



Canadian Mental
Health Association
Lambton Kent
Mental health for all

Association canadienne
pour la santé mentale
Filiale de Lambton Kent
La santé mentale pour tous

Canadian Mental Health Association
Lambton Kent Branch

ANNUAL REPORT
2017/2018

Canadian Mental Health Association (CMHA)

Lambton Kent

ANNUAL REPORT 2017/2018

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BOARD OF DIRECTORS:

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A MESSAGE FROM THE CEO AND BOARD CHAIR

2018 marks the 100th anniversary of the Canadian Mental Health Association (CMHA). For 100 years in communities from coast to coast to coast, CMHA has been working to achieve our vision of mentally healthy people in a healthy society. Over the last 60 years, CMHA Lambton Kent has helped improve the lives of people with mental illness and to build the mental health of all our residents. This past year, CMHA Lambton Kent continued to excel and demonstrate leadership in the transformation of mental health care services. You will see throughout the body of this report that we have made great strides in achieving our strategic directives.

Our strategic plan highlights the importance of health equity, enhancing services to people in communities which are traditionally underserved by mental health services. We are proud to report that we have made significant improvements in terms of access to services for Indigenous people, Francophones, people in rural communities throughout Lambton Kent, and of course youth. Our strategic plan also sets out a goal to maintain and improve safe, high quality, cost effective mental health services.

To that end, we have undertaken program evaluations of seven programs. We have also implemented our client and family advisory panels, undertaken significant improvements in client and staff safety training, and expanded services without increasing wait times. Our leadership and partnership objectives have been met through innovative, transformative alliances with Chatham-Kent Health Alliance and Blue Water Health, building what is arguably one of the most integrated and seamless mental health and addictions systems anywhere in Ontario.

These efforts could not be possible without the dedication and leadership at the front line of our staff, managers, and of course our Board of Directors. We are tremendously grateful for your dedication and hard work and we commend you for the leadership that you have shown again this past year. Looking forward, we see a very bright future for CMHA. Mental health is clearly top of mind across Ontario, and indeed throughout Canada, and no less so here in Lambton Kent. We appreciate the support of community volunteers, advocates and donors, and we look forward to working with you to build a more vibrant and strong community mental health and addictions system in the years to come.



Ron Middel
Board Chair



Alan Stevenson
Chief Executive Officer

LONG ACTING INJECTIONS – ENGAGING CLIENTS THROUGH MOTIVATIONAL INTERVIEWING

A history related to the negative and adverse experience for individuals receiving long acting injectable (LAI) medications is beginning to shed its reputation. Considered to be a gold standard, many individuals are successfully stabilizing their mental illness, in part, by receiving a weekly or monthly injection. Now, clients and families are realizing the life changing effects of the LAI clinics at CMHA Lambton Kent. And after decades of being prescribed oral medication and experiencing multiple relapses, clients are now saying: “it’s too bad I didn’t get this treatment sooner.”

False beliefs that our clients are refusing LAIs exist, when in fact, journal publications have criticized physicians for their lack of buy-in. As a result, many patients are not being offered a LAI as an alternative treatment. In a research study, Dr. Malla noted that while traditional education for physicians is helpful in maintaining the knowledge gained regarding advantages of using LAI for adherence, relapse prevention, and lowering burden of side effects, the knowledge has not translated to increased prescriptions of LAIs. Chatham-Kent and Sarnia Lambton teams are proving otherwise. The care team partnership between the psychiatrist, case managers and the LAI Clinic nurses provides a leading practice for administering and monitoring effects of long acting injections to more than 400 individuals across both sites. The LAI Clinic nursing team uses a holistic approach that includes motivational interviewing techniques, ongoing education, health teaching and physical health monitoring. The results are reflected in greater medication adherence and a more positive client experience and value for LAIs.

LAI clinic nurses, case managers and psychiatrist cite many examples of individuals in active care who have established a stable living environment, are no longer experiencing repeated hospital admission and share their disappointment with missed opportunity in their earlier years. Clients are enjoying the stability that LAIs have afforded them, and have made remarkable improvements in quality of life, successful employment, and strengthened family relationships.

