



canadian mental health association Champlain East



Canadian Mental Health Association Champlain East Mental health for all

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A Message from the Board President and Executive Director

As we continued to navigate through the pandemic period, the past year brought enormous changes to the way we adapted our service delivery and systems to provide the necessary support to our clients. We were able to pivot our service delivery model in a responsive way by strengthening our virtual capabilities to meet client and operational needs. Community Support Services were adapted and streamlined to meet community and client needs. Although our physical Resource Centres have been closed, our team has worked tirelessly to provide virtual activities to help reduce isolation and mental health during the pandemic. This includes expanding phone conference lines and virtual group sessions for clients seeking peer support. We have also increased our use of social media, website and local newspapers to promote mental wellness during the pandemic, as well as hosted regular virtual presentations.

We are grateful to have received financial support from the Emergency Community Support and the Social Services Relief Funds. Their generosity allowed us to provide cell phones to vulnerable rural clients living in remote areas.

We are also proud to say that CMHA Champlain East was accredited with exemplary standing by Accreditation Canada for attaining the highest level of performance in meeting the requirements of the Qmentum accreditation program.

In 2019 Ontario Health Teams (OHT) were introduced to improve our ability to deliver care to patients in local communities. As of April 30, 2021, our team advanced to the newly merged Upper Canada, Cornwall and Area OHT.

We would like to extend our thanks to the many individuals and groups who have helped us and our clients through one of the most challenging years on record. Our employees and volunteers have worked incredibly hard to make sure they provide our community with mental health and addictions services that are safe and effective. Special thanks also go to the United Way of Eastern Ontario, United Way of Stormont, Dundas, Glengarry & Akwesasne and our many corporate fundraising sponsors and volunteers. Their support has been invaluable in helping us build stronger foundations for the year to come.



MALLY MCGREGOR

Board President, CMHA Champlain East



JOANNE LEDOUX-MOSHONAS

Executive Director, CMHA Champlain East

Governance



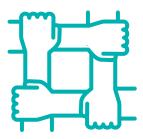
VISION

Mental health for all.



MISSION

To promote and improve mental health in our community by delivering community-based programs and services.



VALUES

Values: Our values are articulated in the following statement which serve as a frame of reference to support and shape our work with clients, funders, partners and colleagues.

Integrity: We value honesty, professionalism and ethical behaviour.

Excellence: We offer quality services and develop relationships through education, innovation and leading practices.

Accessibility: We recognize and value the richness of individual diversity; and strive to provide timely, appropriate and accessible services that respect the dignity and independence of individuals.

Accountability: We take appropriate measures to ensure services are delivered in a responsible and transparent manner.

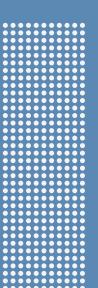
Person Centred Services: We make operational decisions and provide mental health care and services that are respectful of individual preferences, needs and values.

Board of directors

President / Mally Mcgregor
Vice president / Mark Brady
Treasurer / Andrew Lauzon
Board member / Sandra Labelle

Executive director /
Joanne Ledoux-Moshonas

Board members /
Ben Billard
Luc Bouchard
Ron Graham
Ross King
Gina Lacombe
Susan Poirier



here's what we've been up to this year.

2020-2021 highlights

CMHA CHAMPLAIN EAST EARNS 'EXEMPLARY STANDING'

CMHA Champlain East was accredited with exemplary standing by Accreditation Canada.

CMHA Champlain East attained the highest level of performance, achieving excellence in meeting the requirements of the Qmentum accreditation program. As part of the Qmentum accreditation program, the organization underwent a rigorous evaluation process. Following a comprehensive self-assessment, external peer surveyors conducted an on-site survey during which they assessed this organizations' leadership, governance, clinical programs and services against national standards of excellence; required safety practices to reduce potential harm; and questionnaires to assess the work environment, patient safety culture, governance functioning and client experience.

Accreditation helps identify what an organization is doing well and where to focus its improvement efforts. CMHA Champlain East was evaluated against national standards and will use the results to improve the quality and safety of its services.





This award is the result of our collective commitment to providing our clients with safe, high-quality care ... I'm very proud of everyone at our branch. Our employees and volunteers work incredibly hard to make sure they provide our community with mental health and addictions services that are safe and effective, and this accreditation is recognition of that."

