



# CANADIAN MENTAL HEALTH ASSOCIATION LAMBTON KENT



Canadian Mental  
Health Association  
Lambton-Kent  
*Mental health for all*

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Canadian Mental  
Health Association  
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*Mental health for all*

# A MESSAGE

## FROM BOARD CHAIR AND CEO

At CMHA Lambton Kent, it was a year of significant achievements, new partnerships, important milestones and continued growth in the number of clients served. As the fiscal year ended, we experienced the unprecedented onset of the COVID-19 global pandemic. Consequently, we delayed the annual general meeting and annual report for the first time in our history, (or its predecessor branches, CMHA Lambton County and Chatham-Kent).

We are particularly proud of our team and their swift response to the pandemic. The transition to a virtual service delivery model was smooth with innovative, thoughtful solutions to ensure continuity of care for vulnerable clients. At no point since the pandemic started have we closed our doors to clients who need in-person care.

We embarked on 2019/20 guided by the 2019-2024 Strategic Plan and its pillars of client and family-centred care, leadership, communication and quality. We expect the plan will keep us in good stead for the coming years as the mental health needs of our communities evolve and increase.

CMHA Lambton Kent distinguished itself as a collaborative leader and partner in the evolving Ontario Health Teams in both Chatham-Kent and Sarnia-Lambton, with significant advancements in Chatham-Kent in 2019/20. We established the Mental Health Engagement and Response Team (MHEART) and Mental Health and Shared Services Team (MHASST) programs with partners in police services and the municipal sector. These programs provide outreach and assertive preemptive care supporting quick response and crisis prevention. With our health and social service partners in Sarnia-Lambton, CMHA Lambton Kent has formalized plans to establish an ACCESS Open Minds, Youth Wellness Hub in Sarnia, expected to open in early 2021.

As stigma around mental health illness decreases, more people acknowledge the value of mental health, and COVID-19 results in added pressures, we know that the need for mental health and addictions services will continue to trend upwards. We are committed to seeking out opportunities for new or improved services, models of care and partnerships to address the increasing and evolving needs of our communities.

In closing we thank our Board members, volunteers and staff for their dedication and commitment in improving the mental health of our citizens and communities. We are humbled and so very proud of the commitment and work that you do each and every day to improve the lives of the citizens of Lambton County and Chatham-Kent.



A stylized, handwritten signature in black ink.

Gail Mitton  
Board Chair



A stylized, handwritten signature in black ink.

Alan Stevenson  
Chief Executive Officer

# OUR MISSION, VISION, VALUES

Our **vision** defines the overall outcome that we are working towards.

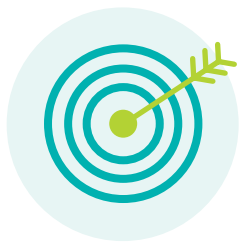
Our **mission** describes our purpose and unique contribution.

Our **values** are the key beliefs and principles that underlie our thinking and actions.



## VISION

Mentally healthy people in a healthy society.



## MISSION

As a leader and champion for mental health, CMHA Lambton Kent provides services and facilitates access to the resources people require to maintain and improve mental health. Our efforts promote community integration, build resilience, and support recovery from mental illness and addictions.



## VALUES

Embracing the voice of people with mental health issues  
Promoting inclusion  
Working collaboratively  
Influencing the social determinants of health  
Focusing on the mental health needs of all age groups  
Using evidence to inform our work  
Being transparent and accountable

## BOARD OF DIRECTORS 2019/2020

Gail Mitton / **Chair**

Ron Middel / **Past Chair**

Becky Bellavance / **1<sup>st</sup> Vice-Chair**

Fraser Godfrey / **2<sup>nd</sup> Vice-Chair**

Barry Rivard / **Treasurer**

Directors/

**Victoria Ennett**

**Crystal George**

**Sarah Herr**

**Carilyn Piquette**

**Jovan Spinnato**

**Jacquelynne Stuart**

**Catherine Van Arkel**

**Leah Willemse**



# EMBRACING LIVED EXPERIENCES

## TO EDUCATE AND INFORM

### Client and Family Centred Care

In 2019/20 CMHA Lambton Kent supported continuous client and family centred care improvements by embedding a formalized structure within the agency.