HEALTH LINKS

CMHA Lambton Kent continues to be an active partner in the Health Links initiatives in Chatham-Kent and Sarnia Lambton. Health Links and the Rapid Assessment, Intervention and Treatment (RAIT) program ensures clients’ needs are at the centre of care and that all care providers are included and engaged in a shared care model.

HealthLinks



May 2018, marks the second anniversary of the CK ACCESS Open Minds (CK AOM) program. CK AOM is one of 14 sites participating in a \$25 million grant funded by the Canadian Institutes of Health Research and Graham Boeckh Foundation. Having been the first to open our doors to youth and families in need of mental health and addictions services, to the ongoing engagement in the research and evaluation process, CK AOM has demonstrated we are a community that cares. This project has highlighted an exciting synergy between community partners and youth, their families and caregivers. The space is integrated and youth friendly which has resulted in effective care planning, strong program development and professional comradery. CK AOM is being recognized across Canada and around the world for its transformational youth mental health services.

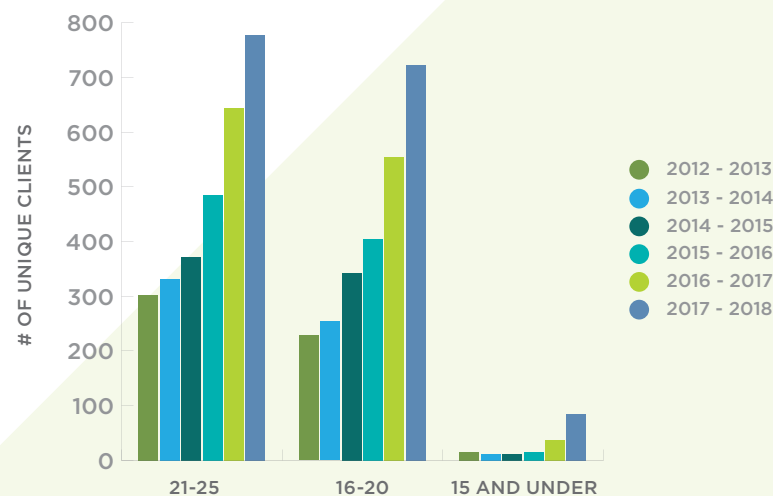
Over 1,500 youth were served at CMHA Lambton Kent in 2017-18 and in the last two years CK AOM has provided services to more than 2,820 clients and families.. A large part of CK AOM's success is due to the partners who recognize the significance of counselling, stable housing, social engagement, education and employment for youth mental wellness.

The ACCESS Open Minds' national network came together in May 2018 to recognize the many accomplishments and to reflect on the promise made to this once in a lifetime research project.

 **1,500**
youth served

In June 2018, CK AOM opened the doors to our permanent space at 140 King St. Although the journey was a challenge, it was worth the wait. Our space at the new King St. site is fresh, funky and most importantly, youth friendly. The entire group of partners including team members from CMHA LK, Chatham-Kent Health Alliance, CK Children's Services, Family Services Kent, Municipality of CK and more, are energized and engaged with youth and families, and are committed to making a difference for this generation of youth and ones to follow.

Along with international partners such as Foundry in BC, Jigsaw in Ireland and Headspace in Australia, ACCESS Open Minds is gaining attention from policy makers both nationally and provincially. On May 4, 2018, our provincial leaders confirmed CK AOM as one of the nine Ontario youth wellness hubs and marks the next step toward our sustainability strategy. With a provincial commitment of more than 10 new hubs, CMHA LK is committed to spreading this transforming initiative to our Sarnia community.



HOUSING PROGRAM EXPANSION

CMHA employs a Housing First recovery-oriented approach to end homelessness. The approach centres on quickly moving people experiencing homelessness into independent and permanent housing and then providing additional wraparound supports and services as needed.

