

YEAR IN REVIEW



**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

SEPTEMBER 25, 2024

4:00 PM – 6:00 PM

Land Acknowledgement



**Canadian Mental
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2024/2025 Board of Directors

Welcome to our new Board Chair – Hardeep Sadra!

Hardeep Sadra, Chair

Stephanie Johnston, Vice-Chair
Dennis Lunau, Treasurer/Secretary

Directors

Nicole Adkin
Heather Bishop
Amy Cook
Rita Giroux-Patience
Jibran Khokhar
Patricia Potter-Bereznick
Eric Riley
Abdoulaye Sako
Tom Warner



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French Language Services

Noha Elsheikh

French Language Addiction & Mental Health System Navigator / Navigatrice du système de santé mentale et de traitement des dépendances

September 25 is Franco-Ontarian Day
Happy Franco-Ontarian Day!

Le 25 septembre, Jour des Franco-Ontariens
Bonne journée des franco-ontariens!



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Data for 2023-2024

Données de 2023-2024

469 total unique French clients

155 hours of free psychotherapy

25 sessions of psychiatric consultations

16 educational presentations

469 clients uniques

155 heures de psychothérapie gratuite

25 sessions de consultation psychiatrique

16 présentations éducatives



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New Project for the Mental Wellbeing of Francophone Ethnocultural Communities

- Looking for culturally sensitive and inclusive approach
- Learning from global experiences - the Friendship Bench
- Using community inherent strength
- Receiving LCF vitality grant 2024
- Training volunteers by February 2025

Nouveau projet pour le bien-être mental des communautés ethnoculturelles francophones

- Adopter une approche inclusive et sensible à la culture
- Tirer des leçons des expériences mondiales - le Banc de l'amitié
- Utiliser les forces inhérentes à la communauté
- Obtenir la subvention de vitalité de la communauté de LCF en 2024
- Former les bénévoles d'ici février 2025



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Our 2024-2027 Strategic Plan

Vision

Promoting resilience for all through mental health and addiction services.

Mission

Provide timely mental health and addiction services, education and advocacy to ignite hope and support change for all.

Values

Inclusion

We embrace diversity and create welcoming and inclusive spaces where everyone feels accepted and supported.

Compassion

We provide care and support by meeting people where they are with empathy and understanding.

Innovation

We actively pursue new approaches to advance mental health and addictions services for all we serve.

Excellence

We strive for the highest standard of care and service to support the unique needs each of our clients.

Respect

We treat our clients, coworkers and partners with dignity and worth.

Collaboration

We value our partnerships and relationships to provide the best outcomes for the clients we serve.

Strategic Priorities

	Access to client-centred care and services	Support First Nations, Inuit, Métis and Urban Indigenous Priorities	Leadership	Supportive Housing
Objectives	<ol style="list-style-type: none"> 1. Eliminate barriers to people accessing CMHA TVAMHS services they need. 2. Use and enhance data to inform services that supports the diversity of community needs. 3. Establish a culturally appropriate approach to address the needs of families and individuals. 	<ol style="list-style-type: none"> 1. Establish a culturally appropriate approach with First Nations, Inuit, Métis and Urban Indigenous communities to address the needs of families and individuals. 2. Build and maintain relationships and partnerships with First Nations, Inuit, Métis and Urban Indigenous communities. 3. Support an environment that enables First Nations, Inuit, Métis and Urban Indigenous communities to design and implement culturally safe services with support from CMHA TVAMHS. 	<ol style="list-style-type: none"> 1. Inspire a culture that promotes continuous quality improvement in all aspects of our business. 2. Continue to build a strong, healthy, cohesive, and inclusive team. 	<ol style="list-style-type: none"> 1. Respond to the changing needs of our community members and create movement across the housing continuum.