The **Client and Family Advisory Panel** includes volunteers from across the Sarnia Lambton and Chatham Kent areas. These advisors meet regularly to share ideas and provide a client, family and caregiver voice to healthcare planning.

ACCESS Open Minds Chatham Kent receives ongoing support from the **Youth Advisory Council** and the **Spoken Hope Youth Advisory Council** provided direction for the ACCESS Open Minds Sarnia Lambton site, scheduled to open in 2020/21.

Additionally, the CMHA Lambton Kent Board of Directors embedded client experience into board and subcommittee meetings in 2019/20 to ensure lived experiences remains at the forefront of all current and future decision making.



**253**  
presentations  
and workshops



### Speaker's Bureau

With funding from the Sarnia Lambton United Way, the Mental Health Prevention and Promotion team participated in more than 250 activities (including presentations and workshops) in 2019/20. A critical component of our communications to the public is lived experience. We are fortunate to have a dedicated team of Speaker's Bureau members to share their journeys.

We rely on CMHA Lambton Kent Speaker's Bureau members, like Lindsay, to support our efforts to increase awareness and reduce stigma around mental health issues. Lindsay's lifetime of experience contradicts her youth and she uses her experience to be a powerful mental health advocate, survivor and fighter.

With a raw, relatable, candor, Lindsay shares her story of living with anxiety, borderline personality disorders and disordered eating. Her experiences provide people with a new awareness and perspective on mental health and those who suffer from mental health illness.

Lindsay is also using her journey through the mental health sector to inform change and to improve youth mental health services in her community. She is a passionate member of the Spoken Hope Youth Advisory Council in support of the soon-to-be established ACCESS Open Minds, Sarnia Lambton site. She leads a Stigma Survivors Group, fundraises for mental health services and is pursuing a career as a Social Service Worker.

# EMBRACING LIVED EXPERIENCES

## LINDSAY'S STORY

Life with Borderline Personality Disorders sometimes feels like I've been riding a roller coaster that only does loop-de-loops all day, by the end you're exhausted. One thing I've learned since being diagnosed with this disorder is just how important finding good coping strategies can be.

I've got lots of different coping strategies I use on a daily basis. Things like deep breathing, playing with fidgets, using a weighted lap pad/blanket and seeing and connecting with my people are all on the top of my list. But one that I don't really talk about much is my love for my polaroid camera.

There's something about being able to pause a moment in time and capture the emotion in a single photo that brings my heart so much joy. When I carry around my camera I find that I often take more time to look at the world around me, and suddenly my brain isn't thinking of the 8 million other things running through it but it's looking for the little things that I want to capture and remember.

Life can be hard, chaotic and stressful, especially when you're struggling with your mental health; but it's also filled with lots of breath taking sunsets, incredible people and the Jonas Brothers (aka my favourite band of all time). Take a moment and pause, remember you got this. Together we got this. - Lindsay



LINDSAY FINDS GOOD COPING STRATEGIES THROUGH HER LOVE OF PHOTOGRAPHY.

# EXCELLENCE

## CASE MANAGEMENT

With 1,913 clients served in 2019/20, Case Management is a core program at CMHA Lambton Kent. Individuals who receive case management services experience significant mental health illnesses and issues. Care plans are individualized for each client utilizing a bio-psychosocial approach that considers the client's biological, psychological and social needs.

Case Management emphasizes client choice, self-empowerment and individual strengths. Services include care planning, problem solving, coaching on therapeutic lifestyle choices and education on health and medication. As well, advocacy in accessing financial benefits, housing, food, clothing and community health services is provided. Crisis prevention, consultation and coordination, monitoring, support and life skills are also important functions of the case management role.

Clients may access this program for short term supports, however that majority of clients remain with the program for more than one or two years.