The Housing Department significantly increased the number of individuals supported this year. Of note, the Community Homelessness Prevention Initiative (CHPI) provided municipal funding for housing solutions. A portion of that funding was provided to CMHA as part of a collaborative model in two counties: Sarnia Lambton and Chatham-Kent. The funding provided housing to support individuals with complex housing and health needs. Due to the success of these two ventures, both CHPI projects grew:

- Sarnia Lambton Project expanded from 16 to 34 supplements.
- Chatham-Kent Project expanded from 22 to 30 units with the eight additional supplements supporting transitional youth

A second project was launched this year with the County of Lambton Housing Department. CMHA was the successful organization to secure 30 portable housing supplements. Provision of supplements is a strategy for poverty reduction for Lambton County Housing Department.

The Ministry of Health and Long-Term Care increased CMHA Lambton Kent's housing portfolio by 10 supplements. These supplements target youth in Lambton and Kent counties, bringing the overall total to 221 budgeted units.

The Housing Program portfolio has responsibility for 315 supplements across two counties. Now at 13 staff, the housing team has tripled its size in order to support the tremendous growth over the last three years. These are exciting times for both the CMHA Supportive Housing Program and our partners as we work together to assist individuals to locate and maintain, safe, affordable housing.



INDIGENOUS SUPPORT SERVICES

Indigenous services were provided in Kettle and Stoney Point, Aamjiwnaang and Bkejwanong First Nations as well as in other areas of Lambton County. The basket of services changes based on the requests generated by each community.

At Kettle Point, clients are supported through case management, psychotherapy, walk-in mental health first response and at a long acting injectable clinic.

At Aamjiwnaang First Nation, support has shifted from primarily case management to more of a Mental Health First Response walk-in model that addresses immediate needs. As well, a cognitive behavioural therapy based group called Living Life to the Full was offered at the health centre.

At Bkejwanong First Nation, CMHA is entering its second year with a clinician on site at the Walpole Island Community Health Centre (CHC). With the in-community presence at the CHC there has been a steady

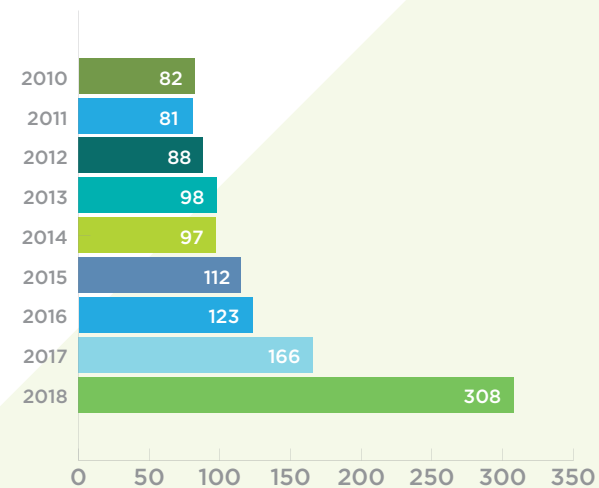
increase in the rate of referrals from Walpole Island community departments. The model is evolving into a Mental Health First Response focus. CMHA staff has had the opportunity to participate at the Gladue Court and assist individuals requiring mental health support and follow up. In the spring, a psychoeducational group titled One Bridge, Two Shores was offered for family members supporting a loved one with a concurrent disorder.

The Native Friendship Centre in Sarnia hosted a Living Life to the Full group for the first time this year.

CMHA continues to seek guidance and direction from each community on ways the organization can best support and link individuals back to their home communities. In the last year, the organization supported approximately 300 individuals.



INDIGENOUS CLIENTS



MENTAL HEALTH PROMOTION AND EDUCATION PROGRAM

Our promotion and education program is aimed at increasing awareness about mental health and reducing the stigma of mental illness to encourage more people to seek help. Presentations and workshops are available year-round and free of charge. Popular topics include mental health literacy, mental health in the workplace, stress and anxiety, chronic illness and mental health, and shared stories of lived experience from the volunteers with the Partnership Speakers Bureau. Presentations are tailored to suit the needs of those requesting them and can be presented in various time formats.

Certification programs are also available through our mental health promotion specialist, including safeTALK and Mental Health Works presentations. These presentations are fee for service.

Promotional materials are also provided to staff and the community as needed.