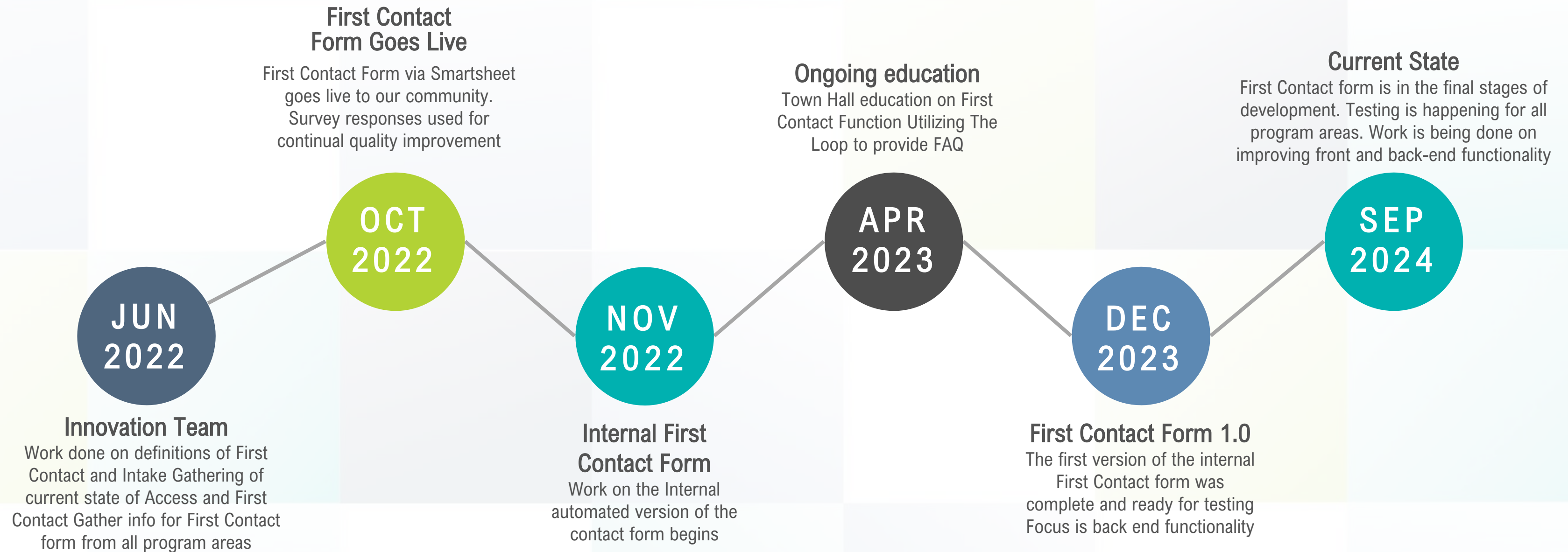


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Access to Client-Centered Care

Sarah Aalbers, Manager of Access and Crisis Intervention Programs



Current State

Evaluate and enhance the first contact and referral process

Establish a framework for standards of care for consistent service delivery across the organization

Establish an integrated database that helps to improve organizational knowledge

- Survey's are done for each referral submission and results reviewed for improvements.
- Program areas provide feedback as to changes needed Referral pathways continually evaluated to ensure the best experience for the client
- Standardized first contact model is achieved through online form on our website which improves triage and flow.
 - Clients can self refer through this method.
 - Staff can complete the form with clients in person or over the phone, reducing barriers to those without technology access
 - Community partners can refer seamlessly.
- All sites and regions utilize the same method on access to service.
- An inventory exists of all CMHA TVAHMS:
 - Access points
 - Programs available at each location
 - How to refer and,
 - Inclusion/exclusion criteria.



Clinical Services - Highlights

Christine Sansom, Director of Medical Services



Medical Services

- Community and Hospital
- Withdrawal Management
- Indigenous Collaboration
- Youth Wellness Hub
- Families/Caregivers
- Clinical Services
- Increased Psychiatry



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RAAM Outcomes

Christine Sansom, Director of Medical Services

✓ Open four days per week, walk-in capacity, same day service

August 2023 – August 2024:

Total Visits: 5,594

Dr. Rocker: 2,494

Dr. Gracey: 1,123

Dr. Lee: 2,988

Unique Clients served: 1,307



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Support First Nations, Inuit, Métis and Urban Indigenous Priorities

