



Canadian Mental  
Health Association  
Champlain East  
*Mental health for all*

ANNUAL REPORT  
**2022  
2023**



**CANADIAN MENTAL  
HEALTH ASSOCIATION  
CHAMPLAIN EAST**

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Canadian Mental  
Health Association  
Champlain East  
*Mental health for all*

Association canadienne  
pour la santé mentale  
Champlain Est  
*La santé mentale pour tous*



# VISION, MISSION, VALUES



## VISION

Mental health for all.



## MISSION

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



## VALUES

**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

## Governance

Mark Brady, President  
Sandra Labelle, Vice President  
Andrew Lauzon, Treasurer

## Board of Directors

Luc Bouchard  
Melissa Bouchard  
Ron Graham  
Gina Lacombe  
Nicole Lafrenière-Davis  
Bernadine McEvoy-Robertson  
Erika Randolph

# A MESSAGE FROM OUR BOARD CHAIR AND EXECUTIVE DIRECTOR

Our 2022-2023 annual report highlights the Canadian Mental Health Association Champlain East's commitment to providing quality mental health and addictions support while handling unprecedented obstacles. CMHA Champlain East's dedicated employees, volunteer Board of Directors, and leadership team all ensured we were able to provide the highest quality of services to our community, while dealing with human resources challenges, like so many other sectors.

Our achievements demonstrate our commitment to enhancing the mental, emotional, and physical well-being of people in the Champlain East region, and our vision of mental health for all.

We continued to find innovative ways to serve our community such as the new Community Homes for Opportunity (CHO), Mood Walks and Living Life to the Full programs.

We are very grateful to generous community members whose sponsorship, funding, personal donations, and fundraising events brought much-needed resources to support our mental health promotion program.

CMHA Champlain East has been an active partner in the continued growth of the Great River Ontario Health Team and Archipel Health Team. This new model of localized, integrated healthcare delivery connects clients and providers in their geographical regions and across healthcare sectors.

We invite you to review our 2022-2023 Annual Report highlighting our key accomplishments this past fiscal year. It offers a glimpse into the world of the people who access our services, and the people who stand ready to assist along with financial and program summaries and updates.

We extend our sincere gratitude for the tremendous effort, support, and collaboration of individuals, partners, agencies, and our clients who allow us to continue our important work in the Champlain East community.

We do not make a difference alone. Making mental health matter is a collaborative effort. None of these achievements would be possible without our amazing team of employees, volunteer Board of Directors, students, caregivers, community partners and our clients themselves. Thank you all!



**Mark Brady**  
Board Chair



**Joanne Ledoux-Moshonas**  
Executive Director

# IN MEMORY OF CHANTAL SAUVÉ

This past year we lost a dear staff member who has been deeply missed by her colleagues, friends, clients, and partners. Throughout the eight years that Chantal worked for CMHA Champlain East as an Intensive Case Manager in Prescott-Russell, she became a part of our cultural fabric. She was fierce in her advocacy for mental health and did so with kindness and compassion. She was dedicated to her work but always had time for fun and laughter along the way.

We will always remember her beautiful smile, her professionalism, her strength, her selflessness, her continuous support, and her positivity. CMHA Champlain East has lost an outstanding colleague. Through her years of work, her departure is a huge loss to the entire community in need to which she was so dedicated.



Chantal Sauvé (1975 - 2023)

*We miss you Chantal.*

# STRATEGIC TRANSITIONAL PLAN 2022-2024

CMHA Champlain East's strategic plan was approved in the fall of 2019. Project leads were identified for all action items relating to each strategic goal. Each quarter they are responsible for developing and implementing project work plans and progress reports. Due to the COVID-19 pandemic, there was a need to shift organizational priorities to ensure safe and seamless service delivery. As such, some projects were put on hold and others advanced more slowly than anticipated.

The existing three-year strategic plan was set to expire March 2022. The development of the strategic plan utilized an extensive process with significant stakeholder, staff, and Board feedback. It is still relevant, and accurately reflects our agency's vision, mission, and priorities and there is considerable value in continued action toward existing strategic plan objectives.

CMHA Champlain East's Board of Directors approved a two-year extension to the plan. The plan will be in place until September 2024.



## ORGANIZATIONAL WELLNESS:

CMHA will promote and support strategies to foster a work environment across the Branch that is focused on the well-being of its staff.



## QUALITY IMPROVEMENT:

CMHA is committed to developing and implementing quality services throughout the Branch.



