



Canadian Mental
Health Association
Lambton Kent

ANNUAL REPORT
**2022
2023**



**CANADIAN MENTAL
HEALTH ASSOCIATION
LAMBTON KENT**

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LAND ACKNOWLEDGEMENT

CMHA Lambton Kent is dedicated to honouring Indigenous history, culture and traditions and we acknowledge that we live and work 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.



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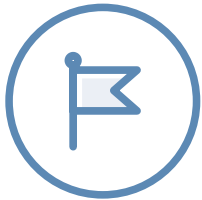


VISION, MISSION, VALUES



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.



KEY VALUES & 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

CMHA LAMBTON KENT'S STATEMENT ON EQUITY, DIVERSITY & INCLUSION



At CMHA Lambton Kent a diverse, inclusive, and equitable workplace is one where all employees, volunteers, students and clients, whatever their gender, race, ethnicity, creed (religion), national origin, age, sexual orientation or identity, education or disability or any protected ground under the Human Rights Code, feel valued and respected. We are committed to a non-discriminatory and unbiased approach to inclusion including practice, environment and communication channels. We respect and value diverse life experiences and cultures and work to ensure that all voices are valued and heard.

MESSAGE FROM BOARD CHAIR & ACTING CEO

We are pleased to present our 2022 – 2023 CMHA Lambton Kent Annual Report. Over the course of the year, we celebrated many accomplishments, continued our efforts on significant community initiatives, demonstrated our commitment to partnerships and continued to raise awareness and reduce stigma associated with mental health and addictions.

Accreditation Canada presented us with the highest possible designation of 'Accredited with Exemplary Standing'. Our community partners at the Shell Sarnia Manufacturing Centre invested \$116,000 in youth mental health services and raised the profile of mental health and substance use among their employees and contractors.

We made significant progress in establishing innovative services for individuals who experience barriers to accessing care in partnership with organizations in both

Kent and Lambton counties. Two MobileCare units, a second Youth Wellness Hub in Sarnia Lambton and Ontario Structured Psychotherapy are all scheduled to launch early in 2023 – 2024.

Internally, we invested resources in Equity, Diversity and Inclusion at CMHA Lambton Kent. Like many of our colleagues in the health and social services sector, we addressed challenges and implemented solutions related to recruitment and retention.

The accomplishments presented in this report are just the 'tip of the iceberg' of the work we do and we are grateful for the considerable efforts of our funders, supporters, community partners, volunteers, staff and those we serve.

Sincerely,



Becky Bellavance
Board Chair



Rhonny Doxtator
Acting CEO



BOARD OF DIRECTORS

Becky Bellavance (*Chair*)
Fraser Godfrey (*Vice-Chair*)
Crystal George (*Treasurer*)
Catherine Van Arkel
Mya DeBrouwer
Chas Douglas

Jordan Dufton
Sarah Herr
Darryl Moore
Claire Prins
Cathrin van Sintern-Dick
Emily Taylor

CLIENT & FAMILY ADVISORY PANEL

The Client and Family Advisory Panel serves to improve client and family experiences at CMHA Lambton Kent. By sharing their lived experiences and insights, they help to guide decisions throughout the organization.

Elaine Creasor, Chair

Della Anderson

Sandi Boucher

Bob Goulet

Russell Luyt

Dawn Nichol

Tom Pacque

Cindy Roman

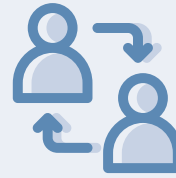
Ted Shapiro

Anne Stoesser

Brian Sullivan



CLIENT STATS



7,447
individual
clients served



169,375
face to face
client contacts



294,341
virtual client
contacts



20,700
group client
contacts

ACCREDITATION



Accredited with Exemplary Standing

In October, we were pleased to receive the highest possible designation of 'Accredited with Exemplary Standing' for 2022 – 2026 from Accreditation Canada.

