



ANNUAL REPORT

2024/2025

CMHA
**Champlain
East**



Canadian Mental
Health Association
Champlain East

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Governance



Vision

Individuals with a mental health condition live their best lives in a supportive community.



Mission

Provide high-quality community mental health services that support, empower and foster resilience to help our clients reach their full potential.



Values

Responsiveness

Excellence

Support

Person-centered

Equitable

Collaborative

Transparent



Aspiration

Provide high-quality community mental health services that supports, empowers and fosters resilience to help our clients reach their full potential.

Board of Directors

Andrew Lauzon - *President*

Nicole Lafrenière-Davis - *Vice President*

Matthew DeJong - *Treasurer*

Director

Thérèse Bourgeois

Bernadine McEvoy-Robertson

Erika Randolph

Funders



Strategic plan 2024-28



High Quality Services and Support

Provide high-quality services to meet the evolving needs and characteristics of CMHA's clients.

- Engage with clients and partners on a regular basis to build an understanding of the needs of CMHA's clients.
- Support service excellence through continuous quality improvement, evidence-based decision-making, regular progress monitoring and performance measurement.
- Streamline and standardize CMHA programs and services to improve their impact and outcomes for clients.



System Leadership

Strengthen CMHA's contributions and position as a regional leader in community mental health in Champlain East

- Be a leader in the development of Ontario Health Teams in Champlain East to ensure that community mental health services remain well positioned in the evolution of the health system.
- Position CMHA's value and expertise in community mental health with a broader range of funders and partners.



Organizational Development

Continue to build a strong and resilient CMHA that remains a great place to work.

- Nurture an organizational culture based on communication, professional development, innovation, and mutual support.
- Target opportunities to acquire the financial, physical, technological and human resources that CMHA needs to meet its strategic objectives.
- Frame CMHA's communication and education strategies around its role and impact in supporting individuals, strengthening communities, and advancing health system priorities related to mental health.

Message from the Executive Director and Board Chair

This past fiscal year has been a pivotal one for CMHA CE, marked by meaningful growth, strengthened partnerships, and significant milestones that reflect our ongoing commitment to excellence in care and community service.

We're especially proud to have received Accreditation with Commendation Status, a national recognition that speaks to the high standards we uphold across our programs and services. This achievement would not have been possible without the tireless efforts of our exceptional staff. Your compassion, professionalism and dedication continue to be the foundation of our success.

Equally important is the launch of our new three-year strategic plan, which will guide our efforts to innovate, expand access and deepen our impact within the community. This forward-looking roadmap was developed collaboratively, and we're excited about the direction it sets for CMHA CE as we respond to evolving health care needs.

To our Board of Directors, thank you for your steadfast leadership and strategic vision. Your guidance has played a vital role in shaping our direction and ensuring we

remain focused on our mission. To our clients and families, thank you for your trust, your feedback and your ongoing partnership—your voices are essential to the quality and relevance of the care we provide.

This year, we also strengthened our role in the broader health care system through active participation in the Archipel Ontario Health Team and continued collaboration with the Great River Ontario Health Team. These partnerships are central to our mission of delivering integrated, patient-centred care that reflects the needs of our diverse communities.

Our annual report offers insights into the year's major milestones, operational highlights and the ongoing evolution of our services to meet community needs.

As we look ahead, we do so with optimism and confidence. With the continued support of our staff, Board, partners, and community, we are committed to building a healthier, more connected future—together.