## OPERATIONS:

CMHA will actively ensure that all resources are optimized and secured to maintain operations and programs.



## GOVERNANCE:

CMHA's Board of Directors will meet its fiduciary and strategic obligations through innovation, efficiency, and performance.

# CMHA CHAMPLAIN EAST STRATEGIC PLAN 2019-2024



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.

## Strategic Directions & Goals



### **ORGANIZATIONAL WELLNESS**

CMHA will promote and support strategies to foster a work environment across the Branch that is focused on the well-being of its staff.



### **QUALITY IMPROVEMENT**

CMHA is committed to developing and implementing quality services throughout the Branch.



### **OPERATIONS**

CMHA will actively ensure that all resources are optimized and secured to maintain operations and programs.



### **GOVERNANCE**

CMHA's Board of Directors will meet its fiduciary and strategic obligations through innovation, efficiency, and performance.

# YEAR IN REVIEW HIGHLIGHTS

## INTEGRATED CARE LEADERSHIP



We are proud to be an active member of two regional Ontario Health Teams.

At a leadership level, our Executive Director represents the community mental health sector and co-chairs the Great River Ontario Health Team Steering Committee and the Mental Health and Addiction Project Table.

CMHA Champlain East became a signatory partner of the Archipel Ontario Health Team at the end of this fiscal year. All these efforts are critical to ensure we solve system problems and remove silos to improve seamless integrated mental and physical health care for residents of Champlain East.

## SYSTEM NAVIGATION

CMHA Champlain East understands that it can be difficult for providers and clients to know all the health and social services that are available in the community. This past year, we collaborated with AccessMHA.ca and 1Call1Click.ca to help minimize the frustrations that can come with navigating for support and services.

System Navigators help by understanding clients' service needs, providing education on relevant services, assisting with referrals, and connecting to services as needed.

We worked with Caredove to onboard the CMHA Champlain East's referral form to help improve care transitions within our community. Caredove is a referral management platform that helps clients and referral sources to easily search, book, and connect with home care and community services in our local network of care.

## REDUCE WAIT TIMES IN CASE MANAGEMENT

We continue to implement new processes and systems to reduce wait times to provide faster access to support our clients. For example, in our Case Management Program, we reduced the wait time from almost 117 days in 2021, to sustaining an average waitlist of 65 days this year. Reducing wait times for all programs continues to be a key strategic priority.

## DELIVERED APPLIED SUICIDE INTERVENTION SKILLS TRAINING (ASIST) TO FRONT LINE STAFF AND MANAGERS



**4** sessions



**80**

participants completed and obtained a certificate

## OUR COLLABORATIVE WORK IN AKWESASNE

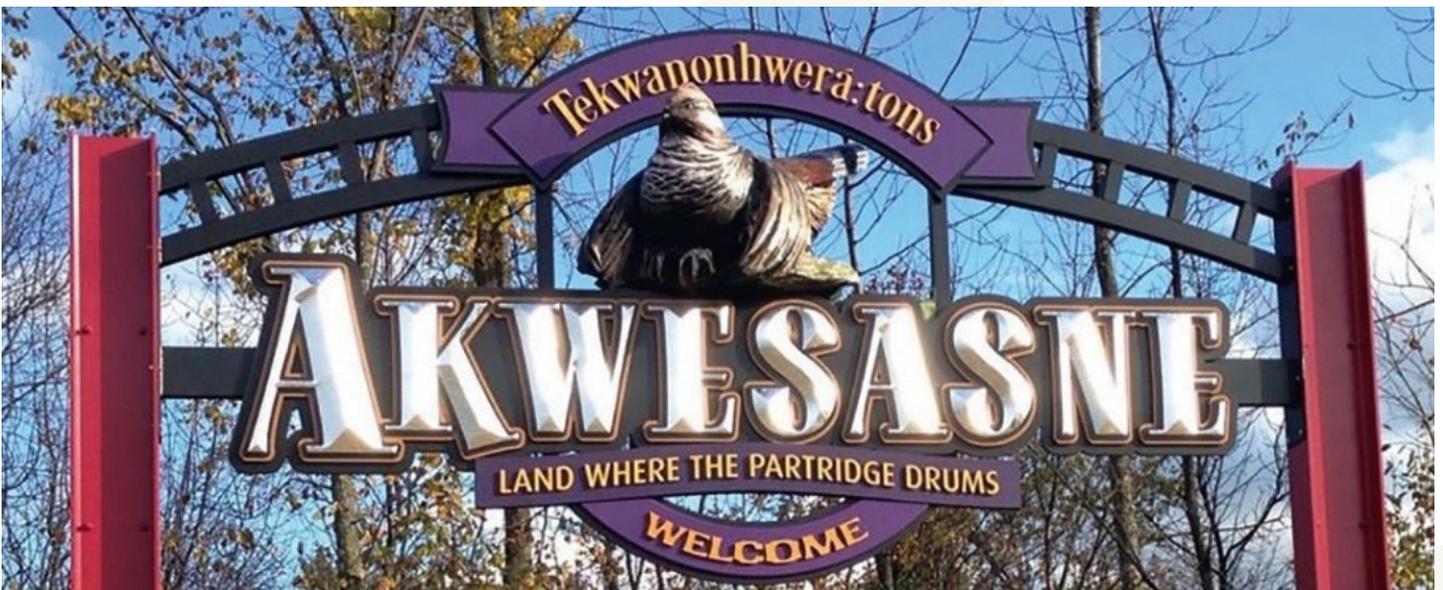
We continue to strengthen and maintain our working relationship with members of the Akwesasne community.

