



Canadian Mental
Health Association
Lambton Kent

Annual Report

2018 / 2019



Table of Contents

3	Message from the Board Chair and CEO
4	Advanced Access Appointments
5	Family Connections
6	CMHA Indigenous Services
7	Accreditation
8	Strategic Plan 2019-2024
10	Ride Don't Hide
12	Client and Family Advisory Panel
13	Contact with Clients
14	BounceBack
15	Financials

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Message from the Board Chair and CEO



R. Middel

Ron Middel
Board Chair

This past year was a monumental year for the Canadian Mental Health Association (CMHA) as we celebrated our hundredth anniversary. Founded in 1918 by Dr. Clarence Hinks and Clifford Beers with the mission to improve the care and treatment of people with mental illness and to improve the mental health of all, the CMHA has been at the vanguard of mental health for one hundred years. How far we have come, from our founder's vision to Canada's largest mental health charity with divisions and branches from coast to coast to coast.

Much has changed over the past hundred years, but much has stayed the same. Our core values, our vision, our commitment to collaboration across Canada, our partnerships with people with lived experience with mental health and addictions, to find innovative solutions to provide supports and treatment in the community. Locally within the Lambton Kent Branch of the CMHA, we continue to experience significant growth in services, and we mark the achievement of many of our strategic objectives.

This past year, our board of directors undertook a comprehensive strategic planning process engaging with community partners, staff, clients and family members. The feedback from the community was overwhelmingly supportive of CMHA's continued growth and leadership as the key community mental health service provider

for adults across our counties. You will find more details about the strategic plan in this annual report.

This past year as well, we achieved a number of significant outcomes that we are particularly proud of. These include increasing participation and engagement with Indigenous communities and enhancing services to Indigenous people, increasing the capacity of ACCESS Open Minds as the leading youth mental health service provider in Chatham-Kent, as well as several other notable accomplishments outlined in this report.

Of particular note CMHA Lambton Kent once again achieved accreditation with exemplary standing from Accreditation Canada. This 4-year accreditation award is the highest result achievable through Canada's leading healthcare accreditation body and illustrates CMHA Lambton Kent's commitment to excellence and continuous quality improvement.

Looking ahead, we are entering a time of significant change and transformation in healthcare in Ontario, arguably the most dramatic change of the past 50 years. We are optimistic about the future and view CMHA Lambton Kent as particularly well positioned to grow and become an even more influential and impactful provider of mental health and addiction services across Lambton Kent.



Alan Stevenson

Alan Stevenson
Chief Executive Officer

Advanced Access Appointments

CMHA Lambton Kent and Bluewater Health (BWH) have established an Integrated Leadership Partnership. One of the initiatives developed through this mechanism was the establishment of a positive working collaboration between CMHA Lambton Kent and the Psychiatric Assessment Nurses (PAN) in the Emergency Room department. The Advanced Access Appointment initiative links individuals assessed by PAN and who do not require admission for psychiatric care with fast mental health follow up care.

PAN provides the client with a follow up appointment time to meet with a Mental Health First Response worker for further assessment to determine support needs. Within the framework of consent, a smooth transition of assessment data occurs with each referral. This decreases the need for clients to repeat their story and expedites moving to a care-planning phase. This alignment of care is designed to impact hallway medicine, reduce 30-day readmit rates, and is realizing results. Currently, following the booked session, over half of individuals are being referred to CMHA services with many others being assisted with navigation of other community support services.

To partner with BWH emergency department in this project, CMHA has dedicated an appointment each day Monday to Friday. By providing the daily walk-

in hours and the 24-hour telephone crisis number, clients are invited to connect before their scheduled appointment should they feel unable to wait until their booked appointment.

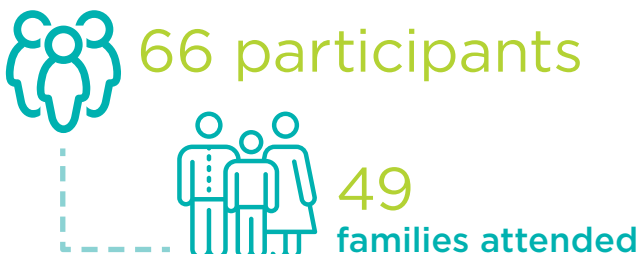


Family Connections

Family Connections™ provides family members with knowledge and practical coping and communication skills to regain balance in their lives as well as skills to better manage emotional reactions to challenging situations. People with emotion dysregulation often have intense feelings of sadness, shame, anger, anxiety, impulsivity, mood swings, and suicide ideation. This often leaves family members and friends at a loss of how to best support their loved one. Family Connections™ is a 12-week skills-based program, designed specifically to provide knowledge and develop practical skills that will be helpful for the participant's own well-being.