WHAT PREVIOUS PARTICIPANTS HAD TO SAY...

I liked learning about the different kinds of mental illness and what factors contribute to it and how we can help.

.....

Very informative, engaging. The goal is to spread awareness. That goal was successful today.

.....

It was engaging, and brought up lots of discussion.

.....

*Personal stories- testimonials were wonderful.
Brave and inspiring!*

.....

It was nice to hear personal stories and how mental health practitioners assisted in changing their lives.

.....

Fantastic presentation and very impactful speakers. Well done to all three of you, please keep doing what you're doing!

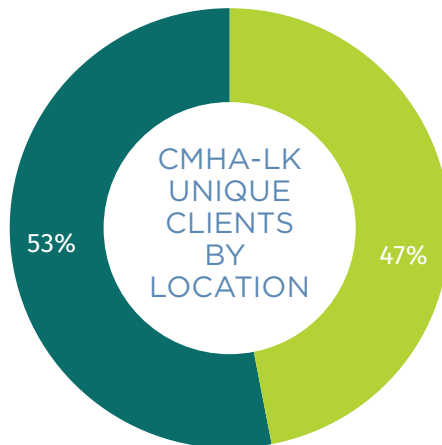
FACTS AND FIGURES



356,328 km
travelled by staff to support clients

This works out to 8.9 times around the earth in direct client service km, or 12 times around the earth total km travelled.

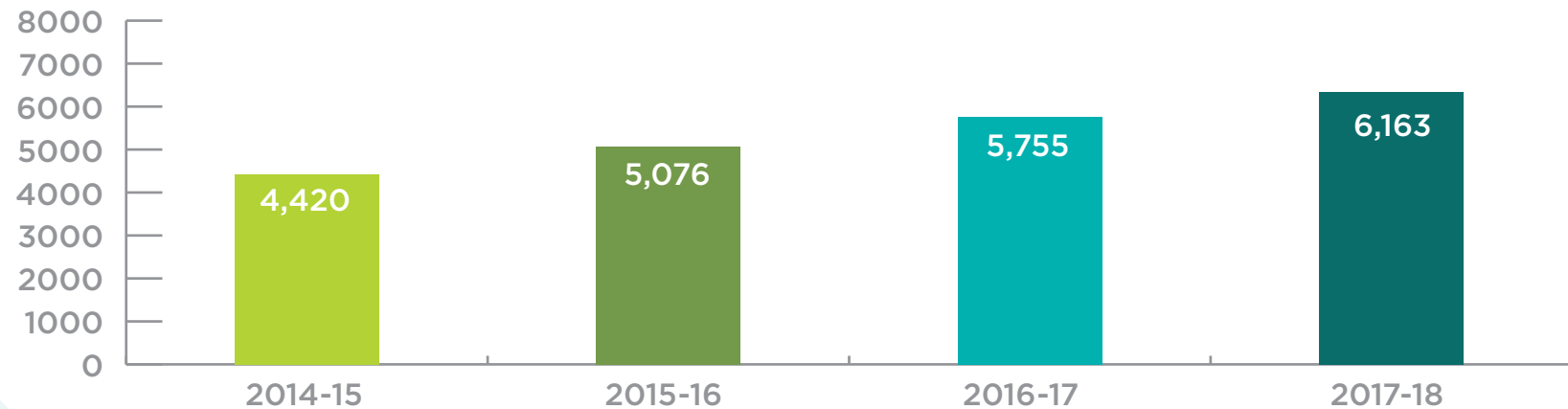
Total Clients Served:



CMHA LOCATION	# OF UNIQUE CLIENTS
● Chatham	3,397
● Sarnia	2,998
TOTAL	6,163

*Note: sum of parts greater than total as occasional clients are registered in both locations

TOTAL NUMBER OF **UNIQUE CLIENTS**



What clients said about their treatment experience...

"All staff are kind, thoughtful and respectful."

"I feel that my rights are considered and respected."

"I am able to receive support with things requested."

"Helped me to let go of the past and start to welcome change."

"Don't like change – learning to accept change."