Joanne Ledoux-Moshonas
Executive Director



Andrew Lauzon
Board Chair

Programs and Services

Case Management Impact



Mental Health Case Management

20,575 Visits (face-to-face,
telephone in-house,
contracted out)

1,410 Individuals served
by functional centre

1,193 Group
participants

148 Group
sessions

54 Telemedicine
sessions



Diversion and Court Support

4,026 Visits (face-to-face,
telephone in-house,
contracted out)

248 Individuals served
by functional
centre



Total Case Management

24,928 Visits (face-to-face,
telephone in-house,
contracted out)

1,684 Individuals served
by functional
centre



Vocational/ Employment

327 Visits (face-to-face,
telephone in-house,
contracted out)

26 Individuals served
by functional
centre



Information and Referral Service

870 Not uniquely
identified
service recipient
interactions



Social Rehab/ Recreation

1,178 Visits (face-to-face,
telephone in-house,
contracted out)

375 Individuals served
by functional centre

8,703 Group
participants

1,131 Group
sessions

Program updates

Resource Centres

Sugar Bush Trip

On March 22, 2024, Oasis clients enjoyed a day trip to Charlebois Sugar Bush. Everyone appreciated the generous and delicious traditional meal. This outing has become a much-loved annual tradition. Other activities at the Resource Centres included Hat Day, a therapy dog visit, Valentine's Day celebrations, Train Your Brain, and a Dungeons & Dragons character board activity.

We're pleased to share that one of our Resource Centre facilitators has completed training to become a certified in-house yoga instructor for our clients. We had 70 yoga participants.

Over the year **375** 
Clients participated in 1,131
group sessions at the Resource Centres,
resulting in a total of

 **8,703**
Group attendances

Holiday Celebrations

Oasis Christmas Party

34 clients at Oasis enjoyed a catered holiday lunch, complete with festive games, activities, individual gift cards, and a raffle for small gifts.

Starbright Holiday Event

49 clients were treated to a shawarma meal, raffles, gift cards and a lively dance party. A generous volunteer donated 60 handcrafted items for clients to choose from.

Clients Served

Intensive Case Management Programs



1,410
Individuals served



20,575
Direct (in-person or virtual) contacts

Information and Referral



870
Individuals served

Employment Support Program



26
Individuals supported



327
Direct (in-person or virtual) contacts

Court Support Programs

In partnership with the Human Services and Justice Coordinating Committee (HSJCC), CMHA CE continued to offer the Release from Custody Program. Clients involved with the justice system received support including winter clothing and care kits.

This year, with HSJCC collaboration, we also secured funds to help transport clients released at court to emergency housing or their homes.



248

Individuals served



4,026

Direct (in-person or virtual) contacts

Hoarding Response Coalitions (PR and SDG)

CMHA CE continues to lead two regional Hoarding Response Coalitions. These groups meet two-to-five times a year and include municipal and community service partners working together to reduce the impact of hoarding in clients' homes.

Staff participated in testing and training for the HEATH (Home Environment Assessment Tool for Hoarding). CMHA CE also provided a French translation of the tool, which will be distributed to coalition members and used in future training sessions.



52

Clients served through hoarding response services

Group Sessions

CMHA CE offered specialized group sessions to meet clients' diverse needs and interests. Sessions were delivered in both English and French and included:

- Anger Solutions
- WRAP (Wellness Recovery Action Plan)
- Community Garden
- Buried in Treasures (BIT)
- Winter Wellness
- Stress Management
- Self-Esteem Building



Client, Family and Caregiver Advisory Committee (CFCAC)

We're extremely grateful for the valuable input provided by the CFCAC. Their recommendations contributed directly to the finalization of our online feedback and complaint forms, now available in both English and French.

Committee members were also actively involved in the accreditation process and met with the Accreditation Canada surveyors. They reported a positive and meaningful experience during their involvement in the Accreditation Canada survey, feeling that their voices were heard and valued.

“

CMHA CE services I have received had literally saved my life at some point.

– CMHA CE client

”

Solution-Focused Brief Therapy (SFBT) Training

As part of our collaborative efforts with mental health and addiction services—and input from two client focus groups—two-day SFBT training was delivered to:



22

CMHA intensive case managers



27

Staff from partner organizations

Additionally, CMHA CE launched a pilot program to offer Solution-Focused Intensive Case Management to clients returning for services within one year of discharge. The goal is to improve responsiveness and reduce wait times.

Staff Dedication and Engagement

CMHA staff have remained flexible, committed and client-focused throughout the year. We sincerely thank our entire program team for their dedication and ongoing support.