### Unique Clients Served - Case Management

MENTAL HEALTH - CASE MANAGEMENT	#	%
Chatham	1,088	56.9%
Sarnia	847	44.3%
<b>TOTAL</b>	<b>1,913*</b>	<b>100%</b>

\*Note - sum may exceed 100% as clients may be served on both sites



**1,913**

clients received case management support



**THE SUPPORT THAT SHE IS ALSO RECEIVING FROM THE CASE MANAGER AND THE DEGREE OF COMMUNICATION HAS BEEN EXCELLENT AND VERY HELPFUL. WE FEEL THAT A LOT HAS BEEN ACCOMPLISHED IN A SHORT PERIOD OF TIME."**

**- FAMILY MEMBER**

# EXCELLENCE

## HOUSING

CMHA Lambton Kent housing services are guided by the Housing First philosophy. Housing First is a recovery-oriented, evidence-based intervention model that involves the immediate provision of permanent housing and also provides wrap-around supports to individuals who are homeless and living with serious mental illness. The Housing team at CMHA Lambton Kent served in excess of 1200 unique clients across all housing programs and provides ongoing support for more than 400 individuals.

**Housing Supports:** the initial intervention helps people obtain and maintain housing that takes into account client preferences, needs and housing suitability.

**Clinical Supports:** are provided to enhance well-being, mitigate the effects of mental health and addictions challenges, improve quality of life and foster self-sufficiency.

**Complementary Supports:** are intended to help individuals and families to improve their quality of life, integrate into the community and potentially achieve self-sufficiency. They may include education and training, life skills and income support, among others.



**1,211**  
clients received  
housing support

### Unique Clients Served - Housing

	#	%
<b>Short Term Residential Crisis Support Beds</b>	<b>922</b>	<b>100%</b>
Chatham	403	43.7%
Sarnia	526	57.0%
<b>Support within housing</b>	<b>404</b>	<b>100%</b>
Chatham	211	52.2%
Sarnia	197	48.8%
<b>Support within Housing-Addictions</b>	<b>60</b>	<b>100%</b>
Chatham	35	58.3%
Sarnia	25	41.7%
<b>TOTAL</b>	<b>1,211*</b>	<b>100%</b>

\*Note - sum may exceed 100% as clients may be served on both sites



**HOUSING FIRST IS A PHILOSOPHY  
THAT ALL PEOPLE DESERVE  
HOUSING, AND THAT HOUSING IS A  
PRECONDITION FOR RECOVERY."**



# INNOVATION

## MENTAL HEALTH AND SHARED SERVICES TEAM

In 2019/20, CMHA Lambton Kent and The County of Lambton entered a two-year pilot program partnership, unique to the province of Ontario with the development of a Mental Health and Shared Services Team (MHASST).

The primary goal of the MHASST is to stabilize housing and assist individuals to link to needed supports and services to address their mental health and/or substance use inclusive of addressing social determinants of health. Two CMHA Lambton Kent mental health professionals with experience in assessment and the treatment of mental health and/or addictions are paired with an employee from Lambton County's Shared Services department. This program avoids the duplication of services and provides a single point of access for clients.

Working collaboratively, the team provides brief services to individuals (16 and over) in receipt of Ontario Works funding or in receipt of Geared to Rent Income Housing. Most often, clients are marginalized and vulnerable with complex needs such as: untreated mental illness, housing and poverty issues; substance abuse; physical health care needs and may have contact with police and hospital emergency services.

From the inception of the MHASST program in July until the end of 2019/20, the team in Sarnia Lambton served more than 70 clients. At onset of the program, 86 per cent of clients had pre-existing mental health service involvement.

