



CANADIAN MENTAL HEALTH ASSOCIATION THAMES VALLEY ADDICTION AND MENTAL HEALTH SERVICES ANNUAL REPORT 2021–2022



Canadian Mental
Health Association
Thames Valley
Addiction and Mental Health Services

Association canadienne
pour la santé mentale
Thames Valley
Services de santé mentale et de traitement des dépendances

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A MESSAGE FROM OUR CO-CEOS, BETH MITCHELL AND LINDA SIBLEY

We are thrilled to celebrate our first anniversary as CMHA Thames Valley Addiction and Mental Health Services (CMHA TVAMHS) following the integration of four organizations – Addiction Services of Thames Valley, CMHA Elgin, CMHA Middlesex and CMHA Oxford. Although we officially became one on April 1, 2021, we did not launch many components of our integration until September 2021.

It has been a year filled with accomplishments and of course occasional challenges – not the least of which has been the continuing impact of the pandemic. We are so proud of the work of our staff and volunteers who have remained steadfast in their dedication to service delivery, while finding creative and resourceful ways to meet the needs of those we serve. CMHA TVAMHS has maintained collaborative partnerships within and outside the mental health and addiction services system and has continued to be an integral part of our community.

We have achieved many milestones thus far in our journey to full integration. We have integrated our financial and IT systems, as well as our policies and key business practices. Moreover, we have established internal and external communications strategies, along with robust professional development plans for our leaders and staff, while also building new internal committees and opportunities for staff engagement in initiatives.

More importantly, we have begun the detailed redesign of our services and supports to meet our aims of regional consistency with local connections. We envision a system of high-quality addiction and mental health programs that are accessible to all, regardless of where they live in Thames Valley, and tailored to complement existing services and address needs and gaps in the communities we

serve. Over the next several months, we will be launching these programs and working with our partners to ensure we meet our goals.

In closing, we thank the board of directors, leaders, staff, and volunteers, as well as our funders and community partners for their support and encouragement as we become a new organization. We are grateful for our dedicated staff who have continued to provide services throughout our integration period even when faced with the challenges of the pandemic. CMHA TVAMHS is committed to our vision, mission, and values which guide our work every day, and we look forward to all the opportunities that the next year will bring.



Beth Mitchell

Beth Mitchell, Co-CEO



Linda Sibley

Linda Sibley, Co-CEO

A MESSAGE FROM OUR BOARD CHAIR, HEATHER BISHOP

In thinking about the past year, I am struck by the tremendous amount of change our organization has undergone. In 2021, an integration took place that created a new CMHA that spans all of Thames Valley and incorporates both mental health and addiction services. Simultaneously, we continued to navigate the needs of our community through the continued pandemic and the challenges it posed.

I am so grateful to our Co-CEOs, Beth Mitchell and Linda Sibley for their enthusiasm and continued leadership. The senior leadership and extended leadership teams worked hard to adapt to many new ways of working while navigating the challenges posed by this unprecedented health care crisis. At the same time, our front-line staff has had a front row seat to the many challenges experienced by those we serve, and it has not been easy. Filling in the gaps are our dedicated administrative staff and volunteers who have continued to collaborate and innovate to ensure things continue to run smoothly.

My fellow board members have risen to the challenge of virtual meetings and have created a governance structure and established policies and plans that will serve our organization now, and in the future and ensure the success of CMHA TVAMHS.

By bringing mental health and addiction care together, we are better able to serve those in need in our community – a community that has greatly expanded as a result of our integration.

I am so proud of all we have accomplished in 2021-2022 – as the new CMHA TVAMHS.

I'd like to take this opportunity to sincerely thank my fellow board members who have worked so hard to finalize our integration and bring the new CMHA TVAMHS to life. And on behalf of the board, I'd like to thank our leaders, staff and volunteers for their incredible dedication and commitment during unprecedented times. I'd also like to express my gratitude to our partners and collaborators in the community for their ongoing support.

As a caregiver and mental health advocate, I am looking forward to a new year of service to our community – thank you for your support!



Heather Bishop, Board Chair

GOVERNANCE AND BOARD OF DIRECTORS

CMHA TVAMHS is governed by a volunteer board of directors. Our board members are volunteers with passion for addiction and mental health with skills for leadership, policy development, and governance.

Heather Bishop | Chair

Stephanie Johnston | Member

Sherry Smith | Vice-Chair

Terri McCartney | Member

Dennis Lunau | Treasurer/Secretary

Eric Riley | Member

Nicole Adkin | Member

Hardeep Sadra | Member

Amy Cook | Member

Rod Wilkinson | Member

Sébastien de la Lande | Member

Tom Warner | Member

Rita Giroux-Patience | Member

KNOWING THE WHY

Some of the CMHA TVAMHS Board members shared their thoughts and self-reflection with the following statements.

“CMHA TVAMHS helps people who are navigating mental health and addiction struggles to find the services they need to move towards recovery. For example, my child’s friend moved here from Alberta and was able to access his injections, a case manager, psychiatrist, family doctor and Ontario Works through CMHA. These services will ensure he stays well. I love their work because they help people like my child gain independence.” - Heather Bishop

“CMHA TVAMHS supports a team that helps people and families to make changes to improve their collective quality of life. For example, we help to guide the organization in terms of how we can do better in the community to support folks with immediate safety or health issues while navigating a traditionally complicated system with ease. I love the work because it is important, meaningful and has the ability to impact so many people like ripples in the water.” - Amy Cook

“CMHA TVAMHS provides mental health and addiction supports, such as crisis services, counselling, and housing assistance to those in need. I love their work because it touches so many people affected by mental health and/or addiction concerns and I am proud to be a part of an organization that offers life-changing support and hope.”
- Nicole Adkin

“In thinking about why I joined the board, the thing that I am most impressed with, and proud to be involved with, is the dedication of the staff to the most vulnerable in our community. The support given by everyone to the goals of the organization is outstanding.”
- Dennis Lunau