"I am confident that staff will help me when the time for discharge approaches."

"The services provide me with ongoing support in the recovery and maintenance of my mental health."

"I would definitely recommend them to a friend."

"My case manager has been very helpful in guiding me through the system. She tries to help me better understand my problems and identify potential solutions."

"The peer support group for me with concurrent disorders is an excellent program that provides support and education in a positive environment."

EASIER ACCESS FOR OUTPATIENT SERVICES AT CMHA LAMBTON KENT

Chatham-Kent Health Alliance (CKHA), in partnership with the Canadian Mental Health Association Lambton Kent (CMHA LK) announced that all outpatient mental health services would move to 240 Grand Avenue West, CMHA LK's current location. The move provides more convenient access to mental health care in Chatham-Kent.

"As mental health continues to be a growing concern, mental health care needs to be convenient and accessible for the community," says Lori Marshall, President and CEO, CKHA. "Increased collaboration between CKHA and CMHA LK will benefit our patients and their families."

The move saw all out-patient mental health services currently located at CKHA move to 240 Grand Avenue West. This included, Mental Health Counseling and Treatment; Outpatient Psychiatry Clinic; Early Psychosis Intervention Program - Today Not Tomorrow (TNT); Psychogeriatric Mental Health Outreach Team (PMHOT); Addictions Assessment; Treatment and Referral Program; Concurrent Disorders Program; Problem Gambling; and Eating Disorders.

"Bringing mental health and addictions services together in Chatham-Kent makes it easier for people needing help to get the right services at the right time in the community," says Alan Stevenson, CEO, CMHA LK.

The streamlined approach is also expected to reduce mental health related visits to the Emergency Department by providing more comprehensive and efficient access to mental health services in Chatham-Kent.



(L to R) Dr. Rizwan Rafiq, Chief of Psychiatry and Medical Director Mental Health Services, CKHA; Alan Stevenson, CEO, CMHA LK; Mariusz (last name withheld), Patient Advisor, CKHA; and Lori Marshall, President and CEO, CKHA cut ribbon for CKHA's relocated Outpatient Mental Health and Addictions Programs.

THANK YOU TO OUR RIDE DON'T HIDE EVENT SPONSORS



\$44,274 RAISED



280 RIDERS



95 VOLUNTEERS

A very special thank you to our 2017 Ride Don't Hide sponsors. We appreciate your continued support of the annual event. CMHA's national annual event is the largest mental health bike ride in Canada. Thousands of Canadians from Newfoundland and Labrador to British Columbia are not hiding. They are cycling in plain sight to put an end to the stigma of mental illness. They are also riding to raise funds for mental health programs and services in their communities. When we hide, mental health stays hidden; when we ride, we create change. It's more than the name of the event. It's also the reason we're riding.

Heather Hagan, top fundraiser for Lambton Kent, raised over \$3,000 in 2017. This cause is near and dear to her heart. "We have family members that suffer from mental health issues and we've lost family members due to suicide," said Heather. She wanted to do something and knew this event was her chance to be proactive and support mental health. Heather will be participating again in 2018. "My goal is to get a big team, to get more active participants and to raise awareness," she said. "We always talk about physical health, but mental health is important too. There are causes out there and this one rings close to my heart. I think it needs more awareness, I think mental health is something that we need to talk more about, and it needs to be in the media and in the spotlight a little more."