- Joanne Ledoux-Moshonas CMHA Champlain East, Executive Director

ONTARIO HEALTH TEAMS

Ontario Health Teams (OHT) were introduced in 2019 to provide a new way of organizing and delivering care that is more connected to patients in their local communities. Under OHTs, health care providers work as one coordinated team - no matter where they provide care.

The two OHTs known as Upper Canada OHT (Dundas County and parts of south east Ottawa) and Cornwall and Area OHT (counties of Glengarry and Stormont, the City of Cornwall and Akwesasne) have merged upon recommendation from the Ministry of Health. The reason for combining the OHTs was based on population size and scale. As one Eastern Ontario OHT we will serve a population of similar health profiles across a large rural geographical area.

Over the year a small sub-group met twice in early December to develop the Interim Steering Committee's terms of reference for the OHT full application submission. The Ministry of Health reviewed our status update to determine the readiness of our team to advance. The newly merged Upper Canada, Cornwall and Area OHT is proceeding to full application with a deadline of April 30, 2021.

2020-2021 highlights

YEAR ONE

While our goal over time is to integrate care for the whole population, we will focus on two populations most likely to benefit from care coordination, system navigation and an integrated care team approach.

MENTAL HEALTH AND ADDICTIONS

The needs in this area are high with primary care as the first point of contact. We will build capacity using the new bilingual AccessMHA service for Eastern Ontario to help streamline access points and referrals for people and their primary care providers.

FRAIL OLDER ADULTS WITH COMPLEX CARE NEEDS AND THEIR CARE PARTNERS

Our seniors population is also an area of great need. Touch points include high levels of chronic disease (dementia, mental health, COPD, diabetes, cardiac care); health service utilization; and detrimental social determinants of health. We will build on the former HealthLinks model and the strengths and innovations from the community paramedic program, monitoring technology, self-management, eConsults, shared care and virtual services.

ÉQUIPE SANTÉ PRESCOTT-RUSSELL HEALTH TEAM

Two synergy sessions were completed in September and October 2020 to review potential partnering options with an adjacent OHT. A survey and mapping exercise were completed along with seven key items for partnerships.

Early December 2020, we provided the Ministry of Health (MOH) an update of Équipe Santé Prescott-Russell Health Team (ESPRHT).

MOH advised us that we will not be proceeding to full application and recommended we begin exploring options for other partnerships. We are committed as an ESPRHT to define population health needs and work with MOH to meet the Quadruple Aim to optimize health system performance through:

- · Improved patient outcomes,
- · Improved patient experience of care,
- · Lower health care costs, and
- · Higher healthcare workforce satisfaction.

Quality improvement

As CMHA Champlain East continues its quality improvement journey, it will conduct an in-depth review of the accreditation results and findings. A new cycle of improvement will incorporate outstanding issues into the plan and further strengthen efforts to build a robust and widespread culture of quality.

SERVICE COORDINATION PILOT PROJECT (SDG&A-SPECIFIC):

This pilot launched April 2021 with lots of preparatory work being done to develop the bones of an intake and referral team as well as expand upon the current You Matter Program, a successful pilot project from two years ago. The You Matter Program will expand to include discharge planning to promote clients' autonomy and facilitate smooth navigation at points of transition.

DIVERSITY AND INCLUSION

A diversity and inclusion committee was created in spring 2020 to promote the branch vision of mental health for all throughout all branch internal operations and programming. The aim is to overcome systemic racism, discrimination and oppression and promote the model of an inclusive society built on respect for one another within the agency's workplace culture.

Client, family, and caregiver advisory committee

The Client, Family, and Caregiver Advisory Committee (CFCAC), established during the pandemic in May 2020, acts in an advisory capacity to CMHA Champlain East. CFCAC provides feedback and generates improvement ideas to advance client and family engagement within branch programs and initiatives.

As a result of this council, client and family involvement is now recognized throughout all steps of care and is helping shape the delivery of mental health and addiction services across local communities. By sharing unique health care stories, opinions, perspectives and lived experiences, the CFCAC brings the voice of clients, family members and caregivers to the forefront, actively influencing and shaping the delivery, quality, and design of programs at CMHA Champlain East.

The successes we have achieved over the past year would not have been possible without the invaluable contributions of CFCAC. We are looking forward to new initiatives and partnering with our clients and families through the CFCAC as we strived toward increasing service excellence.

Resource centre activities

RESOURCE CENTRES

While our physical Resource Centres were closed, we continued providing virtual activities to help reduce the feelings of isolation during the pandemic. Phone conference lines allowed clients to connect with each other for peer support.