Accreditation with Commendation: A Milestone Achievement

We're proud to announce CMHA CE has been awarded Accreditation with Commendation under the Qmentum Global (QGlobal) program by Accreditation Canada. This prestigious recognition reflects our commitment to delivering safe, high-quality, people-centred mental health services to our community.

At the conclusion of the rigorous survey process, the Accreditation Decision Committee commended our organization for outstanding performance across several key standards:



100% Governance

100% Community-based
mental health
services

97.3% Service excellence

96.5% Leadership

94% Infection
prevention and
control

The surveyors highlighted numerous strengths, including our dedicated leadership and staff, strong client-centred approach, effective risk assessment and ethics frameworks, integrated electronic client system and robust quality improvement initiatives. Our modern and accessible locations, focus on community partnerships and commitment to staff training and safety were also recognized.

While this achievement is a celebration of how far we've come, the accreditation process also identified valuable opportunities for improvement. These include enhancing engagement with clients and families in policy development and improving hand-hygiene compliance practices in community-based settings.

This milestone would not be possible without the passion, professionalism and dedication of our entire team. Your ongoing commitment ensures we continue to raise the bar in mental health care, every day.

Congratulations to all — let's keep the momentum going!

Advancing Equity, Diversity, Inclusion, Anti-Racism & Anti-Oppression (EDIAA)

This year, CMHA CE deepened its commitment to fostering a more inclusive, equitable, and just community. Our Board of Directors formalized this commitment by establishing an EDIAA policy, guiding our organization in embedding these principles into all levels of our work.

We actively participated in the Inclusion Diversity Equity & Anti-Oppression (IDEA) Coalition, a collective of organizations and individuals across Stormont, Dundas, Glengarry, Cornwall and Akwesasne, united in advancing Truth and Reconciliation and dismantling systemic barriers. The Coalition envisions a community where all individuals thrive in a culture of respect, belonging and opportunity.

As a co-sponsor, CMHA CE supported a three-day IDEA Coalition Training, delivered by the Prairie Centre for Racial Justice. The sessions focused on trauma-informed anti-racism practices, the Equity Indicators Framework, and Collective Impact methodology — equipping local organizations with tools to drive systemic change.

Throughout the year, our team also participated in key learning opportunities, including:

- **Indigenous Cultural Safety Training**, enhancing understanding of Indigenous history, rights and cultural practices.
- **Anti-Racist Mental Health Care Training**, building skills to provide culturally responsive, anti-racist care.

In collaboration with the Archipel network, we supported the V-TRaC initiative to build capacity among Ontario Health Team (OHT) partners in delivering anti-racist mental health care. Eleven organizations, including CMHA Champlain East, joined a collective proposal to implement and evaluate this training by fall 2025.

These efforts reflect our belief that mental health services must be rooted in equity and inclusion to truly serve our diverse communities with compassion, respect and accountability.



As a proud member of the IDEA Community Coalition, CMHA CE reaffirms our commitment to building a more inclusive, equitable and just community. Together with over 40 local organizations, we are taking meaningful action to break down systemic barriers and advance equity, diversity, inclusion, anti-oppression, and Truth and Reconciliation.

Equity, Diversity, and Inclusion is not a trend, it's a necessity. The IDEA Coalition is here to stay.

Learn more:

<https://unitedwaysdgc.com/what-we-do/idea-community-coalition>

System Navigation & Ontario Health Teams (OHT)

CMHA CE remains a proud and active partner of both the Great River Ontario Health Team (GR OHT) and the Archipel Ontario Health Team, working collaboratively to improve mental health and addiction (MHA) service delivery across the region.

One of this year's key initiatives was the Solution Focused Therapy Project, led by a group of seven GR OHT MHA therapy providers. This initiative introduced a short-term, strengths-based psychotherapy that emphasizes solutions rather than problems, aiming to reduce wait times, enhance client and provider experience and foster inter-agency collaboration.