CMHA Lambton Kent and ACCESS Open Minds offer this skills-based program in partnership with Chatham-Kent Health Alliance and The Sashbear Foundation. The first course was offered this past spring at ACCESS Open Minds and it is the fifth group offered to families in Chatham, the first one being in the spring of 2016. Sixty-six individuals and 49 families have taken the course. Looking to the future, there will be three groups per year. A monthly alumni group is planned for the fall of 2019 with sessions that focus on reviewing the skills taught in the course.

"Reaching out to these families definitely brings them on board as partners and can help reduce the frustration and heartache that many experience when they feel alone," says Paula Reaume-Zimmer, Integrated Vice President, Mental Health & Addictions Services Bluewater Health and CMHA Lambton Kent.



“

Now, after taking the course, things are improving every day. Now I have the tools to be able to communicate with my loved one, when my loved one is dysregulated, without making it worse. Being mindful of my loved one's feelings, instead of just hearing what is being said.

I use the skills I learned every day at work, at home, and in social gatherings. You don't need a medical label or diagnosis to get dysregulated sometimes.

This course taught me to be more mindful and practice self-care. I highly recommend this course for anyone who has a loved one with any type of emotion dysregulation. In a very dark and scary place, this course was a life saver.”

CMHA

Indigenous Services

CMHA Lambton Kent supports Indigenous individuals in collaboration with our First Nations community partners. Services are available at Walpole Island, Aamjiwnaang and Kettle and Stoney Point First Nations as well as in other areas across Lambton and Kent Counties.

Each community has a basket of services provided based on the expressed requests. Supports provided include long acting injection clinics, case management services, mental health first response, support at Gladue Court and psychotherapy.

This year has seen some service planning and enhancements:

The Aamjiwnaang Community has had an increase in the availability of consistent case management and Mental Health First Response support being available

four days a week. We are pleased to have a staff deployed in community at the Aamjiwnaang First Nation Health Centre.

A life skills curriculum is being developed at the request of, and in partnership with, Mental Health Services at Kettle and Stoney Point First Nation Health Centre. An occupational therapist from CMHA Lambton Kent will be collaborating with the centre to design and train on a series of life skill building sessions.

CMHA has intentionally designed Indigenous preferred positions to provide culturally safe care to our Indigenous clients. There has been an expansion to recruit more broadly across Ontario as we strive to become more culturally diverse.

CMHA continues to seek opportunities to listen and learn from our Indigenous partners.



Accreditation

CMHA Lambton Kent voluntarily participates in an Accreditation Canada external audit of the quality and safety of the services provided by the branch. Accreditation Canada is the organization that sets standards for quality and safety in healthcare and accredits healthcare organizations in Canada and around the world.

In September 2018, CMHA Lambton Kent participated in a rigorous onsite evaluation that took place over the course of three days. The surveyors observed episodes of care; talked with clients, families, staff and partners; reviewed policies, files and many other documents and practices.

The surveyors commended the passion and commitment of the board and staff, recognized the organization as person centred, a leader in mental health and a partner of choice. They described quality improvement as being part of the fabric of the organization.

Accreditation Canada has recognized CMHA Lambton Kent as having met all national standards of excellence in quality care. In doing so, CMHA Lambton Kent has been awarded, Accreditation with Exemplary Standing. This accreditation is awarded to an organization that attains the highest level of performance, achieving excellence in meeting the requirements of the accreditation program.



We are very proud of the hard work of our team and their commitment to continuous quality improvement!



Strategic Plan 2019-2024

VISION

Mentally healthy people in a healthy society.

MISSION

As a leader and champion for mental health and improve mental health. Our efforts promote

GOALS



CLIENT AND FAMILY CENTRED CARE

To develop a comprehensive mental health and addictions system that supports the diverse needs of our clients and their families.

1

- We will leverage advisory panels
- We will develop rural and youth peoples' engagement
- We will understand enhanced peer



LEADERSHIP

To become a leader in transforming the mental health and addictions system into a comprehensive, client-focused system that provides the right services at the right time and in the right place.

2

- We will understand mental health in Sarnia/Lambton
- Develop a multi-sectoral approach



COMMUNICATION

To increase awareness about mental health and work to reduce the stigma associated with mental health and addictions; and to advocate for strong, community-based mental health and addictions services.

3

- We will implement community-based services
- We will leverage community health and addictions services



QUALITY

To be transparent in our decision-making and ensure that the services we deliver are aligned with our vision, mission, and values; and to recognize the contributions our employees make, and work to maintain a supportive environment that makes us an employer of choice.

4

- We continue to quadruple our quality of care
- We will continue to improve our quality of care

CMHA Lambton Kent provides services and facilitates access to the resources people require to maintain and promote community integration, build resilience, and support recovery from mental illness and addictions.

engage and accelerate the work of the consumer and family centered care model to create a culture of client and family centered care. Develop engagement strategies for underserved groups, including youth engagement strategies, and refresh our Indigenous engagement strategy. Undertake a review of our capacity and readiness to embed peer support within CMHA.