121 virtual group sessions



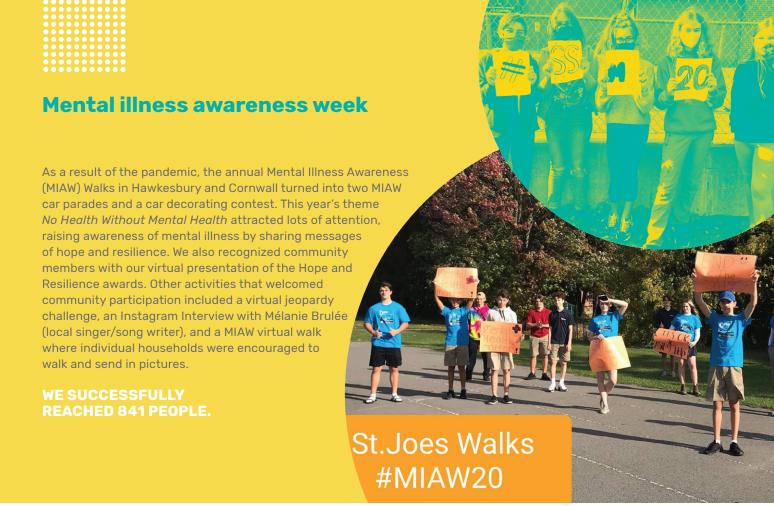
19 community outings, respecting health restrictions

MENTAL HEALTH PROMOTION

Thanks to United Way SDG, United Way of Eastern Ontario, Subway Franchise (Pascal, Jacques & Christian Brunet, owners), our corporate fundraising sponsors, and volunteers for making it possible to provide mental health promotion in our local communities.

During the pandemic, we have increased our presence in social media and the local newspapers as well as ramped up virtual presentations on mental wellness to community members.

MENTAL HEALTH PROMOTION ACTIVITIES	PARTICIPANTS REACHED
TAMI	777
Social media (Facebook)	2,778
Virtual presentations	469
LivingWorks start training	140
Mental Health Works	130



Bell Let's Talk:

CMHA Champlain East joined in the world's largest conversation around mental health on Bell Let's Talk Day by hosting a virtual panel discussion featuring Mayor Bernadette Clement, local singer and song writer, Mélanie Brulée and several mental health advocates. The theme for 2020 was When it comes to mental health, now more than ever, every action counts! During the virtual event, each panelist shared a challenge to the community members to take action while sharing their own personal story.







THURS JANUARY 28 6:30PM

Register online: Inscrivez-vous en ligne:
BELLLETSTALKCMHAEAST.EVENTBRITE.COM

WIN A \$50 VISA GIFT CARD! Register by January 27th for this FREE event through Eventbrite to be entered for a chance to win. All registrations will be included in the draw!



JOIN US ONLINE FOR A CANDID
TALK ABOUT MENTAL HEALTH!

REJOIGNEZ-NOUS EN LIGNE POUR
UNE CONVERSATION AU SUJET
DE LA SANTÉ MENTALE!

Mayor of Cornwall Bernadette Clément Mairesse de Cornwall 66

Together we have taken big steps to reduce the stigma around mental health issues and inspire one another to take action and help create a Canada where everyone can access the mental health support they need."

- Bell Let's Talk

LivingWorks start: learn life-saving skills anytime, anywhere

In just 90 minutes online, LivingWorks Start teaches trainees to recognize when someone is thinking about suicide and connect them to help and support.

This year, 140 online suicide prevention trainings were provided to community members at no cost, courtesy of CMHA Champlain East and United Way - Regional Emergency Response Council. The online trainings were in support of suicide safer communities as our communities navigate through turbulent times with the pandemic.









It was extremely interesting. I don't really have a favourite part. All parts of learning were interesting. The videos were excellent, the conversations were real, you could really connect to that individual. The language was easy to follow, clear and you could identify early in the conversations where it would lead. The presentations of the individuals were easy to understand and it seemed that you could relate to that person. The course content was excellent!"

- LivingWorks Start participant



#SignsofSupport social media campaign









Volunteers

We are fortunate to have 57 active volunteers supporting our mission and vision. The Brunet Subway Golf Fundraiser volunteers were instrumental in the success of a much smaller scale of the annual event which raised \$ 21,000 for mental health promotion. Thank you to all our wonderful volunteers and for their commitment.