### Services provided to individuals 16 and over



**70+**

clients served



**86%**

of clients had pre-existing mental health service involvement

# INNOVATION

## Achievements

For clients who have completed MHASST, all have maintained or improved their housing status:



- Of **3** who started homeless, all **3** are now housed with family/friends
- Of **8** who started the program staying with friends: **4** remain with friends, **3** are in private market rental and **1** is in social housing

When asked about their housing situation in the six months prior to intake:



- **18%** were homeless and an additional 21% were staying with friends/family
- **21%** were in a social housing unit
- **39%** were in a private market rental unit

MHASST clients have formed additional social connections



- Mental health services connection – **36** clients
- Physical health connection – **21** clients
- ODSP connection – **19** clients
- Employment – **5** clients
- Substance abuse – **11** clients
- Education – **4** client
- Volunteering – **1** client

# INNOVATION

## MENTAL HEALTH AND ENGAGEMENT RESPONSE TEAM



CMHA Lambton Kent, Lambton County Ontario Provincial Police (Lambton County OPP), Sarnia Police Service and Bluewater Health formed a collaboration to improve outcomes between police and individuals experiencing mental health and addiction challenges.

The Sarnia-Lambton Mental Health and Engagement Response Team (MHEART) model partners a mental health registered nurse from CMHA Lambton Kent with a police officer who respond to calls regarding individuals experiencing a mental health crisis. The team is also deployed to situations of a more chronic nature where there is a need to engage and ultimately connect to resources with the goal of reducing unnecessary hospitalizations or inappropriate entry into the justice system.

From the start of the program in August until March 31, 2020, the MHEART team attended 439 calls serving a total of 318 unique clients. Prior to MHEART, virtually all of these incidents would have resulted with a visit to the Emergency Department (ED). Because of MHEART, only 34 of the 439 calls resulted in an ED visit.

MHEART also serves to improve the experience for clients, police officers and hospital staff as the CMHA Lambton Kent Mental Health Nurse completes the intake assessment for the ED enroute. In instances when the MHEART team determines that a client does require hospital supports, clients experience reduced ED wait times. 20 per cent of MHEART clients are seen immediately in the ED, and 76.5 per cent are seen in less than two hours from arrival.

At the three-month program milestone, partners at Bluewater Health in both ED and the Mental Health Department, Sarnia Police Services and the OPP expressed a high rate of satisfaction. On a scale from 0 (Poor) to 100 (Excellent), 85.7 per cent of respondents choose scores of 90 or more, and an additional 7 per cent chose a value between 80 and 90.



**439** calls received  
**180** OPP Lambton County  
**259** Sarnia Police Service



**92.3%**  
contacts were  
diverted from ED

MHEART experiences an average of **54.8** calls per month, with a maximum of **79** calls in September 2019.

# ACCESS OPEN MINDS

Jointly funded by the Canadian Institutes for Health Research and Graham Boeckh Foundation ACCESS Open Minds (AOM) is a pan-Canadian network that is improving youth mental health services and understanding their impact in diverse communities from coast to coast to coast. There are currently 16 AOM sites operating in seven provinces and one territory across Canada.



ACCESS is an acronym for Adolescent/young adult Connections to Community-driven, Early, Strengths-based and Stigma-free services. Youth Wellness Hubs Ontario (YWHO) is an initiative that aims to bring the right services to youth (and their families) at the right time and in the right place.

## Youth Wellness Hubs Ontario

Youth Wellness Hubs Ontario (YWHO) is an initiative that brings the right services to youth (and their families) at the right time and in the right place. YWHO builds on similar initiatives and other evidence-informed models already underway in Canada such as AOM. There are four existing research-funded hubs in Ontario and many youth hubs in development across the province.

In Chatham Kent, the AOM service started in 2015 and we were excited to celebrate our one year anniversary in the AOM permanent location in 2019. In Sarnia Lambton, we formalized our plan and secured space for an AOM, YWHO anticipated to open in early 2021.

Both communities have responded with enthusiasm to the AOM, YWHO models and we are fortunate to have exceptional philanthropic support from partners and generous donors.

## AOM Chatham-Kent

"AOM has been revolutionizing youth mental health care, service evaluation and research. AOM Chatham-Kent, in particular, has been one of the leading partners in this charge nationally, first to open their doors to this innovative model of care while at the same time contributing to important new knowledge that will help improve services for youth for decades to come. AOM is now expanding, to help youth and families in Sarnia access high quality mental health services where and when they need it." Dr Ashok Malla, Nominated Principal Investigator, AOM National.