CMHA Champlain East's staff liaison communicates regularly with the Akwesasne Family Wellness Program in order to offer on-site assessments or at the client's home if preferred.

In an effort to increase our understanding of Indigenous culture, and services offered in the Akwesasne community and the Mohawk Council of Akwesasne graciously welcomes our liaison to schedule community tours for our staff and other community agencies to visit the various sites in the Akwesasne community. This provides the opportunity for our staff/community agencies to gain knowledge of the unique culture and learn of program opportunities available to clients within the Akwesasne community.



**128** Indigenous clients served



## RESOURCE CENTRES

Our Resource Centres (Starbright, Oasis and Horizon) provide a place for individuals who live with mental illness to gather, build new relationships, enjoy recreational activities, and have a place where they know they belong.

With the lift of the pandemic restrictions, a number of activities were planned where clients had the opportunity to participate and make connections with new or familiar acquaintances they could not see during the pandemic period.

## SUGAR BUSH EXCURSION

Clients were able to enjoy a traditional French

**20** clients participated  
between all three centres

Canadian meal and savour tasty maple syrup treats.

## HOLIDAY PARTY

87 clients had an opportunity to share a wonderful meal while celebrating with holiday games and activities!



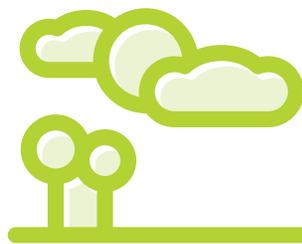
# SOCCER BASEBALL

The CMHA Champlain East staff and Resource Centre clients had a blast at a friendly game of Soccer Baseball. After a few practice sessions during the summer, the game was held in August in Cornwall and it was followed by a great BBQ at the Starbright Resource Centre. The Oasis Team were victorious this time but next year Starbright will get their chance to take the trophy when the game and BBQ will be hosted in Hawkesbury.



**31** clients (Starbright + Oasis)

**Mood Walks** were held in different nature settings through out the year, where 30 clients of all ages have enjoyed a mindful experience while getting some exercise. The Carillon, Mont Rigaud, and North Glengarry trails were some of the popular places enjoyed by participants.



# MOOD WALKS

# PROGRAMS AND SERVICES

## COMMUNITY HOMES FOR OPPORTUNITY

This past year, CMHA Champlain East secured funding to support housing for eight long-term tenants at a privately-owned home through a program called Community Homes for Opportunity (CHO). CHO provides tenants who have a serious mental illness with a recovery-oriented supportive housing environment. The home is funded and licensed by the Ministry of Health.

On June 1st, 2022, CMHA Champlain East introduced the new Community Homes for Opportunity (CHO) program, assuming oversight for one home and tenancy support for eight clients at Riverview Manor in Cornwall Ontario.



A modernization of the Homes for Special Care Program, CHO is a supportive housing program for people with serious mental illness. CHO homeowners provide housing, meals, and other services to tenants; CMHA Champlain East is responsible for ensuring this care meets the quality standards set by the Ontario Ministry of Health.

The program assists tenants by providing appropriate housing and support services to help them achieve and maintain stability in a safe, affordable home.

The CHO program focuses on person-centered flexible services, reflecting the individual and changing needs of tenants. A recovery-based environment in CHO homes includes supporting tenants to be empowered, active participants in their own planning. As part of the CHO program, CMHA Champlain East provides enhanced support including case management, employment support, peer support, social and recreational activities, assistance with financial management, and other supports to foster independence and community inclusion for tenants.