RAISED \$ 21,000 for mental health promotion

Programs and services statistics



INTENSIVE CASE MANAGEMENT-MENTAL HEALTH

21,021

virtual visits. face-to-face and telephone

1,461

individuals served

77

group sessions

mental health sessions



VOCATIONAL/ EMPLOYMENT

162

virtual visits. face-to-face and telephone

18

individuals served



DIVERSION AND COURT **SUPPORT**

2.446

virtual visits. face-to-face and telephone

209

individuals served



INFORMATION AND REFERRAL **SERVICE**

Not Uniquely Identified Service

966

recipient interactions



SOCIAL REHAB/ RECREATION

3,000

virtual visits. face-to-face and telephone

330

individuals served

1,422

group participants

305

groups sessions



CASE MANAGEMENT

23,629

virtual visits. face-to-face and telephone

1,688

individuals served

New funding for mental health and justice

The post-court transitional case managers (TCMs) provides short-term case management support to accused persons and offenders with a mental illness and/or addiction(s) who are discharged into the community directly from court when they are found not guilty, or when released without detention on bail, time served or a fine. These individuals need shortterm case management services that can facilitate access to community mental health and addictions services, including supportive housing. Allocated rent subsidies are also available through this new program.

The Mental Health and Justice Supportive Housing is for individuals with mental illness/disorders to increase wellbeing and decrease justice system participation and possible incarceration. Funding is intended to provide mental health and justice support services in coordination with new supportive housing rent supplement units to provide justice-involved individuals with access to mental health services and reduce pressures on the criminal justice system.

Community homelessness prevention initiative

HOARDING DISORDERS VIRTUAL CONFERENCE

With continued funding and support from the City of Cornwall, our Community Homelessness Initiative program was able to host our first virtual training webinar series. The conference included guest speakers Christiana Bratiotis (three sessions) and Lori Haskell (one session), along with Gail Steketee and Jesse Edsell-Vetter.

Topics included animal hoarding, harm reduction an skills based intervention approaches and CBT for hoarding disorders to name a few.

VIRTUAL PSYCHOSOCIAL EDUCATIONAL SESSIONS

The Winter Wellness & Dealing with Isolation during COVID-19 presentations allowed clients to participate in a series of virtual sessions to help cope with the effects of the pandemic. The sessions were based on the Wellness Recovery Action Plan model. Topics included the idea of exploring strengths, self-care, wellness moving forward and supports for the journey. Fourteen individuals participated. The Self Esteem, Anger Solutions and Buried in Treasures groups continued virtually throughout the pandemic.

VIRTUAL COMMUNITY GARDEN

CMHA Community Garden met virtually to learn about growing vegetables and flowers as a way of taking care of their mental health.

The garden project successfully purchased and delivered garden boxes, fabric pots, soil and seed material to clients involved in the community garden. Twenty-four clients attended virtual workshops to help with planning, growing/maintaining, and harvesting the garden boxes at home. Additionally, clients received a bi-monthly newsletter and were kept informed when not able to attend virtual meetings.



HOARDING -CHPI PROGRAM

72 INDIVIDUALS SERVED

200 VIRTUAL CONFERENCE PARTICIPANTS



574
GROUP PARTICIPANTS



Special release at court collaborative project

The Special Release at Court Collaborative Project aids members of the Human Services and Justice Coordinating Committee Stormont-Dundas-Glengarry-Prescott-Russell & Akwesasne clients during emergency situations. Types of resources include transportation, meals and seasonal appropriate clothing.

An emergency allowance is provided to a client when they meet the following criteria:

- · Released from court
- Released during winter without proper clothing and footwear
- Low income
- Potential for homelessness
- Financial difficulties
- At risk of criminalization

Funds are allocated for:

- Taxi or transportation from court to the individual's residence
- 19 prepaid visa cards were acquired for clients
- Meal purchased while waiting at court or after the court appearance
- 23 meal cards available
- Seasonal appropriate clothing (footwear, hats, gloves, winter coat)
- Male and female gear purchased 13 winter coats, 12 pairs of winter boots, 12 tuques and pair of gloves

- Prepaid \$25 gift cards (groceries, personal toiletries)
- 12 care packages/ bags created for male and female clients in need
- Emergencies arising after being released from court Seven cards for miscellaneous needs, eight sets of shoe laces etc.
- 13 client care kits (personal toiletry)
 Supporting our clients: an agency's response to COVID-19





COVID relief funding

CMHA Champlain East received from the Emergency Community Support Fund and Social Services Relief Fund to offer virtual care and address food and transportation insecurities with our most vulnerable clients.