“I enjoy supporting an organization where I can see the day-to-day value and positive impact locally. The purpose of the organization speaks to my lived experience.”
- Hardeep Sadra

“CMHA TVAMHS promotes strong mental health and offer the programs and services to enable individuals to achieve better mental health. We do this by providing integrated mental health and addictions treatment programs, supporting recovery, and mental health education in our local communities. For example, we provide crisis services for those in immediate need while providing community programs to promote long-term mental health and wellbeing. I love their work because it is delivered by a caring, compassionate and talented group of individuals who make a significant impact on the lives of many each day.” - Tom Warner

“We all know someone (friends, family, our self) who have suffered in silence without knowledge of where and/or who to turn for help. I endeavour to be of service to CMHA TVAMHS to carry the message, influence change and break the silence.”
- Stephanie Johnston



RECOGNIZING OUR EMPLOYEES

The CMHA Thames Valley Addiction and Mental Health Services Awards program is an initiative designed to highlight and celebrate staff for the outstanding work they do for our organization and in the community.

The **CMHA TVAMHS Innovation Award** recognizes a group of CMHA TVAMHS employees who introduce new ideas, services or practices to improve the quality of service, advocacy, administration (including Human Resources, Information and Technology, and Finance) or overall functioning of the organization.



This year's recipients are the staff at **Nicole's Choice**. This small but very mighty team works hard to support some of the highest acuity, at risk women within our agency and they do so with passion, compassion and a smile, every day. The program has been innovative in many ways and has the utmost concern for the safety of the vulnerable population they serve. Nicole's Choice welcomes their participants without judgement, without barriers and strive each day to ensure safety, health and quality of life are met.

The **CMHA TVAMHS Heart Award** is awarded to an employee who demonstrates the values of compassion and integrity by providing above and beyond service to clients, their families, community, and serves as a champion of respect, empathy and mental health for all.

This year, two individuals were awarded the Heart Award. The recipients are **Jordan Boyd, Team Lead, Supportive Response Programs and Campus**

Satellites and Trish Glenn, Addictions Housing Stability Worker, Housing First.



Jordan has made a profound and positive impact on her team. She makes her co-workers feel heard, supported, energized and celebrated. She always prioritizes the needs and well-being of both staff and volunteers, has been a rock throughout the pandemic and is encouraging and compassionate every day.

Trish embodies the values of integrity and compassion unconditionally. She provides person-centred and individualized care to every client, and never shies away from bringing her incredible balance of tough love and an open heart to difficult conversations with her team as well as clients.

The **CMHA TVAMHS Open Arms Award** recognizes employees who demonstrate the values of being welcoming and inclusive by taking positive action every day and embracing, respecting and celebrating team and community diversity.

This year two individuals received the Open Arms Award. The recipients are **Barb Williams, Crisis Response Team (London)** and **Yusmary Sanchez, Addiction and Mental Health Worker**.

Barb stood out to her team for her genuine emulation of inclusiveness and welcoming. She is a passionate advocate for clients' journeys to recovery and is steadily consistent with her support. She is always approachable, resilient and optimistic, despite the day's challenges.

Yusmary makes coworkers feel that any shift with her will be a good one. Clients frequently remark that she never gives up on them, encourages them and helps many develop positive self-esteem. Her caring and inclusive nature is deeply valued by her team.



The **CMHA TVAMHS Beth Patterson Leadership Award** recognizes a leader who has shown exceptional dedication, advocacy and compassion for participants of CMHA TVAMHS. The recipient will demonstrate inclusiveness, collaboration and teamwork. They will be a voice of calm and reason in difficult situations while being passionate and outspoken for those who cannot advocate for themselves. While ensuring accountability from staff, this leader will command respect through example by leading with steadfastness, humour, kindness and by welcoming all without judgement.

This year, two individuals received the Leadership Award. The recipients are **Brianne Geddis-Graham, Manager of Crisis Response Programs** and **Sarah Aalbers, Manager of Intake, Access and Intervention Programs**.

Brianne is an enthusiastic and passionate advocate for her team and a compassionate, approachable leader. Her role in the successful launch of a pilot program at the

agency was integral, with the program now expanding across the province. Her team feels she takes their feedback seriously, makes everyone feel welcomed and is incredibly thoughtful.

Sarah is described as always being calm, cool, and collected with an admirable ability to solve problems, keep client needs top of mind, and meet obstacles head on. She champions the integration and the benefits it will bring to our programs and services. Her positive attitude, dedication and intuition make her an inspiring leader.

New this year, the **CMHA TVAMHS I-CARE Award** which recognizes a relief employee who demonstrates the values of compassion and accountability. Fun fact the CARE stands for C-compassion, A-accountability, R-relief, E-excellence.

Our first two recipients of the I-CARE Award are **Grace Tallman, Crisis Assessment Team - Relief** and **Beth Van Cleeff, Community Wellness Cook, Relief (Strathroy Site)**.

Grace is described as one of the department's most beloved and appreciated staff member. She is often sought out by her team members for support, a positivity boost, or to access her wealth of knowledge and experience in the field.

Beth is a highly valued team member and is described as a caring, thoughtful and kind colleague who always takes an interest in getting to know the clients coming in for meals. She steps up whenever her skills are in need and spreads warmth and comfort to those we support.