Preparing for the Accreditation Canada survey at CMHA Lambton Kent included a thorough review of every aspect of the organization. It included client impact interviews, staff surveys and detailed policy and procedure assessments. During the month of September, an Accreditation Canada team of surveyors evaluated hundreds of criteria and spoke with clients, family members, volunteers, staff and partners to understand CMHA Lambton Kent's commitment to quality.

In their final report, the survey team acknowledged CMHA Lambton Kent's culture of quality improvement, pandemic resilience, commitment to client safety and well-defined ethics process. The survey team also commended the organization on its work with the Client and Family Advisory Panel, the Indigenous Community of Practice, the successful and innovative partnerships in place and the skilled employees within the organization who are committed to client-centred care.

Accreditation with Exemplary Standing for the third consecutive time is a significant accomplishment that we are pleased to share with clients, volunteers, partners and staff. We are grateful to the entire CMHA Lambton Kent team for their efforts in achieving this success.

2021 - 2022 Quality Award

We are pleased to share a unique Quality Award that highlights the value of partnerships within our organization. At the Chatham-Kent YWHO, we work as community partners with a collaborative and innovative spirit. Shannan Bishop is a Crisis Counsellor employed by Linck and based full-time at YWHO. Shannan created a tool to support the transition of youth from Linck to YWHO. It provides a summary and assessment information that minimizes barriers to care for young people as they transition between partner agencies.



CLIENT STORY

“If you change the way you think, it changes the way you feel.” – Barbara

By the time I was diagnosed with Muscular Dystrophy in my 20’s, I had buried my daughter, left my abusive partner and moved away with my sons. I had no time for my illness and thought if I worked longer and tried harder, it would be fine... until it wasn’t.

When my kids moved out to start their own lives, I needed accessible, affordable housing which was 90 minutes from my hometown. I was alone and terrified, with racing thoughts and chronic pain. I started drinking. Too embarrassed to use my wheelchair, a year passed, and I never left my apartment.

I saw an ad for CMHA that read, “Do you feel hopeless?” Yes- that’s me, so I called and met my case manager, Ann Marie. My life was getting better when COVID happened. Isolation caused me to give up hope and begin drinking again.

Ann Marie continued to reach out and connected me with healthcare, counselling, homecare, housing and transportation. When I decided to stop drinking, she organized withdrawal management, addiction counselling and trauma therapy.

When I relapsed, waking up in the hospital scared me; I didn’t want to die. Ann Marie came every week, planting all her seeds of hope, faith, courage and love. “Be kind and patient with yourself. Be mindful and give yourself a break.” She signed me up for CBT therapy that helped me understand how to stay in the moment, not stuck in the past.

In treatment I learned about connecting with like-minded people. Now I attend NA/AA meetings and recovery supports. I have a sponsor and have been sober for a year. I have learned to love myself, disability and all.

I continue to work with Ann Marie and finally understand that if you change the way you think, it changes the way you feel. I feel loved and accepted by myself, my family, my sponsor and my new friends. I have a purpose and hope for the future.



COMMUNITY SUPPORT



Shell Sarnia Manufacturing Centre Investment of \$116k in Youth Mental Health Services

On Tuesday, Shell's Sarnia Manufacturing Centre (SMC) celebrated the completion of their 2022 Turnaround with employees, contractors, and local youth mental health advocates with a donation of \$116,000 to support the Youth Wellness Hubs Ontario Sarnia Lambton (YWHO Sarnia Lambton).

“For this year’s Turnaround – the largest in our 70-year history – we set a Goal Zero target for personal safety, meaning zero days of injury,” explained Pauline Buitink, Shell Manufacturing Centre’s General Manager. “And so, as an added incentive to our team, we committed to a \$1,000 dollar donation for every ‘Goal Zero’ day during the Turnaround to raise hope for youth mental health services in Sarnia Lambton.”