## COURT SUPPORT PROGRAM

In collaboration with the Human Social Justice Coordinating Committee (HSJCC) and its members, CMHA Champlain East has offered the Release from Custody program to the community. Clients dealing with legal issues and the justice system could access winter clothing and client care kits. In addition this year, we have purchased some sleeping bags for clients that might be in a situation where they would be “couch surfing” due to not having access to stable housing. The funds were shared among HSJCC partner agencies and 76 of our clients benefited from this initiative.



## CORNWALL HOARDING RESPONSE COALITION

Buried in Treasures (BIT) is a program of skill building, learning to think about possessions in a different way, and gradual challenges to help people manage their clutter and their lives.

Clients discover the reasons for their problems with acquiring, saving, and hoarding, and learn new ways of thinking about their possessions so they can decide what they really need and what they can do without. Post BIT is a group of individuals who completed the BIT group and want to maintain support with peers in a group environment.



**4** sessions -  
reached **29** participants

## PRESCOTT-RUSSELL HOARDING RESPONSE COALITION

A partnership with by-law officers, fire department services, and other community agencies was created to distribute 1,500 posters “10 steps to a safer, healthier and more comfortable home” as part of an awareness campaign to reduce the impact of clients living with a hoarding issue in their homes.

The Coalition renewed its Collaborative Partnership Agreement to define roles and responsibilities in collectively supporting and addressing clients who engage in hoarding behaviours.

Members of the Coalition play a role in advocating for individuals in Prescott and Russell who engage in hoarding behaviours to ensure that clients have access to the services they need to maintain housing stability and a quality of life that optimizes their health and safety and that of the community.

## MENTAL HEALTH PRE-CHARGE DIVERSION PROGRAM

In order to increase the number of clients being diverted from the justice system to the more appropriate mental health services, CMHA Champlain East has reviewed and updated the Mental Health Pre-charge Diversion Program Protocol with the Cornwall Community Police. We are aiming to update the protocols with the Ontario Provincial Police from Stormont, Dundas, and Glengarry, as well as the Prescott and Russell OPP divisions in the coming year.

## HOARDING RESPONSE VIRTUAL TRAINING

We collaborated with the Regional Hoarding Response Coalition to offer a four-part series across the province. This series has now become part of our staff onboarding training checklist.

The total participation for this training was 497

- Session 1 Lived Experience Panel Discussion – **128 participants**
- Session 2 A How To: Application of Community-Based Interventions – **133 participants**
- Session 3 Introduction to Using CBT Strategies for Hoarding Difficulties – **130 participants**
- Session 4 “Hoarding 101” – **106 participants**

## ONTARIO TELEMEDICINE NETWORK

The Ontario Telemedicine Network helps Ontarians get more out of the health care system by bridging the distance of time and geography to bring more patients the care they need, where and when they need it by using technology. CMHA Champlain East has OTN capacity to provide direct linkages with the system for client services, case conferencing, education and outreach. Funds are shared with partner organizations, the Winchester District Memorial Hospital, Seaway Valley Community Health Center and the Glengarry Nurse Practitioner-Led Clinic. This past year the following was the utilization of the system:



## COMMUNITY HOMELESSNESS PREVENTION INITIATIVE

With continued funding and support from the City of Cornwall, our Community Homelessness Initiative program was able to provide Intensive Case Management support to 76 clients of SDG&A

## FRENCH LANGUAGE SERVICES

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

The annual survey, launched in March 2023, resulted in a 100% satisfaction rate of all French interactions. Fifty-one clients participated in the survey.



Total clients served

**3,020**

French-speaking clients served  
**364 (16%)**



Client visits

**23,989**

French-speaking client visits  
**3,850**

# MENTAL HEALTH PROMOTION

School-based program	# of Sessions	Participants reached
Talking About Mental Illness – Panel Talk	18	1,635
Living Life to the Full	47	362
General Mental Health Awareness Sessions	56	673
Suicide Prevention Training ASIST / SafeTalk	7	143
Mental Health Works	3	114
LivingWorks Start – e-learning modules	100	100
Bounceback	10	274
Mental Health First Aid	4	62
Talk Today	3	75
TV Cogeco Episodes - Post-Pandemic Mental Health Wellness	12	6,000
Campaigns		
Bell Let’s Talk Panel		1,000
Mental Health Week		70
World Suicide Prevention Day		80
International Day of the Girl		60
Mental Illness Awareness Week		100

## MOOD WALKS

To increase social connection and encourage the link between physical health and mental health CMHA Champlain East has adapted this four season Mood Walks Program to include themed educational walks.