SERVICE RECOGNITION 2021-22

5



Robitaille, Tiffany | Tallman, Grace | Drake, Christine | Van Cleeff, Beth | Munro, Steven |
Woodhouse, Krista | Javan, Sanaz | Bowser, Catherine | Fajardo, Daniela | Sturgeon, Linda |
Tekle, Bereketab | Chalmers, Amanda | Nagle, Lindsay | Benwell, Kelly | Best, Tracy |
Driessen, Jillian | Murphy, Colleen | Vaughan, Krista | Zaifman-Guslits, Darlene |
Neil, Megan | Fleming, Penny | Fonseca, Adelia

10



Kiddie, Tessa | Paris, Doug | Grainger, Glenn | Magri, Joseph | Corriveau, Shelby |
Romao, Linda Silva | Hiepleh, Brianna | Phillips, Michelle | Collins, Erika | Bennett, Kirby-Lee |
Denomme, Maureen | Collins, Matthew | Fowler, Joan | Rutherford, Melissa | Maurice, Wendy |
Pridding, Robin | Stephenson, Jodi | Thomson, Kirk | Kappos, Alex | McKinnon, Carly |
Park, Ashley | Lawn Laithwaite, April | Pek, Brandi | Wadden, Stacey | Heagy, Roger

15



Verkley, Patricia | Pyymaki, Liisa | Cullen, Maureen | Barkley, Stephen | Drake, Cindy
| Metcalf, Francine | Toushan-Blinkhorn, Kristin

20



Langendoen, Jennifer | Ghadami, Ruhi | Thomson, Marni | Baraniecki, Roman | Moore, Melisa |
Keene, Joshua | Kelebuda, Sandra | Maissan, Teena | Slager, Irma | Krasna, Paul

25



Barrett-Green, Shelley
Spenard, Colleen

35



Brown, Wendy

CONNECTING WITH CMHA TVAMHS

As of April 2021, three organizations officially became CMHA TVAMHS. The organization provides community-based supports and services to individuals aged 12 and up across Elgin, Middlesex, and Oxford counties. Services includes crisis intervention and virtual supports, mobile crisis teams, police partnerships, case management, counselling, community wellness programs for both individuals and their families, housing supports and addiction medicine services. Treatment and service plans are developed based on standardized screening and assessment protocols and procedures.

CMHA TVAMHS is one of the largest branches in the national CMHA federation, with more than 650 employees and approximately 300 volunteers, serving communities across three counties with a total population of over 635,000.

CMHA TVAMHS brings awareness of mental health and addiction concerns to the general public by connecting with the media, partaking in educational opportunities, and through collaboration with community partners. In addition, we advocate and support individuals in their recovery journey and meet them “where they are at.”

Over the course of year, CMHA TVAMHS has enhanced its programming and streamlined access to supports. We have been working on our intake process as well as reviewing our intake forms. We provide supports within community spaces such as libraries, offer supports within hospitals, partner with the police, and provide 24/7 services such as Reach Out and the Crisis Centre.

Additionally, we have brought together four websites from each legacy organization to create a new website that provides access to CMHA TVAMHS programming for individuals to be able to gather

important information and gain access to the supports they need. As an organization, we will continue to advocate, support and provide critical community-based services that our communities need and rely on every day.



VISION STATEMENT: Resilience for all through positive mental health and freedom from addiction.



MISSION STATEMENT: Igniting hope and fostering change by providing a continuum of mental health and addiction education, supports, and services.



CORE VALUES:

Inclusion



Compassion



Respect



Choice



Collaboration



Accountability



A JOURNEY THROUGH CMHA TVAMHS

Finn B. is a current client of CMHA TVAMHS and has had numerous years of prior involvement through legacy agencies CMHA Middlesex and Addiction Services of Thames Valley (ADSTV). Today, as he continues his journey towards mental wellness and recovery, Finn passionately advocates in favour of the programming and support he has received - and continues to receive - through CMHA TVAMHS.

Finn's first experience with mental health came about during his adolescence. He struggled greatly to come into his own whilst battling severe mental illnesses such as depression, anxiety, trauma, disordered eating, and dysphoria. The culmination of these stressors resulted in an admission to the adolescent ward at the Regional Mental Health Care (RMCH), where he would return during the course of his high school years. "It was terrifying," Finn voiced, "entering treatment without even having any real concept of mental health or mental illness. I didn't have the context, or vocabulary, in which to explain my experiences, even to myself." This time in his life felt very much like an endless cycle of trial and error in effort to find balance between various medications and types of therapies in hopes of reaching a point of stabilization. "I remember feeling so isolated at this stage of my recovery," he recalls. "It was an alienating experience, trying to navigate the mental health care system while battling illnesses I didn't understand."

Finn initially connected with CMHA TVAMHS following a downturn in his mental health and wellbeing as an adult through the Crisis Centre, located at 648 Huron Street in London, Ontario. Looking back on this initial engagement, Finn has shared nothing but praise, "For the first time, I felt I was no longer alone in charting my way." Finn's relationship with CMHA TVAMHS has continued to grow over the years, branching out across a number of resources and programs.

“I can trace each of these new pathways and directly back to my first visit to the Crisis Centre,” he reflects. “Never before have I felt so connected, or so hopeful.”

Early on he was referred to Peer Support as well as Transitional Case Management and continues to engage in each of these programs making significant strides in his recovery. Through the Crisis Centre, Finn also has engaged with a multitude of supports, surrounding issues such as navigating the shelter system, procuring safe and supportive housing, securing an income around his disability, obtaining psychiatric consultation through the mental health community clinic, and has participated in groups such as Dialectical Behavioural Therapy and Wellness Recovery Action Planning. "I appreciate the time and care CMHA puts into hosting educational groups. I believe everyone should be granted access to information about mental health and mental illness. Groups such as these address not only how to manage current stressors, but also touch on the vital resiliency skills one needs to maintain a positive state of mental health," said Finn. Crisis services also connected him with ADSTV, now integrated with CMHA TVAMHS, for support surrounding addiction. "I value their focus on harm reduction and appreciate how each individual experience is honoured by meeting clients where they are at."

Additionally, Finn has an ongoing connection with the Crisis Stabilization Space (CSS), a program geared towards providing short-term support for individuals 16 years and older experiencing a crisis related to their mental health and/or addiction. He considers CSS to be a safe space - one which he has accessed under a variety of circumstances, including for crisis stabilization, assistance in maintaining his personal safety, addiction management, and as a transitional space prior to

entering hospital at London Health Sciences Centre. “CSS staff are dedicated and listen with compassion in order to come up with collaborative care plans that meet the needs of each individual,” described Finn.