Service evaluation is conducted through the implementation of the AOM Evaluation Protocol. To engage youth in both clinical and research activities, AOM Chatham-Kent has successfully utilized a joint position integrating peer navigator (PN) and research assistant (RA) functions.

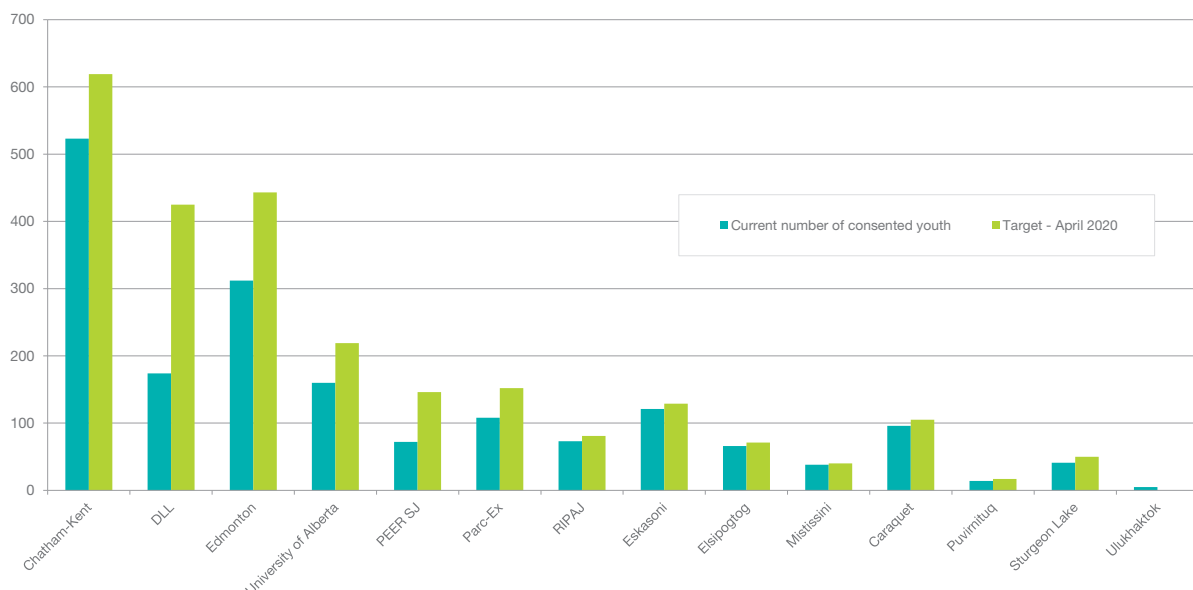


# ACCESS OPEN MINDS



The PN/RAs receive training from the AOM central office and contribute to ongoing data collection at the site. Additionally, the four PN/RAs share roles and support each other to deliver youth services and facilitate team and community collaboration. The PN/RAs work with adolescents and youth adults ages 11-25 to provide brief support, service navigation, continuity of care, and empower youth to understand the importance of research/evaluation in mental health care. Since 2016, AOM Chatham-Kent has received over 1,400 youth referrals and 225 family referrals.

Almost 600 youth have consented to the research and evaluation project. The site is a significant contributor to the Pan-Canadian research project and the transformation of youth mental health services. This work continues with the adaptation to a provincial initiative, YWHO, which aims to improve Ontario's mental health and addiction services for youth and young adults.



# ACCESS OPEN MINDS

## AOM SARNIA LAMBTON

The “Spoken Hope” Youth Council in Sarnia Lambton has embraced the AOM, YWHO approach to youth mental health services and are committed to co-creating a service that will reflect and address their experiences. These youth advisors are true ambassadors and have engaged with community partners in leadership, fundraising, facilities and operational planning activities.