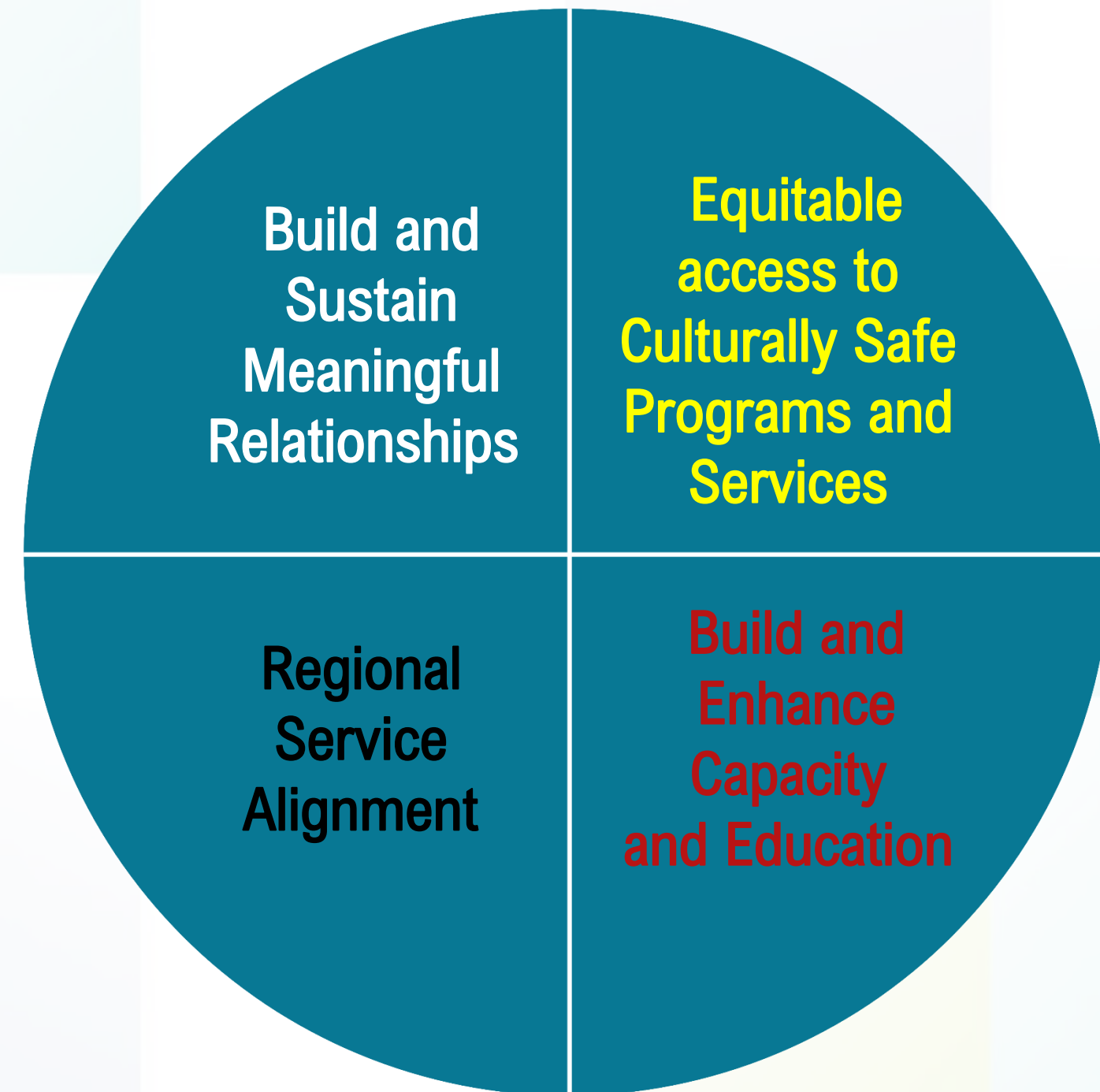
Pam Hill, Director of Strategy



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First Nation, Inuit, Métis and Urban Indigenous Health and Wellness: Reconciliation Action Plan



Measure, Monitor, and Evaluate



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Anti-Racism and Anti-Oppression Strategy for Equity, Diversity, Inclusion and Belonging

11 Areas of Action

Collect, Share,
and Use Equity
Data

Embed in
Strategic Plan

Invest in
Implementation

Identify Clear
Accountability

Represent and
Reflect

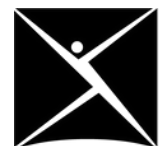
Include and
Engage
Voices

Address
Racism
Focusing on
Anti-
Indigenous
and Anti-Black
Racism

Reduce
Disparities

Contribute to
Population
Health
Work

Report and
Evaluate to
Drive
Improvement



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Leadership – Fostering Growth and Development