“I am thankful for each and every opportunity that has opened up to me as a result of my engagement through the Crisis Centre,” Finn concluded. “In offering such a diverse set of self-directed services, CMHA TVAMHS empowers their clients to find a place of stability, wellness, and belonging for themselves. But the support doesn’t end there,” he adds. Through his own lived experience, Finn has come to recognize healing as more of a journey rather than a destination. “It brings me great comfort, and much gratitude, to know that CMHA’s services are accessible every step of the way through both hardship and happiness. ”

As an agency spanning across multiple counties and providing over sixty community supports and programs, we are proud of our ability to provide countless points of access and support individuals through their mental health and/or addiction journey, whether that includes referral to programs within our agency or with another community partner. It is our goal to continue to ignite hope and foster change by providing a continuum of mental health and addiction education, supports and services, and ensure individuals like Finn continue to receive the community supports they need and deserve.



FOLLOWING OUR CORE VALUES – HIGHLIGHTING THE YEAR

With another busy year under our belt, CMHA TVAMHS is recognizing its first anniversary post-integration. The following achievements, accompanied by inspirational client stories, demonstrate the many ways we continue to live and support our core values.



INCLUSION



COMPASSION



RESPECT



CHOICE



COLLABORATION



ACCOUNTABILITY

ELGIN HOMELESSNESS PREVENTION PROGRAM



Over the last year, the CMHA TVAMHS team in Elgin supported 68 individuals with the Community Homelessness Prevention Initiative (CHPI) funds. The St. Thomas-Elgin Built for Zero community set their baseline in August 2021, and less than a year later, met their first reduction milestone by maintaining a 10 per cent or greater reduction for three consecutive months. Their data from June 2022 shows a whopping 25 per cent reduction in chronic homelessness. The team is on track to end chronic homelessness in St. Thomas by December 2024!

The CMHA TVAMHS team have created a list of names of individuals in and around the community who are experiencing homelessness. As a team and in collaboration with other community partners, they continue to ensure the right fit for each person along with their level of needs including accessibility, age, health etc. As a team, they continue to work off a goal to house a few individuals a month and have successfully continued to move people into various housing opportunities including Community Homes for Opportunity (CHO) as well as pure subsidy and long-term care or other external agencies.

- 19** individuals came from homelessness and into CHPI congregate housing
- 27** individuals continuously supported with CHPI funding to maintain their level of housing and did not return to homelessness
- 14** individuals successfully moved into CHO or other long-term, permanent housing
- 6** individuals moved from independent living where they were struggling to maintain their housing, avoiding homelessness



BREAKING FREE ONLINE



In summer 2021, Breaking Free Online (BFO) was launched in partnership with the Ontario Mental Health and Addictions Centre of Excellence. The virtual program provides individuals within the Ontario West region seamless access to high-quality and easily accessible 24-7 virtual addictions support. The Ontario government invested \$32.7 million in new annualized funding for targeted addictions services and supports, including treatment for opioid addictions.

The program is a confidential, evidence-based, accredited digital behaviour change program that allows people to recognize and actively address the psychological and lifestyle issues driving their use of alcohol and/or drugs and helping support their recovery for an extensive range of substances.

A CLIENT POINT OF VIEW

A recent participant using BFO had a history of significant drug use for approximately 25-30 years. The client's primary substance use consisted of crack cocaine and occasional crystal methamphetamine. The individual was abstinent from all substances for five weeks and the BFO program supported the client with harm reduction approaches.



Another tool they found useful was the BFO companion app, especially the map and high-risk situations. The app has helped during a crisis and when dealing with cravings. The client used the app for check-ins to reflect on the way their relationship to substances had changed for the positive, including an increased confidence to make sustainable long-term changes.

By sharing regular use of the urge-surfing function, the client no longer experiences cravings; however, they still use the app to meditate. They appreciate the narration feature and find the speaker's voice to be peaceful and comforting.

INTERVENTION PATHWAY HIGHLIGHTS

251 accounts created

39% of clients selected the alcohol intervention pathway

30.5% of clients selected the drugs intervention pathway

30.5% of clients selected both intervention pathways

ACTIVE ENGAGEMENT IN BEHAVIOUR CHANGE INTERVENTIONS

Clients who progressed beyond the clinical assessment and actively engaged with behaviour change interventions:

4.0% attrition rate

96.0% retention rate

IMPROVEMENT IN SUBSTANCE DEPENDENCE

Clients actively engaged with interventions who demonstrate clinical improvements in their level of substance dependence (measured by the Severity of Dependence Scale)

66.7% improved

33.3% stable/not improved

CHANGE IN CLINICAL THRESHOLDS

Clinical thresholds of clients at baseline assessment (i.e., when first activating their BFO accounts) and post-intervention, as measured at their most recent progress check. This comparison indicates the extent to which clients moved between the clinical thresholds of normal, mild, moderate and severe.

11.1% normal (before BFO)

20.4% normal (after using BFO)

25.9% mild (before BFO)

29.6% mild (after using BFO)

25.9% moderate (before BFO)

18.5% moderate (after using BFO)

37% severe (before BFO)

31.5% severe (after using BFO)



YOUTH HOUSING AND HOUSING ALWAYS



For several years, Youth Housing has helped an individual at various CMHA TVAMHS supported housing locations. Historically, the individual struggled with change and many previous moves led them to crisis, often hospitalization.

Recently this individual was offered a unit through London Middlesex Community Housing on Simcoe Street. Initially they thought they would decline the unit based on rumours and negative stigma about the building. After some discussion, they decided to tour the unit. When they saw the building with all the available on-site supports, they were impressed and decided to take it.

CMHA TVAMHS offered an overlap in support between the Youth Housing and Housing Always team for a month while the individual settled into their new place. After being fully discharged from Youth Housing, they are living successfully in their own apartment in the community – something they thought they'd never be able to do.