With our partners at St. Clair Child and Youth Services and Bluewater Health, CMHA Lambton Kent has taken a lead role in managing the AOM site in Sarnia. The County of Lambton demonstrated their support through a long-term lease of a county-owned property in the heart of Sarnia’s downtown.

The Bluewater Health Foundation has established community fundraising campaign for the initiative. After hosting a golf tournament in support of youth mental health services, The Mike Weir Foundation also challenged the community to raise \$200,000 through the Mike Weir Chip in Challenge with a pledge to match funds raised.



# THANK YOU FOR YOUR SUPPORT

## RIDE DON'T HIDE

The 6th Annual Canadian Mental Health Association Ride Don't Hide cycling event was a great success!



### Presenting Sponsor (\$5000)



### Host Sponsors:



### Partner Sponsor (\$4000)



### Ambassador Sponsors (\$500)



### Advocate Sponsors (\$250)



### Community Sponsors (In Kind)



### Champion Sponsors (\$1000)



### Media Sponsors (In Kind)





# THANK YOU TO OUR COMMUNITY

We are grateful for the communities in Lambton and Kent counties, where we are valued and supported for our leadership and expertise.

## Employees of Imperial

Christmas came early for us this year as we were surprised by Imperial Sarnia employees with a \$25,000 donation in support of ACCESS Open Minds Sarnia Lambton.



## Talk Today with the Sarnia Sting

Talk Today provides an important opportunity to address the mental health needs of athletes across the province and across Canada. In Sarnia, Talk Today is a valuable platform for us with the Sarnia Sting OHL hockey team and individual players to encourage open discussion about mental health within the hockey community and the broader public.



## Celebrating Pride

CMHA Lambton Kent staff are passionate about the communities in which they live. You can often find them participating in events year-round. Picture here are our ACCESS Open Minds Chatham Kent team members celebrating PRIDE.



## Ontario Health Team Chatham Kent

With 15 partners, CMHA Lambton Kent is a proud member of The Chatham-Kent Ontario Health Team. The team will work closely together across the health care sectors to enhance patient experience and improve health outcomes for patients.



# EMPLOYER OF CHOICE

At CMHA Lambton Kent, we are committed to maintaining a supportive environment that ensures we remain an employer of choice as our organization continues to grow in response to the needs of the community.

Throughout the year, we connect with employees through staff satisfaction surveys and regular program evaluations. We have a positive and fair workplace culture, where staff are provided with opportunities for learning and advancement. We strongly believe in wellness and work-life balance.

## Professional and Personal Development

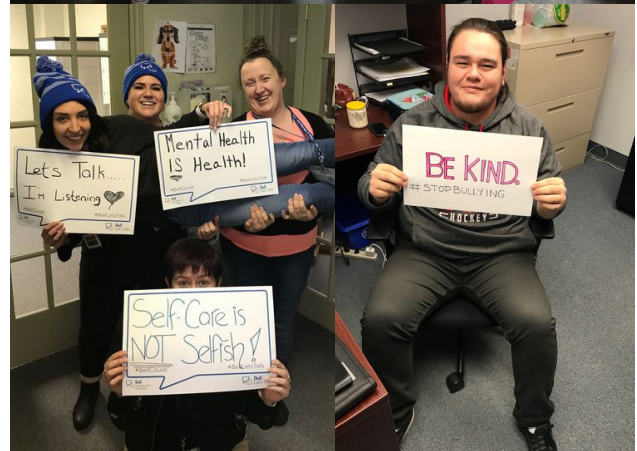
Sixty staff members received Indigenous Cultural Safety Training through the Indigenous Primary Healthcare Council. In 2020/21, this training will have been completed by all CMHA Lambton Kent team members and will be mandatory for new employees.

We provided front line staff with Methamphetamine and Stage-Match Intervention training and also hosted our community partners for this training. Additionally, we completed the annual refresher course for Non-Violent Crisis Intervention and Applied Suicide Intervention Skills (ASIST) training.