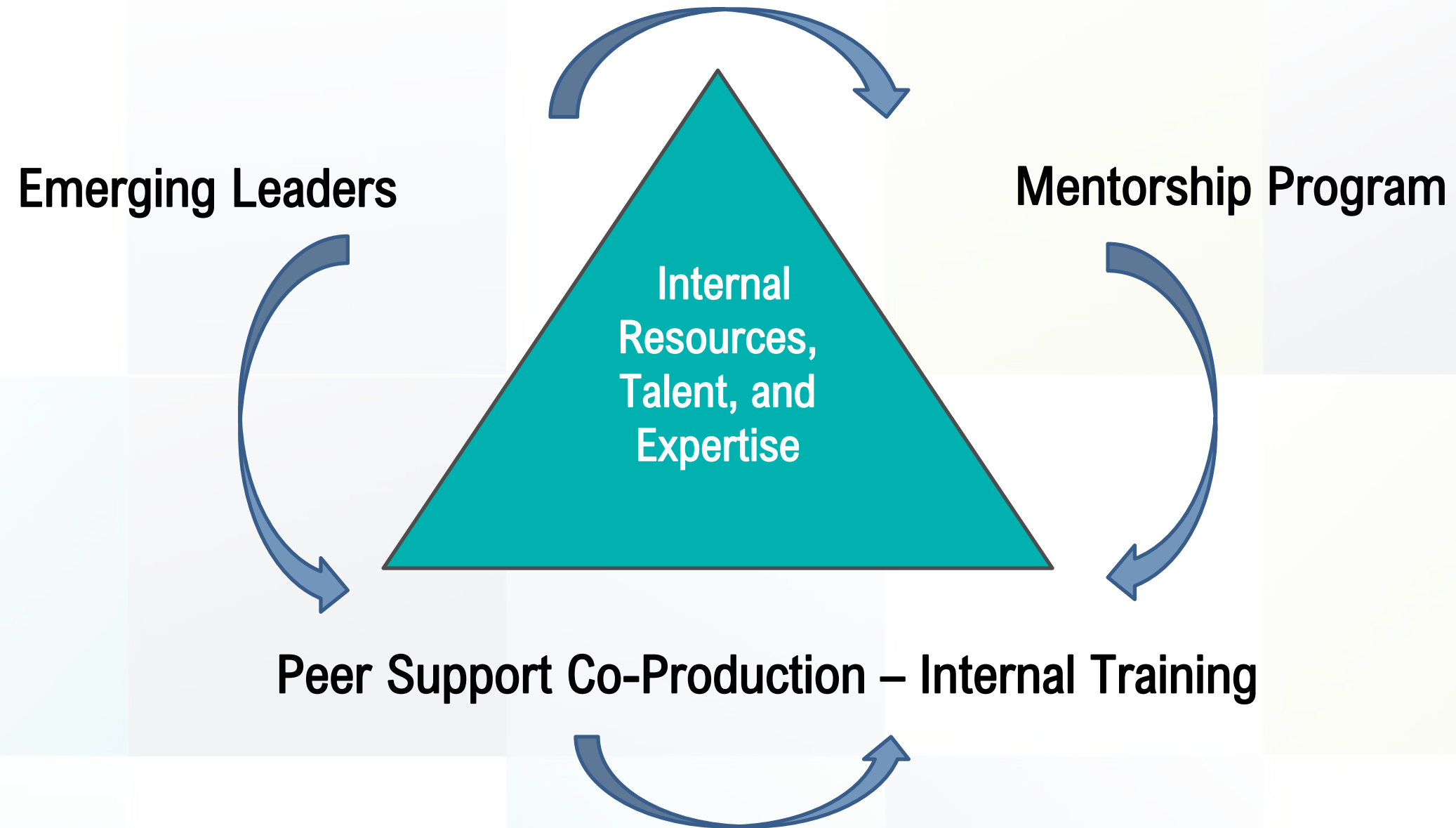
Lori Hassall, Vice President of Services & Programs



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Leadership Capacity Development Opportunities



Supportive Housing

Dean Astolfi, Vice President of Supportive Housing and Program Development



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446 King Street Nicole's Choice