LOWER SUPPORT MODEL HOME FOR YOUTH



In May, the Youth Housing program was able to repurpose an existing home within CMHA TVAMHS as a dedicated lower support model home for youth. At that time three youth from our Riverview youth apartments program moved in. On the day of the move-in they were very emotional and at times

brought to tears at the thought of creating their own space and calling something their own. All three residents had come to CMHA TVAMHS from a point of homelessness and had progressed through two levels of our transitional housing prior to moving into this particular program.

BRIGHTSIDE YOUTH HUB



In spring 2021, Wellkin Child and Youth Mental Wellness (Wellkin) brought various community partners together to discuss the development of a Youth Hub in Oxford County. Wellkin took the lead on this initiative and created a task team and various working groups including Governance, Programs and Services, Location, Communication and Promotions, Finance and Fundraising, Youth Advisory and Parent/Caregiver Advisory. The Youth Hub's goal is to provide the right mental health and addiction services to youth and their families, at the right time and in the right place. Based on the model used by Youth Wellness Hubs Ontario (YWHO) and with Wellkin's lead, we began to develop a Youth Hub in Oxford. Some small grants were obtained to pay a project lead for the initial development and implementation work and to ensure we had access to YWHO's data collection platform, My Wellness Passport.

Its partners include Wellkin, Oxford County Community Health Centre, Employment Support Services, Oxford Children's Aid Society, Woodstock Hospital, CMHA TVAMHS and Woodstock YMCA, Oxford County Library and Big Brothers Big Sisters of Oxford County.

The Oxford community has not received any funding for the operations of our Youth Hub so this initiative has been achieved entirely through community collaboration with our amazing Oxford community partners!

Brightside Youth Hub launched July 2022 and is available for youth aged 12-25 and offers both drop-in services and scheduled activities. It is every Wednesday from 2 to 5pm and runs out of the CMHA TVAMHS location at 522 Peel Street in Oxford.

Brightside
YOUTH HUB

Meet me
#AtTheBrightside

♥ 🗨️ 🏠 📄

522 PEEL STREET, WOODSTOCK
BrightsideYouthHub.ca

TRANSITIONAL CASE MANAGEMENT AT THE PUBLIC LIBRARY



Transitional Case Management is partnering with the London Public Library to have a transitional case manager on site every weekday for walk-in services which has proven to be a well received and successful initiative. A client expressed her deepest gratitude for a recent referral to the Holly's House program as it got her "off the streets and into a safe

place." She described Cassandra, the TCM, as a compassionate and warm person who she enjoys sharing a laugh with. She's extremely grateful for the interactions they have had and feels safer knowing Cassandra is at the library and can access supports when needed.

A PARTNERSHIP WITH NIGERIAN ASSOCIATION OF LONDON AND AREA



CMHA TVAMHS has entered into a partnership with the **Nigerian Association of London and Area (NALA)** to create "Friendship Benches" in the area where those who have immigrated from Nigeria and other countries can access on-the-spot

mental health supports. So often, new immigrants avoid or delay seeking treatment due to concerns of stigmatization in their communities.

OUT OF THE COLD GODERICH SHELTER



Out of the Cold Goderich Shelter is a partnership between three agencies in Huron County – Choices for Change, Huron County and CMHA TVAMHS. Lakeshore Church in Goderich has kindly offered space to provide shelter services during the cold months. Last year was November until April.

Since that time, the housing stability workers continue to connect with people to build rapport, link resources and "paper ready" them for being housed. They find housing, provide supports, help with moving, get reconnected or support them with new housing challenges.

During the time between April and June, housing stability workers assisted nine individuals who were chronically homeless to find and accept apartments within Huron County and the surrounding area. This was not an easy task due to the shortage of housing and the complexity of each persons' situation.

Although this work can sometimes be daunting, the CMHA workers are passionate and engaged as they advocate for those most in need.

RECEIVING SUPPORT AT THE CRISIS CENTRE



An individual who is a trans-male youth arrived by T-GO (transit system from Tillsonburg to London) looking for guidance from the Crisis Centre. The individual was seeking support from CMHA TVAMHS to find out options to leave an abusive home and where they could go. They needed a longer-term housing solution and although there wasn't an immediate option available, alternate options were identified.

Options included calling London Homeless Prevention Program, Crisis Stabilization Space, etc., and the Youth Opportunities Unlimited (YOU) shelter. Although YOU did not have an immediate bed that morning, they did have one later that afternoon. It also included space for the individual's cat as well!

The individual wanted to return home to retrieve their cat "my companion" and medications and YOU was able to support navigating this piece as well if needed. They said "R" could stay up to 30 days and would have a worker and could connect them to "everything they need".

CMHA TVAMHS provided the individual with a taxi voucher to and from Tillsonburg so they could go get his companion and medication and go to YOU for temporary shelter support and other needs. "R" extended his immense gratefulness and sent an "air hug" and "hand hug" to CMHA TVAMHS staff for their support.

SUPPORTING QUEEN



Queen had attended My Sisters' Place (MSP), a program of CMHA TVAMHS for a number of years. When she first arrived, she would not speak to anyone, was terrified of the noise and bustle of the program, and found a quiet spot to sit, while hiding behind a newspaper. Over time, staff worked with Queen to slowly bring her out of her shell. Eventually enough trust was built for Queen to know she was in a safe place. Bonding with two staff in particular, Queen disclosed that she had almost no family or friends outside of MSP.

Over time, the once very withdrawn woman began attending the weekly MSP music group, finding her passion for music and dance. When the pandemic hit, MSP adopted a take-out type of service to support the needs of participants while balancing COVID-19 safety and health protocols.

Every day, Queen joined for a meal and a check-in with her favourite staff members. Staff were worried

for Queen, as MSP was her only form of social connection and support, so it was always a relief to see her line up each day and chat with her MSP family. However, in early fall, staff on-site noticed Queen in line for service and saw her struggling to remain upright. As staff walked outside to support Queen, she fell to the ground. 911 was called and staff sat with her and held her hand until emergency services arrived.