Pleased to be on-hand for the celebration, YWHO’s Spoken Hope Youth Advisory Council Co-Chairs, Janessa Labadie and Maura Cook expressed their appreciation to the Shell Team. “When Shell reached out to us early this year to discuss Goal-Zero, we were excited, and today’s announcement far exceeds our hopes. To have the whole team at Shell come together in support of this initiative really speaks to their understanding of our mental health needs as young people.”

SMC’s GM went on to say, “A community investment in youth mental health really resonated with our teams, reinforcing the importance of mental health for ourselves, our friends, and family. Indeed, many of our people had a real connection with the cause and had personal stories to support the need in the community. We are really pleased to be able to make this donation.”



Giving that
WORKS.

PROGRAMS & SERVICES

HOUSING SERVICES

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.

In the communities of Chatham-Kent and Sarnia Lambton, we are seeing increasingly high numbers of people who are experiencing homelessness or are precariously housed. While the reasons for this are varied, the high cost of housing, an increase in substance use and post-pandemic loneliness and isolation are contributing factors.

At CMHA Lambton Kent we have responded with increased outreach to meet people wherever they may be in our communities. Our team members meet with people in shelters, at withdrawal management facilities and in the community. We work to connect people with emergency housing, stable housing options, rent supplements, primary care, supports for daily living, therapy and case management.

For people who have housing, we deliver programs and services to ensure they remain in their homes. This includes support for activities of daily living, hoarding education and therapy, rent supplements and partnerships with landlords to prevent homelessness.

We continue to collaborate with community partners to develop new programs, identify funding sources, bring awareness to obstacles and solutions and to advocate for services.



UNIQUE CLIENTS SERVED / HOUSING	#
Short term residential crisis support beds	677
Support within housing	516
Support within housing (Addictions)	67
TOTAL UNIQUE CLIENTS:	1,087*

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

INDIGENOUS SERVICES TEAM

Chatham-Kent and Sarnia Lambton reside on the traditional territory that is sacred land and 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.

CMHA Lambton Kent delivers care in the communities of Kettle and Stoney Point First Nation, Aamjiwnaang First Nation, Walpole Island First Nation, Delaware Nation and to Indigenous Peoples living in urban and rural communities throughout Lambton and Kent Counties.

In 2022-2023, 214 clients self-identified as Indigenous Peoples. It is very likely that this is an undercount as there may not be sufficient opportunity for self-identification and the client management software does not house this information prominently.

To improve care for Indigenous Peoples, we continue to respectfully engage with local band office departments and community elders to build partnerships, support their community priorities and continue to educate ourselves on local culture.

The development of the Indigenous Services Team provides clients with the option of accessing cultural care informed by traditional knowledge and teachings. Strategies that support this work include:

- Ensure CMHA Lambton Kent is an employer of choice for Indigenous Peoples
- Culturally competent human resources
- Collaborations to inform the work to improve health equity
- Evaluation and improvement



EQUITY, DIVERSITY AND INCLUSION

Established in 2021 the Equity, Diversity and Inclusion (EDI) Committee is committed to creating and maintaining a culture of equity, diversity, and inclusion for all persons directly or indirectly involved with CMHA Lambton-Kent. To include and collaborate with people with lived experiences of discrimination in order to facilitate a better understanding of issues related to EDI.

With a thoughtful approach, using evidence-based practices, the committee has established four goals on which to focus their efforts and has developed an EDI Statement that is now embedded within the organization.

GOAL #1:

To increase EDI learning across CMHA Lambton Kent

Benchmark: A min of 80% of all CMHA Lambton Kent frontline staff will participate in training on 3 specific EDI topics in the next 12 months.

GOAL #2:

To increase visibility of EDI Committee members to promote awareness and adoption of the EDI statement across CMHA Lambton Kent

Benchmark: CMHA staff are aware of and refer to the EDI statement and EDI practices. CMHA Lambton Kent staff can identify at least three individuals from the EDI Committee.

GOAL #3:

To collect and collate EDI relevant data across CMHA Lambton Kent

Benchmark: A range of reports on EDI metrics across CMHA Lambton Kent.