## Employee Wellness

Wellness Committees are established in Chatham and in Sarnia. They provide activities and resources to support staff in maintaining their mental health and wellness. Themes throughout the year included Mindfulness/Meditation, Exercise, Nutrition, and Personal Development and Pay it Forward.

Staff are enthusiastic participants in multiple committee led activities each year. A highlight in 2019/20 was the Walking Step Challenge. Staff walked a total of five million steps which is comparable to walking from CMHA Lambton Kent to Walt Disney World in Kissimmee Florida and back!



100%

of clients strongly agreed or agreed that staff were sensitive to their cultural needs

# LEADERSHIP

In 2019/20, team members travelled with our partners and colleagues across Canada and around the world to share CMHA Lambton Kent expertise and learnings with international audiences.

## World InterRAI Conference

Paula Reaume-Zimmer, Integrated Vice President of Mental Health and Addictions for CMHA Lambton Kent and Bluewater Health was invited to the World InterRAI Conference in Belgium. She was asked to present on the InterRAI standardized suite of mental health and addiction assessment tools and the tools have improved client experience and communication at care transition points between community and hospital in Sarnia Lambton.

## National Conference on Ending Homelessness

In November, Andy Menelaws, Housing Supervisor attended the National Conference on Ending Homelessness in Edmonton, Alberta with Maggie Elliott from the County of Lambton to participate in a discussion about how we provide clinical, mental health, and addiction supports to Housing First clients. Their discussion included the successes, challenges and best practices in serving the needs of the chronically homeless population who often have complex concurrent disorders.

## International Association of Youth Mental Health Conference

Peer Navigator/Research Assistant, Alex Luby travelled to Australia to represent Chatham Kent, ACCESS Open Minds, A Youth Wellness Hub Ontario site. Alex presented on the Youth Advisory Council and the nature of work involved in ensuring that youth perspectives inform the design and delivery of care.



## YEAR IN REVIEW



**100** staff members registered with a professional college or association

**146** staff

**9** new employees

**6** student placements

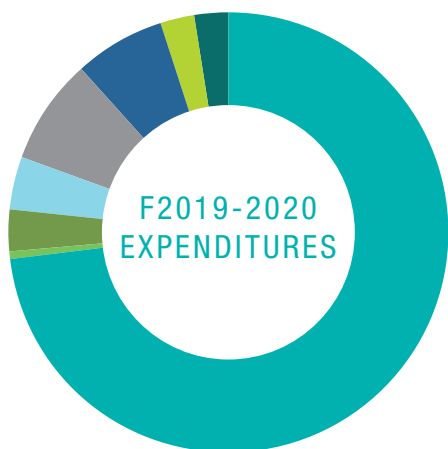
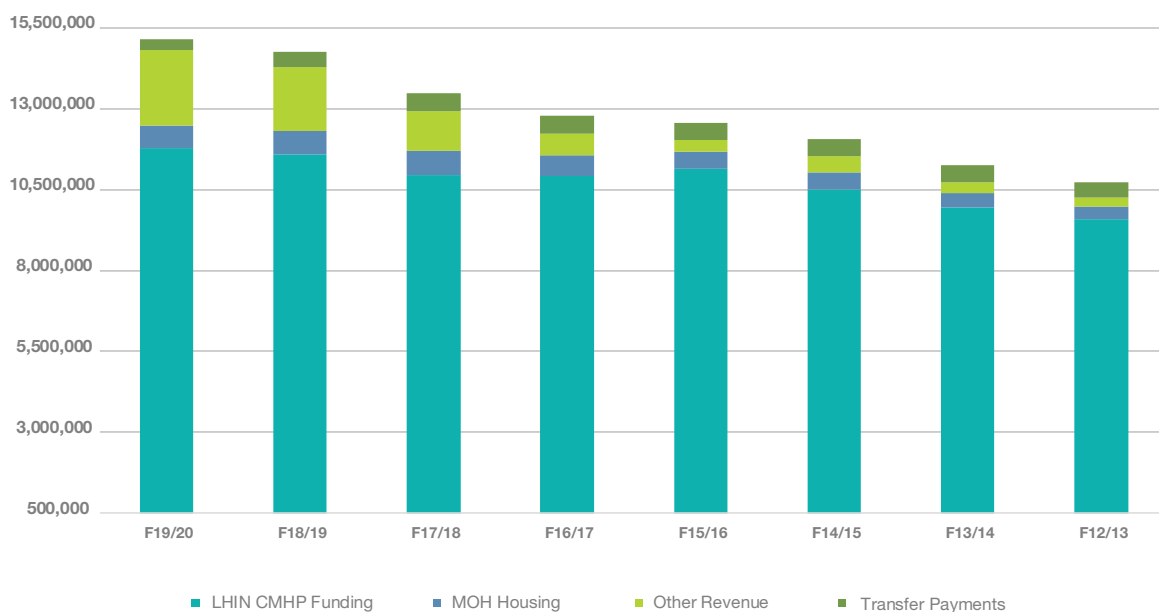
**394** group participants

