, peer to peer. It breaks down walls and barriers and builds a sense of trust so you feel safe to move forward.

In January, 2017 I was given the opportunity to work as a Peer Support with Community Wellness Services in the Making Connections Clarington Program in Bowmanville. This amazing opportunity has emboldened me to go back to school and enrol in the Community Developmental Service Worker Program. Becoming involved in peer support has, without question, been one of the best decisions I have ever made.

Yvette's Small Business Initiative

I have been a client of CMHA for many years. As part of the Small Business Initiatives (SBI) program, I've experienced many different jobs. They have ranged from the mail cart, coffee cart, to cleaning and sanitizing the reception area, boardrooms, the Nurse Practitioner-Led Clinic and pharmacy, to pitching in when SBI workers are on sick leave. Over the last four years, I've also been peer training, coaching new SBI workers, an opportunity which I've truly enjoyed. The SBI program has allowed me to develop a positive attitude, be more outgoing and friendly, advance my customer and money managing skills, and improve my memory and mathematical abilities.

CMHA is a fantastic place. It offers the SBI program, day programs, peer supporter training, Mental Health First Aid and so much more. All staff members are approachable and willing to help you out regardless of your situation. Without them and the SBI program, I would not be the strong and determined woman that I am today.



Staff at the Durham Continuing Education Hospitality Program's E.A. Lovell adult learning school work alongside many students who suffer from mental health challenges while attending their required cooperative education placements.

One student successfully completed the in-class work and independent study, but struggled to maintain her mental health during her placement at a mainstream food services establishment.

The E.A. Lovell coordinator recognized this student's potential and connected her with CMHA Durham's teaching chef at CMHA Durham's Teaching Kitchen. E.A. Lovell and CMHA helped determine an alternate course of studies.

Not only did the student flourish in the surroundings of the Teaching Kitchen and supports from the teaching chef, she wants to continue working at the Teaching Kitchen and attend other Life Skills programs. "The program helped my anxiety take a back seat when I was performing the required tasks within my placement. These tasks kept me focused and confident in myself and in my skills," she said.

Thanks to the understanding found at the Teaching Kitchen, this student was able to finish her placement with confidence and to successfully move forward and graduate.



Community Connection Services

Elaine's Testimonial: Triage Services

As part of the Community Connection Services team, Reception Triage offers clients an initial interview to discuss individual needs without having to complete a formal referral. Over 4,400 calls are received each month and are available in French and English.

Elaine's daughter is one of 3,048 people who received triage services in 2016. She was keen to describe her daughter's first visit to CMHA Durham "The triage worker had a pleasant, compassionate and gentle demeanor that put my daughter immediately at ease," Elaine said.

By meeting Elaine and her daughter outside of the office environment, they were made to feel more comfortable. "By circling back to the questions needing to be answered for intake, the conversation was allowed to follow my daughter's rapid directional changes based on her 'flurry' of thoughts," said Elaine. And by the end of the interview, Elaine's daughter felt at ease and confident that the triage worker would connect her with the appropriate services. "Over the years, my daughter and I have been involved in many different treatment options and attempts, said Elaine. "I am the most hopeful I have ever been that the triage worker has opened a door that my daughter will be able to enter with the greatest confidence."



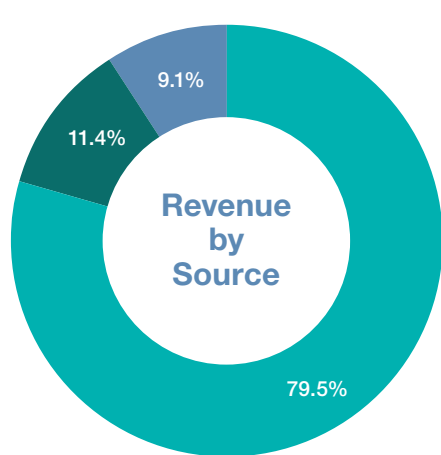
4,400
calls/month received



3,048
people received
triage services

Financial Report

Revenue by Source - \$11,601,031



- Ministry of Health
- Housing Rent
- Fundraising / Other

ASSETS

Current

Cash and short term investments	\$ 2,843,373	\$ 2,001,740
Accounts receivable	96,378	136,957
Taxes recoverable	84,520	91,998
Prepaid expenses	183,752	202,834

2017

2016

3,208,023

2,433,529

Property and equipment and other

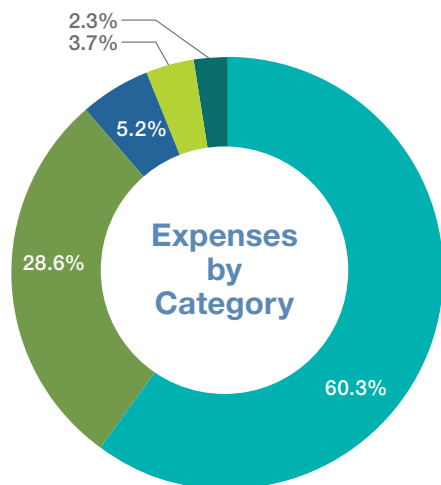
2,705,205

2,631,361

\$ 5,913,228

\$ 5,064,890

Expenses by Category - \$11,095,260



- Personnel Services
- Premises
- Office
- Program
- Other

LIABILITIES

Current

Accounts payable and accrued liabilities	\$ 614,724	\$ 528,078
Due to Ministry of Health	1,461,276	1,265,113
Deferred revenue	427,715	253,789
Other	44,265	42,410

2,547,980

2,089,390

Long Term

Mortgages payable	212,955	257,927
Deferred capital contributions	1,200,825	1,271,876

1,413,780

1,529,803

FUND BALANCES

1,951,468

1,445,697

\$ 5,913,228

\$ 5,064,890

Full audited financial statements are available on request.



Supported by:



Canadian Mental Health Association - Durham

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