METRICS

- Client and family surveys
- Consumer and family advisory panel minutes
- Staff diversity training
- Target group engagement strategies undertaken
- Staff deployment
- Target group clients served
- Peer support multi-year plan

Undertake, in consultation with partners and stakeholders, a mental health and addictions needs assessment and multi-year plan for Lambton Kent and Chatham-Kent. Undertake a multi-year plan to become competent in addictions services.

METRICS

- Mental health and addiction services multi-year implementation plan
- Addictions competency multi-year plan

Implement a multi-year communications strategy. Update our communications strategy to engage the community and encourage people to join CMHA in advocating for robust community mental health and addictions services.

METRICS

- Social media analytics
- Traditional media analytics
- Bi-annual newsletter
- Stakeholder feedback surveys

Conduct a review to evaluate our services and programs utilizing the current approach. Continue to ensure that we are an employer of choice.

METRICS

- Staff satisfaction surveys
- Staff retention
- Program evaluation results



Thank you to everyone who supported the fifth annual CMHA Ride Don't Hide cycling event; you've gone above and beyond Lambton Kent! We couldn't be more grateful. Your fundraising efforts, financial support, helping hands, and heartfelt stories about how mental illness has affected you personally proves that Canadians mean business when it comes to ending the stigma and promoting mental health for all.

To celebrate CMHA's 100th anniversary, CMHA Lambton Kent's theme was Be part of something bigger. Ride Don't Hide in Lambton Kent grew to include Chatham Kent hosted at Rondeau Provincial Park. Total funds raised this year was \$64,371. Thanks goes to the 515 riders and 450 elementary school students. Proceeds will support CMHA's Preventative Education Program, specifically youth suicide prevention education. Adding to the success of the 2018 event is the dedicated support of 100 volunteers.



Be Part of Something
BIGGER!





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Client and Family Advisory Panel

There is growing evidence internationally that embedding the voices of clients and their caregivers in healthcare design, delivery and evaluation is directly linked to safe, high quality service. To meet this objective, CMHA Lambton Kent has developed a distinct Client and Family Advisory Panel (CFAP) operating in each of Lambton and Kent Counties. The panel meets quarterly and acts as a resource to staff and the board as partners in the continuous quality improvement agenda.

2018/2019 has been a building year for the panel and we are delighted that the Kent County panel has been launched. CFAP has been instrumental in several improvements in the last year. This includes such



advancements as: improving family survey response, completing a staff orientation letter that welcomes new staff hires, improving signage for navigating CMHA spaces, as well as adding a CFAP tab to the CMHA website highlighting panel updates.

Panel members now have direct input in program evaluation sessions and participate in planning and developing new projects. Through focused participation, CFAP has enhanced our learnings by collaborating with program staff in many quality improvement initiatives. CMHA Lambton Kent walks in lock step with clients and their caregivers in our commitment to quality improvement.

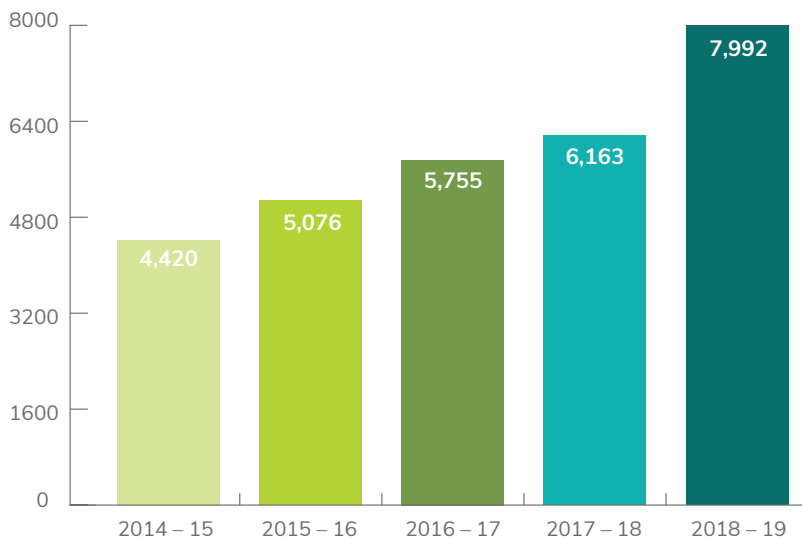


2018/2019 has been a building year for the panel and we are delighted that the Kent County panel has been launched.

Contact with Clients

	Contacts	Hours
 Face to Face	45,160	30,772
 Telephone	42,635	7,581
Total	87,795	38,353

Total Clients Served*



*"Clients served" are clients who have received at least one unit of service, either face to face or by telephone during the fiscal year.