**7,532** individuals served

# FINANCIALS

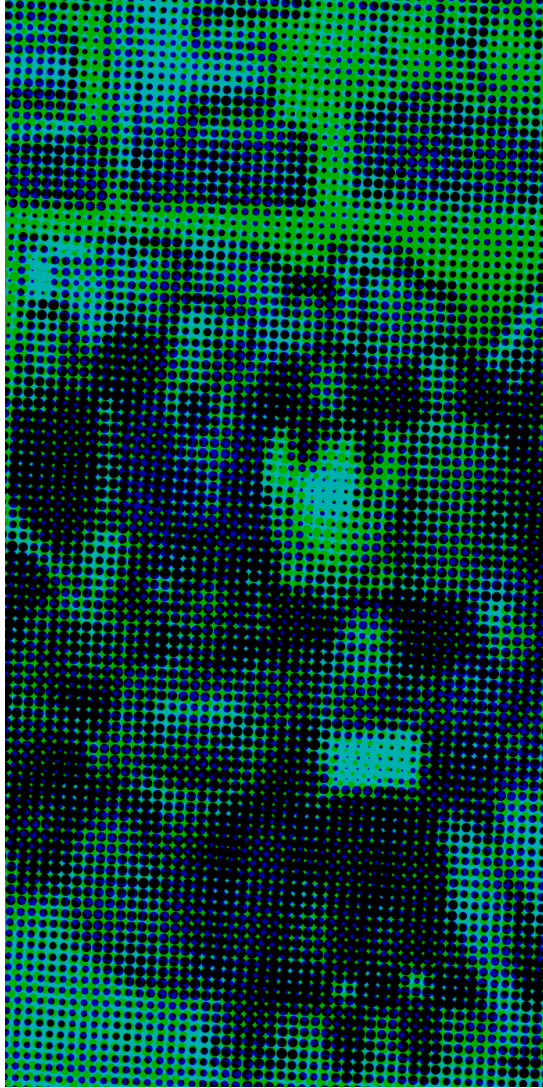
## FOR YEAR ENDING MARCH 31, 2020

### ANNUAL REVENUE PROGRESSION



Salaries and Benefits. . . . .	\$ 11,132,691
Education Staff Development . . . . .	\$ 79,879
Supplies and Equipment . . . . .	\$ 494,823
General Operations . . . . .	\$ 574,111
Building and Plant Expenses . . . . .	\$ 1,172,094
Housing and Rent Supplements . . . . .	\$ 1,012,130
Contracted Out/Purchased Service . . . . .	\$ 400,392
Flow through/Transfer Payments. . . . .	\$ 351,534

**TOTAL: \$ 15,217,653**



 [lambtonkent.cmha.ca](http://lambtonkent.cmha.ca) |  CMHALambtonKent |  [company/canadian-mental-health-association-lambton-kent](https://www.linkedin.com/company/canadian-mental-health-association-lambton-kent)



## Canadian Mental Health Association, Lambton Kent

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