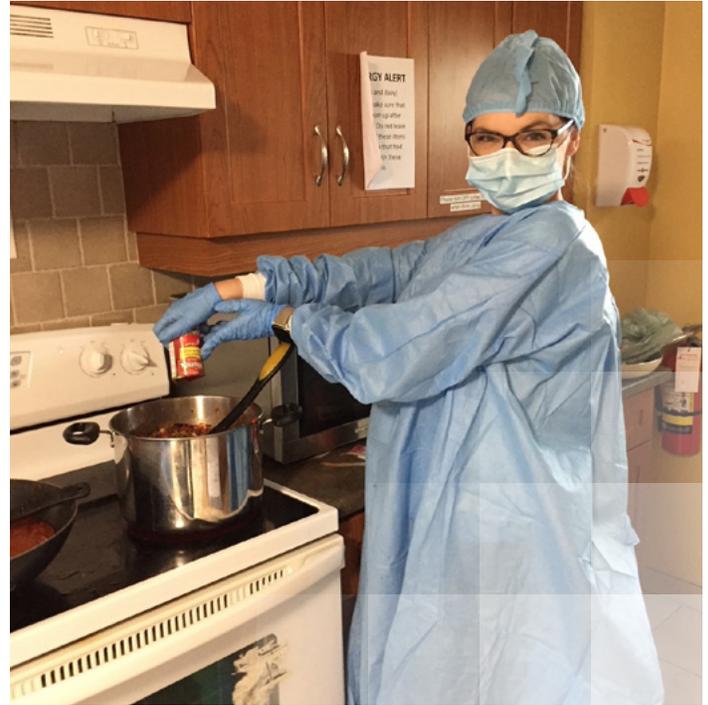
Tragically, Queen passed away on route to hospital from her underlying health concerns. The team took great comfort in knowing that Queen spent her last moments with those she adored and who adored her right back. MSP touches so many lives in many different ways. MSP is often the only place that will accept participants exactly as they are and exactly where they are at. We are fortunate and grateful to be a part of such a needed service in the community.

COOKING DAY AT CRISIS STABILIZATION SPACE



In an innovative move, the Crisis Stabilization Space (CSS) team found a unique way to successfully stretch the grocery and meal funding allocation. In September 2021, the CSS team held a Cooking Day. They purchased reusable containers, determined healthier meal options (considering dietary restrictions), purchased ingredients, and sourced staff with culinary knowledge to volunteer for a shift to prepare meals.

As a result, staff prepared almost 100 meals, including 13 meals being enjoyed by participants that same afternoon! Food and sleep are key to good mental wellness. It's important for CSS participants to have better food options and receive other daily needs that improve wellness. A big thank you to everyone at CSS for coming up with the ideas, providing input, support and making it happen.



ETERNALLY GRATEFUL FOR CMHA TVAMHS



A transitional case manager worked with an individual to complete a Transitional Case Management (TCM) intake form. They spent the entire time reviewing the positive changes in her life, thanks to the Crisis Centre and Torrie from Information and Brief Support. The client shared her connection with Dr. Laporte who was one of the first people who met her without preconceived notions and truly listened during her re-assessment.

She said Lorraine, a nurse with CMHA TVAMHS, was the first person to follow up with her regarding recent medication changes, making her feel well cared for by the agency. Since making changes to her

medications, she feels hopeful, clear in her thoughts, interested in better hygiene, and wanting to leave the house to see friends.

She recently started reading again and engaging in long-forgotten activities. She is doing so well, she doesn't feel the need for case management services at this time. She'll keep the TCM information in case anything changes. She said that CMHA changed her life and that she is eternally grateful for connecting with our services.

SUPPORTING HIGH-RISK INDIVIDUALS



CMHA TVAMHS is the lead agency supporting high risk situations being presented at the Connectivity Table. Over the past year mental health and addiction were the top three risk factors for all high-risk situations presented. Our agency has been

instrumental in offering a rapid response to the most at-risk individuals in our community. We are very proud to lead this initiative and many thanks to the dedicated staff who volunteer to check in on individuals within the community.

MEDICAL SERVICES



This program offers an “access and flow” model to increase referrals to necessary clinical supports. Access and Flow refers to getting the support you need in a timely manner while ensuring you are being referred to the right program at the right time. This model reduces wait times and allows individuals to come into services when they need them and reduces contacts when you are doing well. Over the past year the teams have consistently increased new referrals while maintaining rostered clients. Here are some of our expansions:

- Nurse practitioner-led primary care clinic implemented at 200 Queens Avenue and My Sisters’ Place offered:

- Increased access to Rapid Access to Addictions Medicine (RAAM) clinic
- RAAM clinic shadowing opportunities to other health care providers as the first clinics to offer Sublocade (monthly injection)
- Additional Tuesday afternoon clinics for stable Sublocade clients
- Increased number of walk-ins, especially on Mondays, from London Health Sciences Centre referrals
- Psychiatry

- Developed a smartsheet referral for easier access
- Expanded crisis appointments to Crisis Stabilization Space and Mobile Response Team clients
- Increased access to psychiatry in Elgin and Strathroy. 92 Elgin psychiatry clients (no longer waitlisted) were triaged because of the access and flow model
- New referrals increased 28 per cent across London and Strathroy increased 62 per cent in Elgin
- Clinical services moved to 648 Huron Street which is the same location as the Crisis Stabilization Space. They are initiating daily rounds to triage needs and offer supports to clients in a crisis bed using a point of care access model
- New funding for an Addiction Consult Team at London Health Sciences Centre (LHSC) will enhance existing Addiction Transitional Case Manager (ATCM) program with harm reduction supports, care pathways to assessment and treatment, and other services. The team includes an addiction nurse practitioner, an ATCM, and Regional HIV/AIDS Connection will receive funding for a harm reduction specialist to work closely with the existing LHSC teams

FUNDRAISING HIGHLIGHTS

THE 'ART OF GIVING' RUNS IN THE FAMILY

Owner of the local London franchise The Lunch Lady, Sheela Gurushanta, reached out to My Sisters' Place during the pandemic to offer help. Knowing that our staff were struggling to provide the meals to those we serve due to the pandemic, she wanted to lend support in the best way she knew how. Sheela has provided countless Meals to Go over the past several years and continues to be an incredible donor to our organization. We are so grateful for her expertise and generosity!