“

I found this treatment/support service to be helpful because it taught me ways to breakdown my feelings and thoughts.”

“

I've been in therapy on and off for 20 years and have tried a bit of different types of CBT and hypno-therapy. I was able to learn a lot and witness a lot of what I had learned. I found DBT the most intense and comprehensive and it compelled me to grow and change. I went to choose a vacation spot that my husband and I could drive home from to attend classes as I didn't want to miss anything.”

“

I've felt comfortable in classes and session. I also feel I've gained some insight into changing how I deal with stressful situations.”

“

To be able to talk to someone who will not judge me, and will work with me to find a solution to my problem or at least point me in the right direction.”

“

I have recommended it to a few friends, very helpful if you want it to be.”

“

Excellent, helpful, very kind and thoughtful therapist. Answered my questions was always providing lots of options.”

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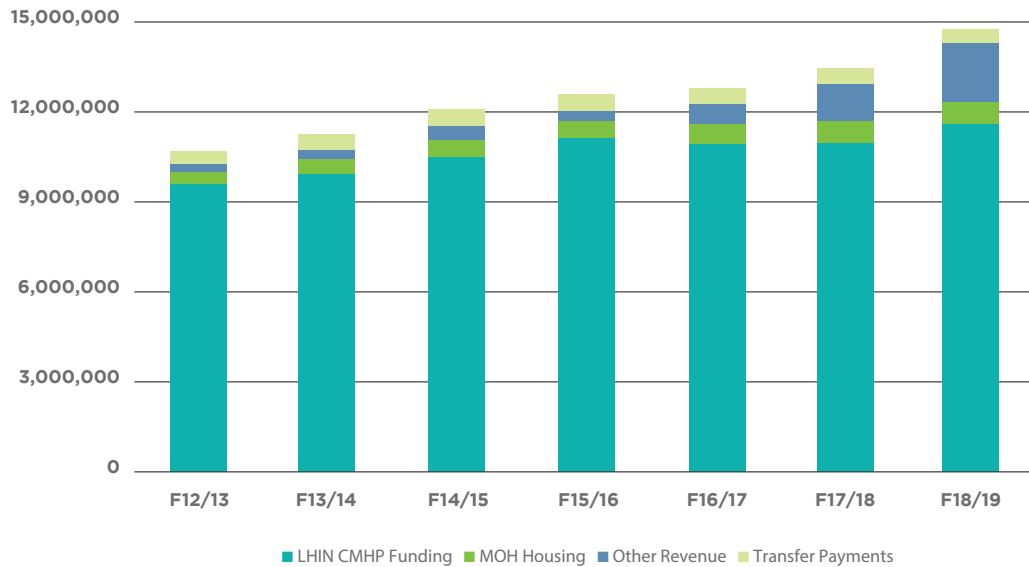
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PRACTITIONER
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TODAY!**

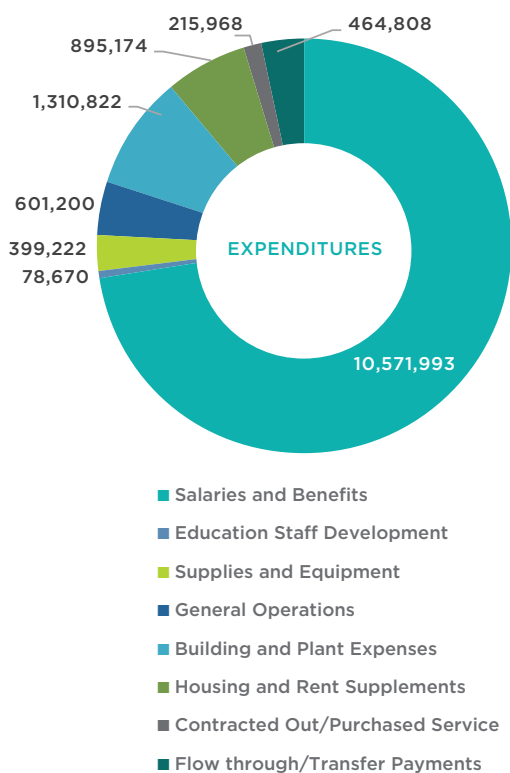
Financials

Canadian Mental Health Association Lambton Kent Branch Year ending March 31, 2019

Annual Revenue Progression



F2018-2019 Expenditures



Total Staff



Staff Turnover





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



years of
community
ans dans la
communauté

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Contact Us

Sarnia Office

210 Lochiel Street, Sarnia,
ON, N7T 4C7
Phone: 519-337-5411

Head Office

240 Grand Ave. West, Suite 100,
Chatham, ON, N7L 1C1
Phone: 519-436-6100

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