CMHA Champlain East Branch has completed 47 Mood Walks this past year, which is a province-wide initiative that promotes physical activity in nature, or “green exercise,” as a way to improve both physical and mental health. Led by the CMHA Ontario, in partnership with Hike Ontario and Conservation Ontario, Mood Walks provides training and support for community mental health agencies, social service organizations and other community partners to launch educational hiking programs, connect with local resources, find volunteers, and explore nearby trails and green spaces.



## LIVING LIFE TO THE FULL (LLTTF) YOUTH HYBRID MODEL

CMHA Ontario and CMHA Champlain East worked collaboratively on the first-ever Hybrid LLTTF program in schools during the pandemic. Funding was received to support the project by CMHA ON. In addition three youth facilitators under 30 (volunteers of CMHA Champlain East) were trained to deliver the program.



# PROGRAMS AND SERVICES STATISTICS



## Intensive Case Management

**13,449**

Visits Face-to-face, Telephone In-House, Contracted Out

**1,204**

Individuals Served by Functional Centre

**830**

Group Participants

**115**

Group Sessions

**76**

Mental Health Sessions (Sessional Fees)



## Vocational/ Employment

**427**

Visits Face-to-face, Telephone In-House, Contracted Out

**20**

Individuals Served by Functional Centre



## Diversion and Court Support

**1,869**

Visits Face-to-face, Telephone In-House, Contracted Out

**175**

Individuals Served by Functional Centre



## Information and Referral Service

**1,265**

Not Uniquely Identified Service Recipient Interactions



## Social Rehab/ Recreation

**6,979**

Visits Face-to-face, Telephone In-House, Contracted Out

**356**

Individuals Served by Functional Centre

**9,260**

Group Participants

**1,522**

Group Sessions



## Total Case Management

**15,745**

Visits Face-to-face, Telephone In-House, Contracted Out

**1,399**

Individuals Served by Functional Centre



## Hoarding - CHPI Program

**76**

Individuals Served by Functional Centre

# FUNDRAISING EVENTS

## AU VIEUX DULUTH DINNER FUNDRAISER

CMHA Champlain East collaborated once again with Au Vieux Duluth restaurant in Cornwall to host a dinner fundraiser in support of mental health on October 5, 2022.

Through the generosity of our community and local businesses, the event raised \$25,706 to support Youth Mental Health Promotion Program and in particular the delivery of Talking About Mental Illness (TAMI) sessions in our local high schools and the all new Living Life to the Full and Mood Walks programs.



## SUBWAY GOLF TOURNAMENT

Subway Brunet held its 19th annual golf tournament July 8, 2022 and raised \$30,000 in support of mental health promotion programming in Prescott-Russell.



## BLUE MONDAY EVENT

Christal Bowen from Zumba Cornwall hosted a Zumba class on Blue Monday to help raise awareness.



# IMPROVEMENTS TO IT INFRASTRUCTURE

This year has seen some major changes to our network environment.



## ..... Internet

As bandwidth demands have increased because we are doing more and more virtual meetings, we needed to increase the internet bandwidth for the Cornwall, Hawkesbury offices. We have increased the Bell Fiber in Cornwall to 500Mb by directional and to 100Mb in Hawkesbury. This has greatly improved our connections to satellite and stabilized our virtual groups.



## ..... Privacy and Security policies

We reviewed, modified, and added our privacy and security policies to make sure they meet or exceeded the requirements of e-HealthOntario and PHIPA.

We have started planning to meet the new PHIPA requirements coming this year.



## ..... Migration from CaseWorks to EMHWare

We are changing our Electronic Health Record Provider to EMHWare. Our Go live date is now set for July 24, 2023.



## ..... Implementation of MS Teams Rooms

We have deployed Teams Rooms in the boardrooms and resource centres in Cornwall and Hawkesbury. This equipment has greatly helped our staff when running groups. Clients can now join from all regions served in our catchment area.



## ..... OH funding received for IT Infrastructure

We are grateful for the one-time funds received from Ontario Health East to refresh our VMWare appliance. All of our servers are now virtual.

# FUN COMMITTEE

The pandemic restrictions finally lifted and allowed us to have more in-person interactions with our colleagues. The Fun Committee's main goal is to give the mind a break with stimulating weekly Trivia questions and fun interactive activities.