Funds enabled the branch to provide intensive case management to clients who do not have access to a phone and/or internet services. Many clients live in rural and remote areas and cell phone use is their only means of communication with a health service provider. Access to cell phones allow clients to maintain contact with their intensive case manager to offer support with their wellness and aid in addressing their mental health needs. Case managers provide phone support to help with coping strategies, coordinate virtual access to their psychiatrist or other PCPs, linkages to municipal services and pandemic resources, attend psychoeducational group sessions, etc.

Thank you to our partners who helped distribute these funds: United Way Prescott-Russell, United Way SDG & A & Social Development Council of SDG, United Counties of Prescott and Russell and the City of Cornwall



190 CLIENTS
BENEFITED FROM
CELL PHONE WITH
A DATA PLAN

15 WEB CAMERAS PROVIDED

Alignment with regional planning

This year we were able to reach the most vulnerable to reduce social isolation and offer continuity of services and linkages with the mental health and addiction sector by coordinating transportation for clients for medical appointments, telemedicine sessions and helped with food insecurity.

FOOD HAMPER DISTRIBUTION

We participated in a community hamper distribution program spearheaded by Social Development Council of Stormont Dundas and Glengarry of which 1,339 Champlain East clients received food hampers.



GIFT CARDS AND MASKS

1,600 MASKS DISTRIBUTED

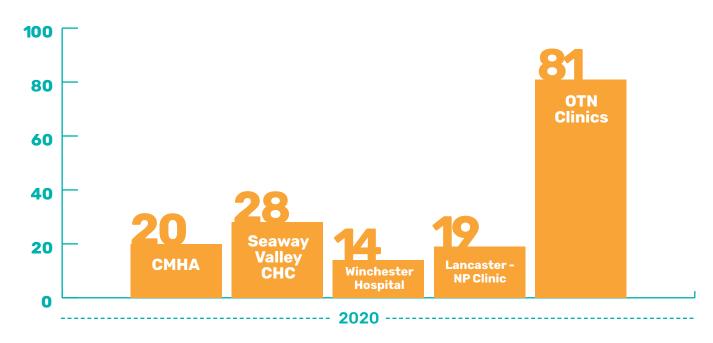
775 GIFT AND GROCERY

144 GAS AND TRANSPORTATION

333 INDIVIDUALS SERVED (including people within the family unit)

OTN mental health clinics

ONTARIO TELEMEDICINE NETWORK



2020 ONTARIO PERCEPTION OF CARE RESULTS: COURT SUPPORT SERVICES

100% of participants would recommend court support services to a friend in need

8 participants from the Champlain East region took part in this telephone survey

7 of 8 participants 'strongly agree' their wait time for services was reasonable

87.5% 'strongly agree' responses to their crises or urgent needs were provided when needed

TOP PRIORITIES TO IMPROVE

12.5 % of participants 'disagree' they felt comfortable asking questions about treatment services and support, including medications.

Therapists and support staff - All 8 participants 'agree' that the staff understood and responded to their needs

Human resources

FRENCH LANGUAGE SERVICES

CMHA Champlain East has been designated under the French Language Services Act since 1991. We are committed in providing our services in both official languages (French and English).

Our French Language Services committee strives for quality to deliver services in French. Every year, a satisfaction survey is launched to gauge quality and areas of improvement. We also provide staff the resources they need to ensure knowledge and confidence.



With the onset of COVID-19, a full review of our Pandemic policies and Infection Prevention Control manual was implemented to support and educate our staff and clients. New procedures were implemented to address service delivery to clients while ensuring safety for all. The working from home policy was also revised to ensure flexibility, safety and accommodation for staff.

COVID-19 required us to adapt electronically. Although we were very well prepared to transition to a virtual work environment, there were still some adjustments and adaptations to navigate. Electronic equipment as well as office furniture and supplies were distributed where needed. Virtual meetings are now an everyday occurrence.

VACCINATION EDUCATION SERIES

The new vaccines have arrived with relief and trepidation combined.

A survey was launched to gauge interest in receiving the vaccine with a 75% positive result although many employees expressed an interest in receiving more information due to uncertainty and mixed information on social networks.

As a result, a series of documents and webinars were made available to educate and address questions.