Very recently her daughter, Salena, launched her own clay jewellery business Sal & She Clay Co. and has become a vendor at many local Artisan Markets in and around London. Proceeds from the sale of her earrings have been directed to My Sisters' Place. In their own words, "We chose to support My Sisters' Place because we love and appreciate the work it does and wish to contribute in whatever way that we can. Because when women support each other, INCREDIBLE things happen."

Pictured: Sheela and Salena Gurushanta



LIVING ALIVE DONATION

In November 2021, Living Alive Granola owners Joe Preston and Stephanie Brown of St. Thomas presented the Elgin office with a \$5,000 gift in support of mental health. Living Alive Foods produces two flavours of granola, Honey Almond and Maple Walnut, made fresh weekly by their family for yours. Located in the heart of St. Thomas, their little granola kitchen is bright and cheery. Their employees are as local as the maple syrup and oats, and you will often find them singing while they are baking their fresh ingredients. Their goal is to nourish your soul.

Stephanie Brown is also an amazing peer support specialist in St. Thomas and a passionate advocate against stigma towards mental health and mental illness. A self-described bipolar survivor, Stephanie connects with individuals all over the world on topics like normalizing mental illness symptoms, stomping out stigma, and how to better access clinical help or community support on the road to recovery. In addition to her mental illness advocacy work, Stephanie was a finalist in the Ms. Health & Fitness competition 2021. Thank you to Joe and Stephanie for their contribution and support of mental health in the community!

Pictured: Wendy Sanderson and Stephanie Brown



SLASH THE STIGMA

Slash the Stigma is a hockey tournament that was formed to bring positive attention to and conversation around what historically is a taboo subject. Its aim is to bring more awareness to mental health in Oxford County and support the work of CMHA TVAMHS. The tournament took place at the Norwich Nor-Del arena over the March 18th-20th weekend and raised close to \$30,000 for CMHA TVAMHS!

We are incredibly grateful to the organizers Kelsey Van Ymeren and Taylor Schut as well as the community and event attendees who participated and raised money for mental health supports in rural communities. Van Ymeren's motivation to run a fund and profile-raising tournament in support of mental health combines very personal family and community connections with a long-standing love for hockey.

Pictured: Taylor Schut and Kelsey Van Ymeren

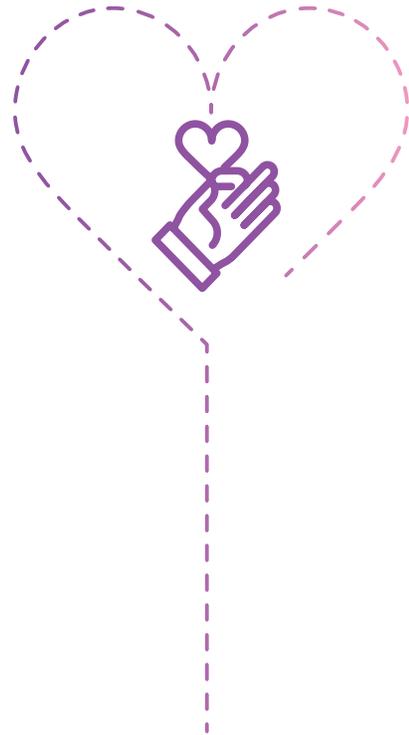


SOUL SISTERS NIGHT OF BLUES

With the help of member from the My Sisters' Place Soul Sisters Night of Blues Event Committee, a new fundraising event was launched with a mix of in-person and virtual attendance. Hosted by London's CTV news broadcaster Nick Paparella, the Soul Sisters Night of Blues event took place at the Palasad Social Bowl in support of the Nutritional Program at My Sisters' Place.

Over 150 guests participated by attending live or comfortably at home and enjoyed an extremely competitive live auction and musical performance by the Chris Murphy Band including performances by Denise Pelley and Galea. Close to \$90,000 was raised by auction proceeds and generous gifts made by a Fund A Need after Louise B. shared her story. With such success in its first run, a second annual event was held August 18, 2022.

Pictured: Karna Trentman and Louise B.



2021-2022 BY THE NUMBERS



18,102
Clients Served

	No.
Addiction - whole region	3,426
Elgin	4,253
Middlesex	7,341
Oxford	3,082



1,202
clients engaged in
housing supports

	No.
Addiction - whole region	70
Elgin	472
Middlesex	559
Oxford	101



723
Clients with no fixed
address /experience
homelessness



2,000
clients engaged in
case management

	No.
Addiction - whole region	212
Elgin	410
Middlesex	1,059
Oxford	319



11,923
crisis and crisis response contacts

Oxford	Middlesex	Elgin
1,630	8,876	1,576

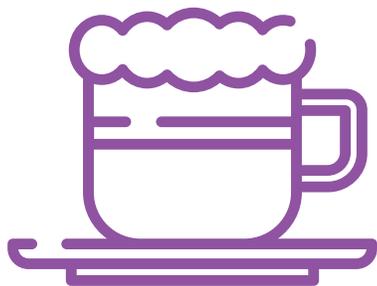


563
clients engaged in mental health counselling

Elgin	Brief	241
Oxford	Walk-in	322

2021-2022 BY THE NUMBERS

OUTREACH PROGRAMS: MY SISTERS' PLACE AND LONDON COFFEE HOUSE



65,527 individuals accessed services

3,285 individuals supported over the phone (Crisis and Referrals)

59,696 meals provided

10,101 snack bags provided

40,124 basic needs packages provided

4504 harm reduction kits provided

235 individuals supported in a mental health crisis

274 individuals supported in a substance use crisis



55,316 calls received
by Reach Out, Support
Line and Friendly Callers



703 calls received
by Crisis Call Diversion
(including follow-up calls)