Together, the partners developed a standardized implementation approach, including:

- **Common triage guidelines and guiding principles**
- **Shared data collection metrics**
- **Staff and client surveys, co-designed with individuals with lived and living experience**

A total of **81 therapists** were trained in the new modality, with a **community of practice** currently being established to support continued learning and consistency in delivery. In March, a second training session engaged an additional **60 service providers**, expanding regional capacity and reinforcing a unified approach to care.

This project is a powerful example of **system-level thinking** and the value of collaboration. By working together, partners across the GR OHT are not only aligning practices but also ensuring that clients receive consistent, solution-focused care—no matter where they access services.

CMHA CE is proud to contribute to this transformative work and remains committed to advancing integrated, person-centred care within Ontario's evolving healthcare landscape.

Mental Health Promotion Highlights

The 2024–25 year was a strong one for our branch in raising awareness around mental health, mental illness and stigma—and marked an important milestone as we celebrated our 50th anniversary.

In October 2024, our Mental Illness Awareness Week events were a great success. The Cornwall event welcomed over 300 participants, including large groups of high school students and players from the Cornwall Colts. During this event, held at the Cornwall Civic Complex, we were honoured to receive a special recognition award from Mayor Justin Towndale, in celebration of our 50 years of service to the community. In Hawkesbury, 100 people took part in our awareness walk, including local students, the Hawkesbury Hawks, and Mayor Lefebvre. Both events featured numerous community partners hosting booths to share their resources, and several dedicated volunteers courageously shared their personal journeys with mental illness.



March was another key month, as we delivered a series of stigma-reduction workshops to Grade 9 students. These sessions combined educational content with firsthand testimonials from volunteers living with mental illness—an approach that proved both powerful and well-received.

We were also proud to offer a similar workshop to all members of the Cornwall Police Service. Feedback from participants has been overwhelmingly positive, reaffirming the importance of continuing this type of engagement across sectors.



Another highlight of the year was the Men's Mental Health Summit, made possible thanks to the generous support of Grant Marion Construction Ltd. Over 100 men gathered to take part in this powerful event, which featured a panel of five speakers sharing personal stories across generations. The event created a safe and inspiring space for open conversation and connection.

We were also thrilled to expand our Mood Walks program to a new and scenic location at Fields of Gold. Participants enjoyed the peaceful surroundings and the unique opportunity to witness the beauty and progression of blooming sunflowers—a setting that perfectly complemented the program's focus on wellness and connection with nature.



Our annual dinner fundraiser at Au Vieux Duluth was another great success, thanks to the generosity and support of owner Alexandre Paradis. With over 700 meals served, the event raised a record-breaking amount and brought the community together in support of local mental health programs.

We also proudly offered Mental Health First Aid training to youth participating in the Youth in Policing Initiative through the Cornwall Community Police Service—building early awareness and practical skills among young leaders.



We're deeply grateful to our key funders, United Way Eastern Ontario and United Way SDG, whose continued support has made many of these initiatives possible.

Finally, we're proud to celebrate our volunteer, Stephen Douris, who was honoured with the King Charles III Coronation Medal for his outstanding contributions to mental health advocacy and volunteerism in our community.

Thanks to a grant from the Social Development Council, one staff member was trained to deliver Applied Suicide Intervention Skills Training (ASIST) with a focus on youth suicide prevention. This enabled us to host several free community sessions, helping to strengthen our region's response to youth in crisis.

We warmly thank all our volunteers for the time, energy and passion they devote to our organization. Thanks to your commitment, we are better able to fulfill our mission and support the mental health and well-being of our community.

Thank you again for everything you do.

On World Suicide Prevention Day, we gathered to light a flame of hope, honouring lives lost and reinforcing our commitment to suicide prevention.



