

# CANADIAN MENTAL HEALTH ASSOCIATION LAMBTON KENT ANNUAL REPORT 2021-2022



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



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# OUR VISION, MISSION AND 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.



## 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

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## BOARD OF DIRECTORS

Becky Bellavance - *Chair*  
Fraser Godfrey - *Vice-Chair*  
Gail Mitton - *Past Chair*  
Victoria Ennett

Crystal George  
Catherine Van Arkel  
Sarah Herr  
Leah Willemse

Darryl Moore  
Jordan Dufton  
Chas Douglas  
Dr. Claire Prins

# A MESSAGE FROM THE BOARD CHAIR AND PRESIDENT AND CHIEF EXECUTIVE OFFICER

2021/22 was a defining year for Canadian Mental Health Association (CMHA) Lambton Kent.

After nearly two years of adapting and adjusting to the unique challenges brought about by the pandemic while continuing to move innovative partnerships and initiatives forward, 2021/22 was a year to consider purposeful steps forward.

Significantly, our staff expressed their need for a culture shift. We invested time and resources this year in having difficult conversations, followed up with interesting discussions about how to move forward with more involvement in decision-making, greater opportunities for quality improvement and more relationship building, to name a few. We are so grateful to our team members for having the courage to participate fully in this work.

The needs of our community members related to mental health and addictions is on the rise in both volume and acuity. Throughout this past year, we continued to strengthen our partnerships through the Ontario Health Teams in Chatham-Kent and Sarnia-Lambton. In alignment with our health system

partners, we are committed to improving the lives of people in our communities.

We advanced critical work on initiatives such as ACCESS Open Minds, Youth Wellness Hubs Ontario sites, Mobile Health Units and Ontario Structured Psychotherapy in response to current needs and in anticipation of the future needs of our communities, post pandemic.

Notably, we established the Equity, Diversity and Inclusion (EDI) Committee within our organization. The purpose of the EDI Committee is to create and maintain a culture of equity, diversity, and inclusion for all persons directly or indirectly involved with CMHA Lambton-Kent. Additionally, this committee will include and collaborate with people with lived experiences of discrimination in order to facilitate a better understanding of issues related to EDI.

We thank our teams, our volunteers, our partners and our many supporters for your dedication and generosity over this past year. We are committed to the future of continued and improved mental health and addictions care in our communities.



Becky Bellavance  
Board Chair



Alan Stevenson  
President and  
Chief Executive Officer

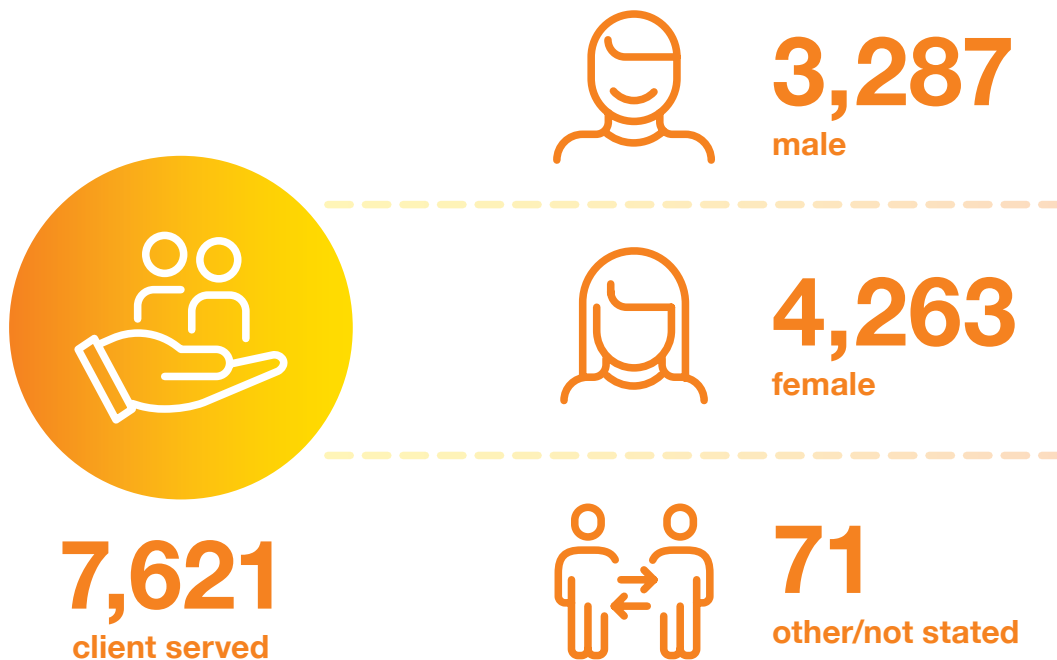


# CLIENT AND FAMILY ADVISORY PANEL

At CMHA Lambton Kent, we believe clients and families should be equal partners with their mental health providers and engaged in all aspects of their care. With this approach in mind, CMHA Lambton Kent has formed a Client and Family Advisory Panel. This panel or council acts in an advisory capacity to the CMHA Lambton Kent Board by providing feedback and generating improvement ideas to advance client and family engagement within CMHA Lambton Kent programs and initiatives.