GOAL #4:

To review, update relevant EDI policies for CMHA Lambton Kent

Benchmark: Clear and actionable EDI policies and processes.



THANK YOU!

A heartfelt thank you to our communities of Chatham-Kent and Sarnia Lambton for your ongoing support of CMHA Lambton Kent. Your contributions of volunteer time, energy and financial resources make it possible for us to continue to serve the community.

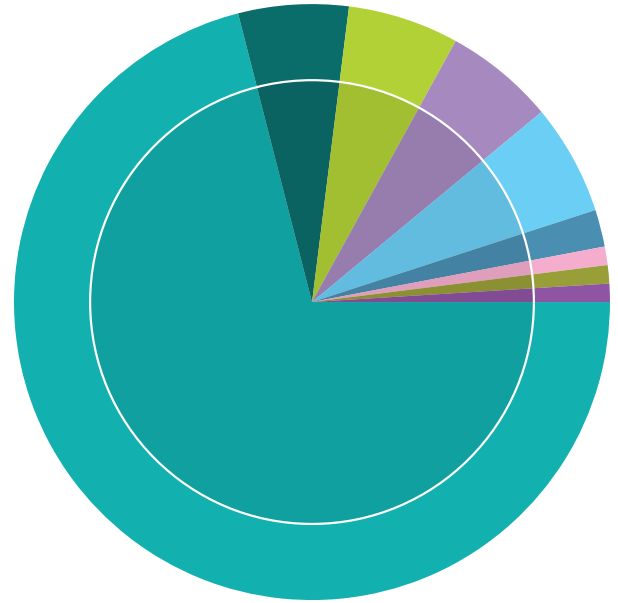


FINANCIAL REPORT

Revenue

total: \$ 18,099,288

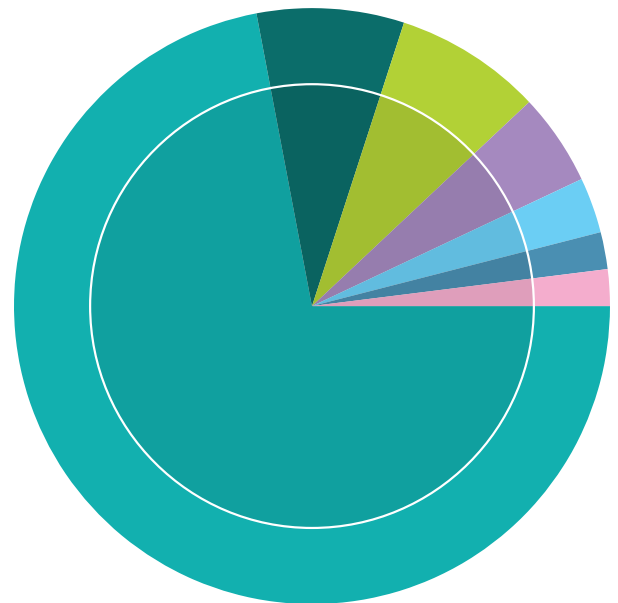
Ontario Health Base Funding	\$12,904,113
CAMH – YWHO Funding	\$1,130,208
Miscellaneous Funding Sources	\$1,088,653
MOH Rent Supplement Funding	\$1,048,222
Municipal Funding (CK & SL)	\$1,010,689
Miscellaneous Revenue & Recoveries	\$357,259
Deferred contributions/Amortizations	\$192,949
MOH One Time Funding	\$183,739
MOH TPA Flowthrough	\$183,456



Expenses

total: \$ 17,607,460

Salary and Benefits	\$12,627,090
RES – Rent Supplement	\$1,435,078
Plant and Building	\$1,382,803
Operations, Supplies, and Sundries	\$889,491
Equipment, Data, and Software	\$598,651
Education and Travel	\$360,735
Contracted Out/Med Res	\$313,612



For year ending March 31, 2023 (*unaudited)



ANNUAL REPORT 2022 2023

CANADIAN MENTAL HEALTH ASSOCIATION LAMBTON KENT

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