Statistics of Mental Health Promotion Program

PROGRAMS	DONE	NO. REACHED
TAMI (Talking About Mental Illness) schools	5	271
Understanding Mental Illness and Stigma - schools	4	271
Living Life to the Full	8	554
General MH Awareness Booth	9	1,695
General MH Awareness Presentations	16	429
Mood Walks	7	236
In the Know (Agricultural Society)	2	45
Guardian Network (Agricultural Society)	0	0
safeTALK	2	35
ASIST	4	41
Mental Health Works	3	208
Talk Today (OHL) and Team Up	4	101
MHFA Standard F2F/Youth F2F	6	69
LivingWorks Start eLearning	40	40
Men's Summit and FB live Panel	1	1,400
Mental Health Articles	12	6,000
Cogeco - Mental Health Matters	12	18,000
Bell Let's Talk January	2	607
Mental Health Awareness Week May	2	500
World Suicide Prevention Day Sept	2	193
Mental Illness Awareness Walk Oct	2	504
Total	143	31,199

Staff Gatherings and Trivia

At the heart of our workplace culture is a strong sense of connection—and a little fun along the way. Our weekly trivia sessions offer staff a welcome mental break, sparking friendly competition while helping to relieve stress and refresh the mind. Participation remains high, reflecting how much our team values these moments to recharge together.

Two of our most anticipated events each year are staff appreciation day and the holiday luncheon. With team members spread across five counties, these gatherings provide a rare and valuable chance to connect face-to-face. Sharing a meal, laughter and conversation reinforces the camaraderie that drives our success.

We're proud to consistently see a 94 per cent attendance rate at these events—a clear testament to the meaningful role they play in building community and morale across our organization.



Tammy Legros
Intensive Case Manager
35 years

Joel Durocher
Intensive Case Manager
20 years

Annie Poirier-Larocque
Intensive Case Manager
20 years

Caroline Grenier
Resource Centre Facilitator
15 years

Emily Roy
Intensive Case Manager
10 years

Lise Verreault
Executive Assistant
5 years

Employee Milestone Anniversaries

Our employees are our most valued asset, and we're proud to recognize those who have reached significant milestone anniversaries this year. Their dedication and continued contributions play a vital role in our success. We sincerely thank and congratulate each of them for their years of service.



Financial overview

	OPERATING	DONATION	CAPITAL	2025
ASSETS				
(Current)				
Cash	\$ 552,840	\$ -	\$ -	\$ 552,840
Accounts receivable	234,490	-	-	234,490
Prepaid expenses	91,103	-	-	91,103
Due from operating fund	-	147,845	-	147,845
	878,433	147,845	-	1,026,278
Capital	-	-	82,833	82,833
TOTAL	\$ 878,433	\$ 147,845	\$ 82,833	\$ 1,109,111

LIABILITIES AND NET ASSETS				
(Current)				
Accounts payable	\$ 388,826	\$ -	\$ -	\$ 388,826
Settlements payable	319,987			319,987
Deferred contributions	21,775	-	-	21,775
Due to donation fund	147,845	-	-	147,845
	878,433	-	-	878,433
Net assets	-	147,845	82,833	230,678
TOTAL	\$ 878,433	\$ 147,845	\$ 82,833	\$ 1,109,111

Financial overview

	OPERATING	DONATION	CAPITAL	2025
REVENUE	\$ 5,388,456	\$ 197,842	\$ -	\$ 5,586,298
EXPENDITURES	-	-	-	-
Operating	5,277,879	228,163	-	5,506,042
Amortization	-	-	170,282	170,282
	5,277,879	228,163	170,282	5,676,324
Surplus (deficit) before settlements	110,577	(30,321)	(170,282)	(90,026)
Current year settlements	(57,250)	-	-	(57,250)
Surplus (deficit) for the year	53,327	(30,321)	(170,282)	(90,026)
Investment in capital assets	(53,827)	-	53,827	-
	(500)	(30,321)	(116,455)	(147,246)
Net assets, beginning of year	-	178,666	199,288	377,954
	(500)	148,345	82,833	230,678
Interfund transfers	500	(500)	-	-
NET ASSETS, END OF YEAR	\$ -	\$ 147,845	\$ 82,833	\$ 230,678

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Health Association
Champlain East

CANADIAN MENTAL
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