Our **Staff Appreciation Day** picnic, which was held at a public park, was a big success. The weather was in our favour as it allowed us to play games, sit around, chat, and feast on awesome pizza, fruits and frozen treats.



Our **Holiday Luncheon** was held at a Sugar Camp, and with its woody atmosphere, we decided on a plaid theme dress code for the staff. At the camp we walked the trail and sang songs, which were posted along the walk, and got everyone in the Holiday spirit. Delicious taffy awaited us upon our return, as we had to replenish the calories we had just burned.

Towards the end of our luncheon, colleagues who had reached a milestone in their years of service at CMHA Champlain East were recognized.

Participation remained the same for our Trivia questions, but we had 89% of our staff participating in the post-pandemic activities. Throughout the year, our staff showed their support in recognizing many causes such as: wearing pink T-shirts for Anti-Bullying, purple for the safety of children, and orange for Reconciliation Day.

For **Truth & Reconciliation Day**, we got together and painted rocks in recognition of the Indigenous children and their families that were affected. These rocks were placed in our garden at our Resource Centers as a memorial.



Indigenous children and families were robbed of their loved-ones, homes and heritage. They shall never be forgotten in our hearts, but sadly, we are still counting.

As the winter was finally ending, we needed to bring some sunshine back into our lives so we had a **Tropical Day** at work. Staff wore bright colours, leis, and shared a potluck while listening to tropical music. What a way to sweep those winter cobwebs away!



# FINANCIAL REPORT

## STATEMENT OF FINANCIAL POSITION As of March 31, 2023

	OPERATING	DONATION	CAPITAL	2023
<b>ASSETS</b> (Current)				
Cash	\$ 709,253	\$ -	\$ -	\$ 709,253
Accounts receivable	144,762	-	-	144,762
Prepaid expenses	89,604	-	-	89,604
Due from operating fund	-	222,037	-	222,037
	943,619	222,037	-	1,165,656
<b>Capital</b>	-	-	288,658	288,658
<b>TOTAL</b>	<b>\$ 943,619</b>	<b>\$ 222,037</b>	<b>\$ 288,658</b>	<b>\$ 1,454,314</b>

<b>LIABILITIES AND NET ASSETS</b> (Current)				
Accounts payable	\$ 424,322	\$ -	\$ -	\$ 424,322
Settlements payable (Note 5)	217,260			217,260
Deferred contributions	80,000	-	-	80,000
Due to donation fund	222,037	-	-	222,037
	943,619	-	-	943,619
<b>Net assets</b>	-	222,037	288,658	510,695
<b>TOTAL</b>	<b>\$ 943,619</b>	<b>\$ 222,037</b>	<b>\$ 288,658</b>	<b>\$ 1,454,314</b>

# FINANCIAL REPORT

## STATEMENT OF FINANCIAL ACTIVITIES AND CHANGES IN NET ASSETS For the year ended March 31, 2023

	OPERATING	DONATION	CAPITAL	2023
<b>REVENUE</b>	\$ 5,475,617	\$ 209,229	\$ -	\$ 5,684,846
<b>EXPENDITURES</b>	-	-	-	-
Operating	5,043,143	209,526	-	5,252,669
Amortization	-	-	230,761	230,761
	5,043,143	209,526	230,761	5,483,430
Surplus (deficit) before settlements	432,474	(297)	(230,761)	201,416
Current year settlements	(54,416)	-	-	(54,416)
Surplus (deficit) for the year	378,058	(297)	(230,761)	147,000
Investment in capital assets	(378,112)	-	378,112	-
	(54)	(297)	147,351	147,000
Net assets, beginning of year	-	222,388	141,307	363,695
	(54)	222,091	288,658	510,695
Interfund transfers	54	(54)	-	-
<b>NET ASSETS, END OF YEAR</b>	<b>\$ -</b>	<b>\$ 222,037</b>	<b>\$ 288,658</b>	<b>\$ 510,695</b>



# ANNUAL REPORT 2022 2023

## CANADIAN MENTAL HEALTH ASSOCIATION CHAMPLAIN EAST

 [cmha-east.on.ca](http://cmha-east.on.ca)

 @CMHAeast

### Main Office

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### Hawkesbury Office

444 McGill Street  
Hawkesbury, ON K6A 1R2

### Satellite Offices

Alexandria  
Casselman  
Morrisburg  
Rockland  
Plantagenet

Funded in part by:



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Health Association  
Champlain East  
*Mental health for all*

Association canadienne  
pour la santé mentale  
Champlain Est  
*La santé mentale pour tous*