- Elaine Creasor, Chair
- Della Anderson
- Sandi Boucher
- Haley Doran
- Bob Goulet
- Tom Pacque
- Brian Sullivan



# PROGRAM SPOTLIGHT

At CMHA Lambton Kent we have a range of programs and services that can support patients who are experiencing mental health concerns.

## CLIENT CARE ASSISTANTS

Client Care Assistants (CCAs) at CMHA Lambton Kent support clients through coaching, and actual hands on assistance with routine daily activities. They are responsible for the implementation of action items identified in treatment care plans. CCAs collaborate with clinical leads and provide feedback and input to support the client in achieving independence, as it relates to daily routine activities.

The CCAs were a lifeline for vulnerable clients who were disproportionately impacted by the pandemic.



In 2021/22  
CCAs supported

**249**  
clients

## LAI CLINIC

Registered practical nurses and registered nurses in the Long Acting Injection (LAI) Clinic are responsible for providing highly individualized and flexible support to persons with a mental illness or suspected mental illness. They develop, implement and evaluate individualized treatment plans with clients on an on-going basis. LAI Clinic team members engage with the client and families, providing education and support to them through the treatment and recovery process.



*I like having someone to talk to.  
My injection is helpful for mental health.*

Throughout the pandemic, the LAI clinic remained fully open for clients as disruption to this service could have had devastating impacts on the lives of clients and their families.

In 2021/22 the LAI team members supported 1,016 clients at clinics at the CMHA offices, at our satellite locations and when necessary, in clients' homes.



**1,016**  
clients supported

# STAFF CULTURE BUILDING

In 2021/22 we embarked on a journey to strengthen the culture of our organization. This work represents one of our most important CMHA Lambton Kent investments.

Using the 'Appreciative Inquiry' approach, staff had the opportunity to share peak career experiences, share the opportunities and challenges they face in their respective roles and vote on the initiatives they would most like to see addressed first.

In Chatham-Kent, staff chose to establish the RISE Committee. An acronym, RISE stands for Renew, Include, Support, Empower. Based on 'dot-mocracy', Chatham-Kent team members identified the following three priorities to work on over the next year:

- Involvement in Decisions.
- Workload.
- Acknowledgement and Validation.

Staff in Sarnia-Lambton established the CIRCLE committee to address their key priorities. CIRCLE stands for Connect, Include, Respect, Communicate, Lead, Everyday. The Sarnia-Lambton team voted to address similar priorities:

- Involvement in Decision Making. Transparency.
- Quality Care. Pressure. Workload Stress.
- Wellness. Fun. Relationship Building.

Volunteers on the CIRCLE and RISE committees will guide and coordinate initiatives to address the priorities in their respective offices, soliciting ideas and participation from colleagues.



# COMMUNITY SUPPORT

## RIDE DON'T HIDE

Having transitioned Ride Don't Hide to a virtual month-long activity, we have been able to broaden the scope of the event with expanded activities such as walking, running, yoga and self-care. Funds raised through Ride Don't Hide support Mental Health Preventative Education Programming in the communities we serve.



## DONATIONS AND THIRD PARTY EVENTS

We are thankful for the many generous donations and third party events hosted by our communities. These funds enable us to increase awareness, reduce stigma and advocate for services in our communities.





# CLIENT FEEDBACK

“

*The staff was excellent. We couldn't have gone through with the stress, anxiety, concerns without them. Many thanks to the staff! Very grateful.*

“

*I felt respected and included in the overall approach. I received excellent suggestions for planning.*

“

*As a parent - I was very grateful to get the help and education to help support my son through these difficult times. I truly believe that without the wonderful staff and workshops we would not have survived as a family. The compassion, helpful suggestions and just a listening ear to our worries and anxieties helped us through this time in our lives and also helped us support our son as well. We kept fighting and never gave up. Thank you, thank you, thank you.*

“

*Having an opportunity to speak with someone and not be judged was amazing. Confidential and supportive. Worker was very helpful. Encouraging my friends to reach out for help. Positive experience and very appreciative of support.*

“

*Having workers that I can connect with and trust helped me a lot - what's working the best for me is that give benefit of the doubt and problem solved right away.*

# LAND ACKNOWLEDGEMENT

We acknowledge that our communities of Chatham-Kent and Sarnia/Lambton resides on traditional territory. This sacred land is the subject of the Dish with One Spoon Wampum Belt Covenant, an agreement between the Iroquois Confederacy and the Confederacy of the Ojibwe and allied nations, to share and care for the resources around the Great Lakes.

As we gather today on these treaty lands we have the responsibility to honour and respect the four directions, lands, waters, plants, animals and ancestors that walked before us and all the wonderful elements of creation that exist.