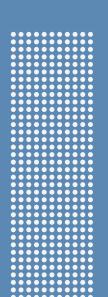


2,984 CLIENTS SERVED

442 FRENCH CLIENTS SERVED

27,595 CLIENT VISITS

5,152 FRENCH SPEAKING CLIENT VISITS



Human resources

FUN WORKPLACE COMMITTEE

With the days of meeting in person no longer possible, the Fun Workplace committee had to become creative in ways of motivating staff wellness. We certainly have some very talented and gifted employees. In December, a 5-day challenge was given to staff where they would provide photos, showing their participation to the various activities. The entire collection was then formed into a full PowerPoint presentation which was presented to staff during a virtual gathering.

LIST OF ACTIVITIES

Weekly Trivia

Holiday decorating your work area or desktop

Holiday Mini Campfire

Virtual Wellness Bingo

Favourite Recipe

Working from home wellness tips

Secret Santa

Holiday cookies exchange

Mr. Jingle

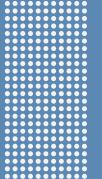
NEW PHONE SYSTEM

In 2012, we adopted an on-premise Voice over Internet Phone (VoIP) system has served us well over the years but has become aged and unreliable. Its limitations became very apparent when staff started working from home. With an unknown end date of COVID-19, we sped up our search for a new unified communication system, and after considerable evaluation, we chose to go forward with TELUS Business Connect.

TELUS Business Connect and Office 365 work in harmony with each other, integrating with MS Teams. Integrating applications like Microsoft Office 365 with cloud phone, fax, and text into one consolidated interface, all employees are able to access everything they need to communicate.



Mr. Jingle, the office bear, gets lost at times. The challenge is for staff to find him and bring him back to his home. With virtual work, staff were asked to comment on his whereabouts coming up with very imaginative replies as to his condition, health, safety precautions and location. Based on many employees, Mr. Jingle travelled to various exotic places. He was reprimanded for not wearing a mask. He underwent surgery to repair his broken leg. In the end, Mr. Jingle made it back home, after numerous outings, safe and sound!



Financial report

STATEMENT OF FINANCIAL POSITION

AS AT MARCH 31, 2021

	0	PERATING	DONATION	CAPITAL	2021
ASSETS (Current)					
Cash	\$	544,726	\$ -	\$ -	\$ 544,726
Accounts receivable		128,866	-	-	128,866
Prepaid expenswesw		49,667	-	-	49,667
Due from operating fund		-	181,629	-	181,629
		723,259	181,629	-	904,888
Capital		-	-	203,403	203,403
TOTAL	\$	723,259	\$ 181,629	\$ 203,403	\$ 1,108,291
LIABILITIES AND NET ASSETS (Current)					
Accounts payable (Note 3)	\$	513,233	\$ -	\$ -	\$ 513,233
Deferred contributions		28,397	-	-	28,397
Due to donation fund		181,629	-	-	181,629
		723,259	-	-	723,259
Net assets		-	181,629	203,403	385,032
TOTAL	\$	723,259	\$ 181,629	\$ 203,403	\$ 1,108,291

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Financial report

STATEMENT OF FINANCIAL POSITION AND CHANGES IN NET ASSETS

FOR THE YEAR ENDED MARCH 31, 2021

	OPERATING	DONATION	CAPITAL	2021
REVENUE	\$ 5,120,801	\$ 113,520	\$ -	\$ 5,234,321
EXPENDITURES	-	-	-	-
Operating	4,958,724	88,524	-	5,047,248
Amortization	-	-	200,178	200,178
TOTAL	4,958,724	88,524	200,178	5,247,426
Surplus (deficit) before settlements	162,077	24,996	(200,178)	(13,105)
Current year settlements	(73,118)	-	-	(73,118)
Surplus (deficit) for the year	88,959	24,996	(200,178)	(86,223)
Investment in capital assets	(89,105)	-	89,105	-
TOTAL	(146)	24,996	(111,073)	(86,223)
Net assets, beginning of year	-	156,779	314,476	471,255
TOTAL	(146)	181,775	203,403	385,032
Interfund transfers	146	(146)	-	-
NET ASSETS, END OF YEAR	\$ -	\$ 181,629	\$ 203,403	\$ 385,032



canadian mental health association **Champlain East**







Main Office

329 Pitt Street Cornwall, ON K6J 3R1

Hawkesbury Office

444 McGill Street Hawkesbury, ON K6A 1R2

Satellite Offices

Alexandria, Casselman, Morrisburg, Rockland, Plantagenet

Telephone: 613-933-5845 Toll free: 1-800-493-8271 Fax: 613-936-2323