468 calls received by
Tandem After Hours

Note: completed calls do not include prank/harassment/hang ups or wrong numbers

2021-2022 BY THE NUMBERS



3,446

Addiction Clients Served

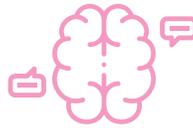
PROBLEM SUBSTANCES IDENTIFIED	%
Alcohol	47
Opioids <small>*Includes 8% fentanyl, 1% heroin, 1% over the counter codeine preparations, 19% prescription opioids excluding fentanyl</small>	29
Cocaine	14
Cocaine and Crystal Meth	13
Crack	6

SUBSTANCES USED IN PAST 12 MONTHS	%
Alcohol	60
Cannabis	42
Opioids <small>*Includes 8% fentanyl, 5% over the counter codeine preparations, 24% prescription opioids excluding fentanyl. Heroin is reported separately.</small>	37
Cocaine	26
Crystal Meth	19
Crack	13
Benzodiazepines	10
Stimulants/ Amphetamines	9
Heroin	5



15%

of clients who self-identify being mandated to attend treatment*



1,885

clients (55%) who self-report being diagnosed with a mental health concern



71%

of clients who self-report as never injected drugs

TOP 5 PROBLEMATIC GAMBLING ACTIVITIES
Lottery Tickets
Internet Gambling
Scratch Tickets Slots
Sports Betting
Cards/ Table Games

GAMBLING VS. TECHNOLOGY VS. HYPERSEXUALITY SERVICES PROVIDED	%
Technology concerns	23
Hypersexuality	39
Gambling	38

* Includes the choice between treatment or jail, condition of probation/ parole, condition of child welfare, condition of employment, family pressure, and "other" reasons they feel mandated

Rapid Access Addiction Medicine: 753 individuals served through 3,694 visits

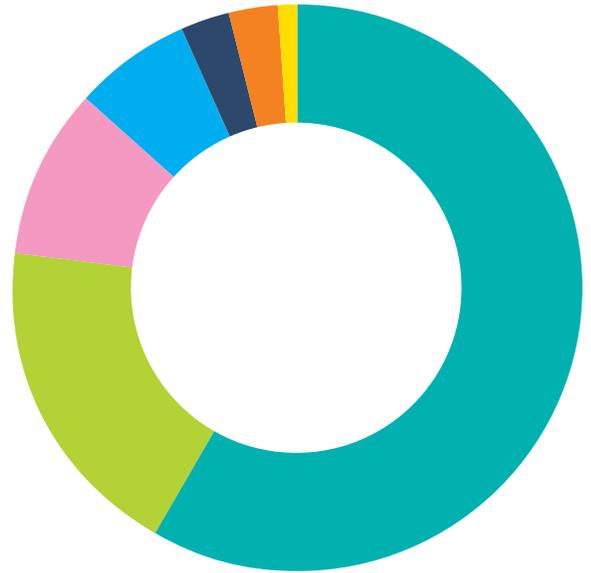
Community Opioid Addiction Program: 453 individuals served through 2,395 visits

FINANCIAL REPORT

Revenue

Ontario Health West	\$32,378,088 [58%]
Ministry of Health	\$10,409,316 [19%]
United Way	\$570,183 [1%]
City of London	\$1,472,830 [3%]
Donations	\$1,557,123 [3%]
Rental	\$3,661,273 [6%]
*Other Revenue	\$5,412,736 [10%]

TOTAL \$55,461,549



Expenses

Salaries & Benefits	\$32,678,504 [60%]
Programs	\$4,879,009 [9%]
Operating	\$3,604,610 [7%]
Occupancy	\$12,471,046 [23%]
Amortization	\$671,493 [1%]

TOTAL \$54,304,662



**includes funds amounting up to \$500,000 from a variety of contributors such as the City of St. Thomas, Oxford County, Huron County, Middlesex County, Solicitor General and London Community Foundation*

For a full copy of the audited Financial Report, please contact the office.

CANADIAN MENTAL HEALTH ASSOCIATION THAMES VALLEY ADDICTION AND MENTAL HEALTH SERVICES

London Regional Centre & Corporate Services
200 Queens Avenue, Suite 260, London, ON, N6A 1J3
519-673-3242

Mental Health and Addictions Crisis Centre
648 Huron Street, London, ON N6B 1Y6
519-434-9191

My Sisters' Place
566 Dundas Street
London, ON N6B 1W8
519-679-9570 | 1-877-859-0352
mysistersplace@cmhatv.ca

London Coffee House
371 Hamilton Road
London, ON N5Z 1R7
519-204-4719

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Impact Junk Solutions – Social Enterprise
38 Adelaide Street N., Unit 6B
London, ON N6B 3N5
519-808-5237
info@impactjunksolutions.com

St. Thomas Regional Centre
10 Mondamin Street | Suite 109
St. Thomas, ON N5P 2V1
519-673-3242

Woodstock Regional Centre
522 Peel Street
Woodstock, ON N4S 1K3
519-539-8055

Strathroy Hub
21 Richmond Street
Strathroy, ON N7G 2Z1
519-245-0120

Tillsonburg Hub
41 Broadway Street
Tillsonburg, ON N4G 3P4
519-842-9425

Exeter Hub
149B Thames Road West
Exeter, ON N0M 1S3
519-235-0335

Visit cmhatv.ca to view other locations

Aylmer | Oneida First Nation | Munsee-Delaware
Goderich | Ingersoll | London

Need Immediate Support in the Thames Valley region:
Call Reach Out 24/7 519-433-2023 or 1-866-933-2023
Text Reach Out 24/7 519-433-2023
Webchat www.reachout247.ca



Canadian Mental
Health Association
Thames Valley
Addiction and Mental Health Services

Association canadienne
pour la santé mentale
Thames Valley
Services de santé mentale et de traitement des dépendances