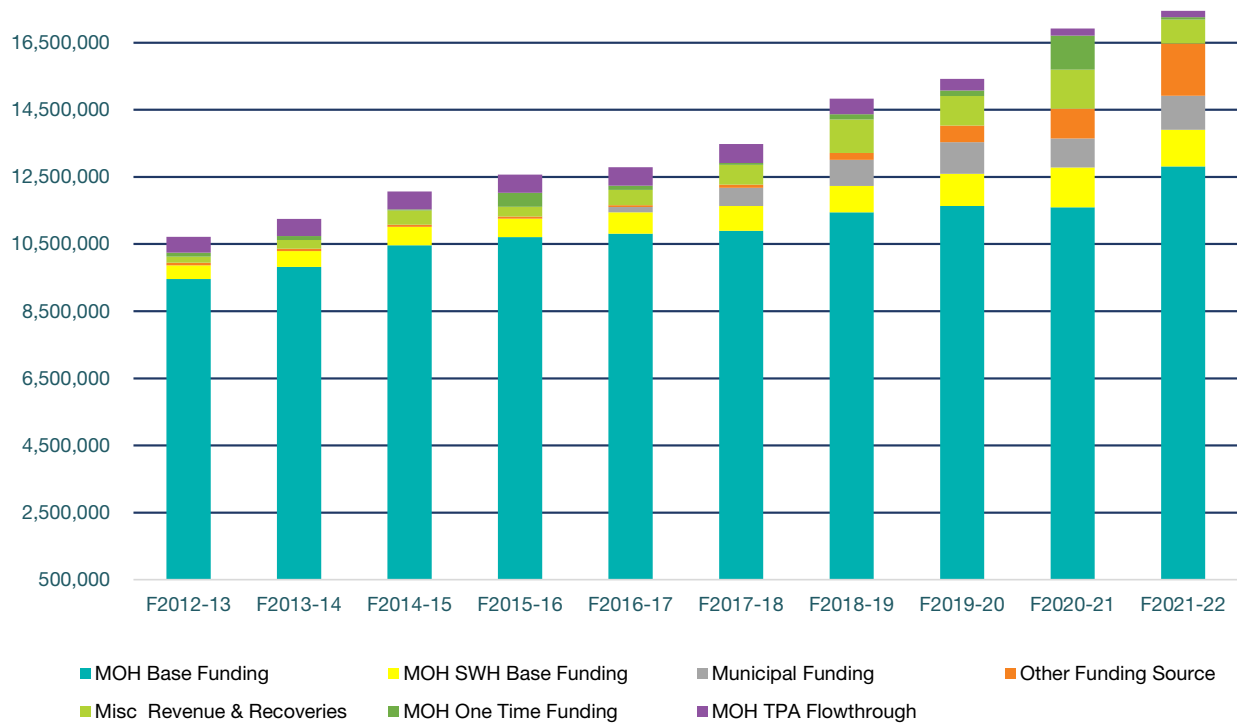
It is important to understand the longstanding history that has brought us here today, and to understand where we fit amid that history. Land acknowledgements do not exist in the past tense; colonialism, oppression and racism are current and ongoing processes, and we need to be aware of our present involvement.

We recognize that land acknowledgement alone is not enough. Acknowledgement is a starting point. We ask that you reflect on this acknowledgment and consider how you might take action to support Indigenous people and communities.

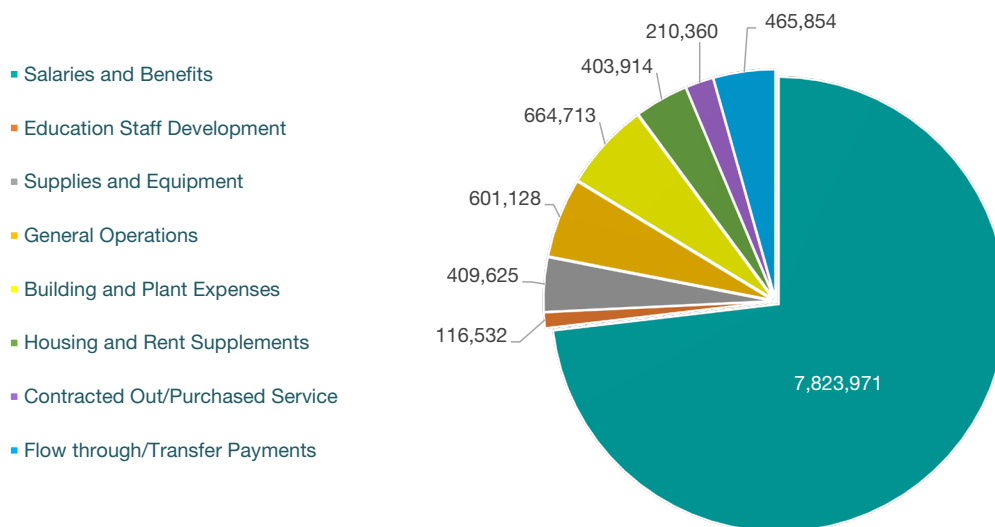


# FINANCIAL REPORT

## 10 YEAR ANNUAL REVENUE PROGRESSION



## F2020 -2021 EXPENDITURES



2022 Graph data was compiled pre-audit.  
Audited financial statements available by request.

# CANADIAN MENTAL HEALTH ASSOCIATION LAMBTON KENT

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*Mental health for all*