Host Sponsors



Silver Sponsors of \$1,000



Bronze Sponsors of \$500



Community Supporters of \$250



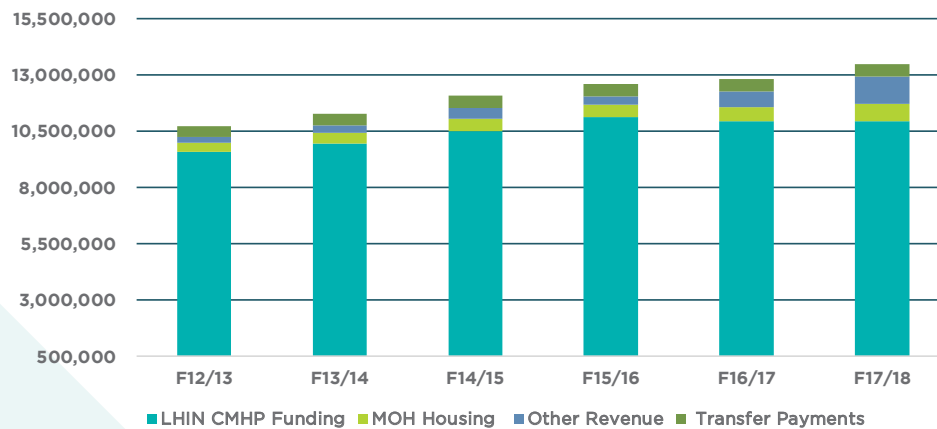
In Kind Supporters



FINANCIALS

Canadian Mental Health Association Lambton Kent Branch Year ending March 31, 2018

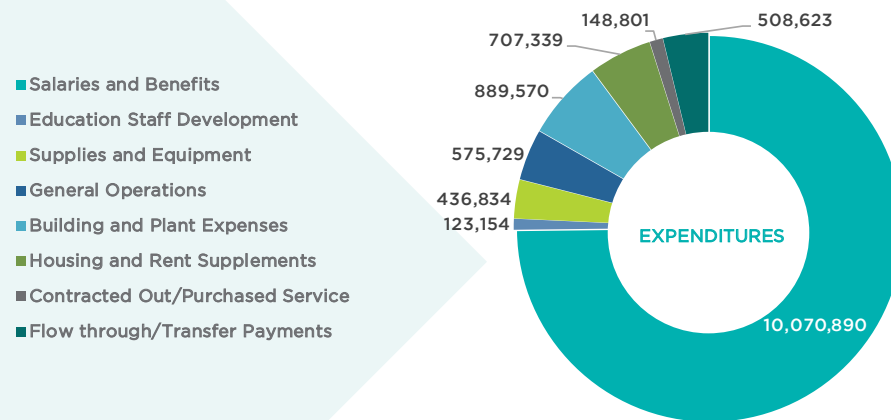
ANNUAL REVENUE PROGRESSION



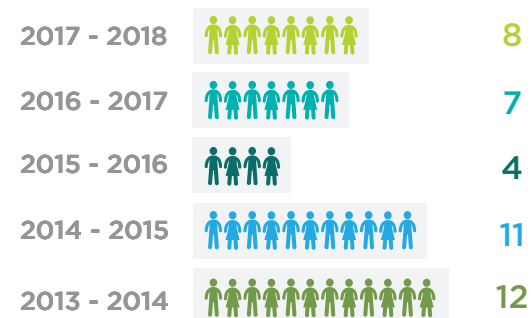
TOTAL STAFF



F2017-2018 EXPENDITURES



STAFF TURNOVER



E-QIP: CLIENT AND FAMILY ADVISORY COUNCIL

The Excellence through Quality Improvement Project (E-QIP) has been working with community mental health and addictions agencies to understand and apply quality improvement methods. E-QIP offers quality improvement project coaching support to agencies, extensive education and training programs, and an online community of practice that serves as a portal for QI resources and sharing.

As one of the chosen E-QIP project sites, CMHA Lambton Kent's Client and Family Advisory Council learned innovative ways to improve service quality for clients and their families. One of the goals of the council is to bring the experience and perspective of the client and their family forward when discussing and determining initiatives and programs. Responsibilities of the panel include helping to promote and enhance high quality care, advance client and family engagement, and address the specific care needs of each community within the Sarnia and Chatham site locations.

Both Sarnia and Chatham are looking to recruit volunteers. The panel meets quarterly to work on tasks and projects related to client and family care including ongoing quality initiatives such as: Root Cause Analysis and Program Evaluation.

VISION, MISSION AND VALUES

Our Vision

Mentally healthy people in a healthy society.

Our 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.

Our Key Values and Principles

- 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



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



*years of
community*

Canadian Mental Health Association - Lambton Kent

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

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SUPPORTED BY:



United Way
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Ontario

Local Health Integration Network