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Oxford Transitional Housing



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The Hill Street Project



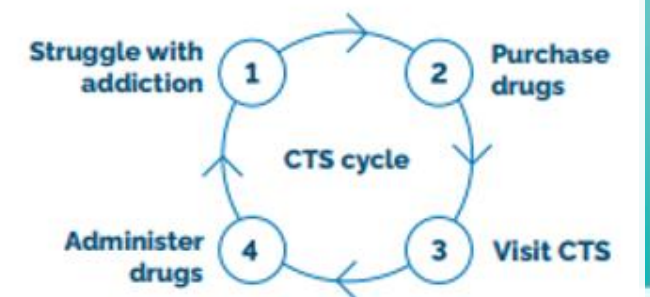
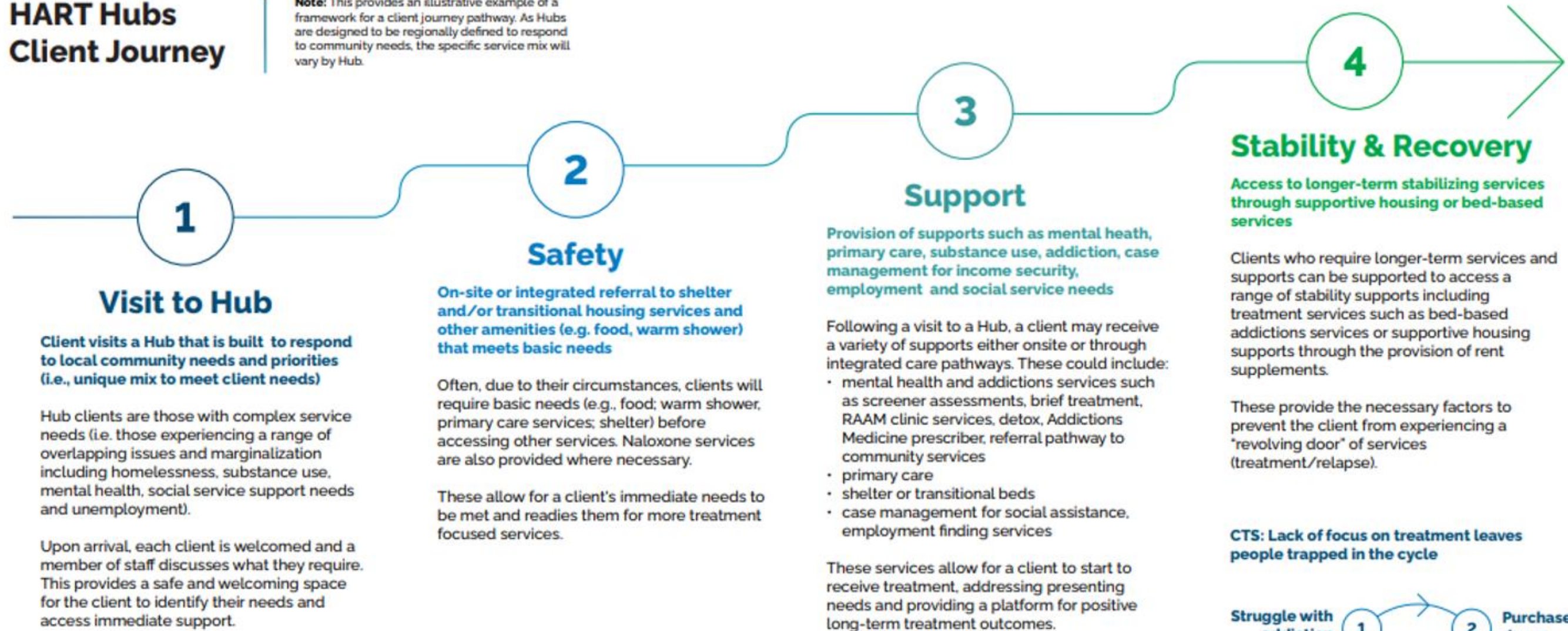
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HART Hub Proposal

HART Hubs Client Journey

Note: This provides an illustrative example of a framework for a client journey pathway. As Hubs are designed to be regionally defined to respond to community needs, the specific service mix will vary by Hub.

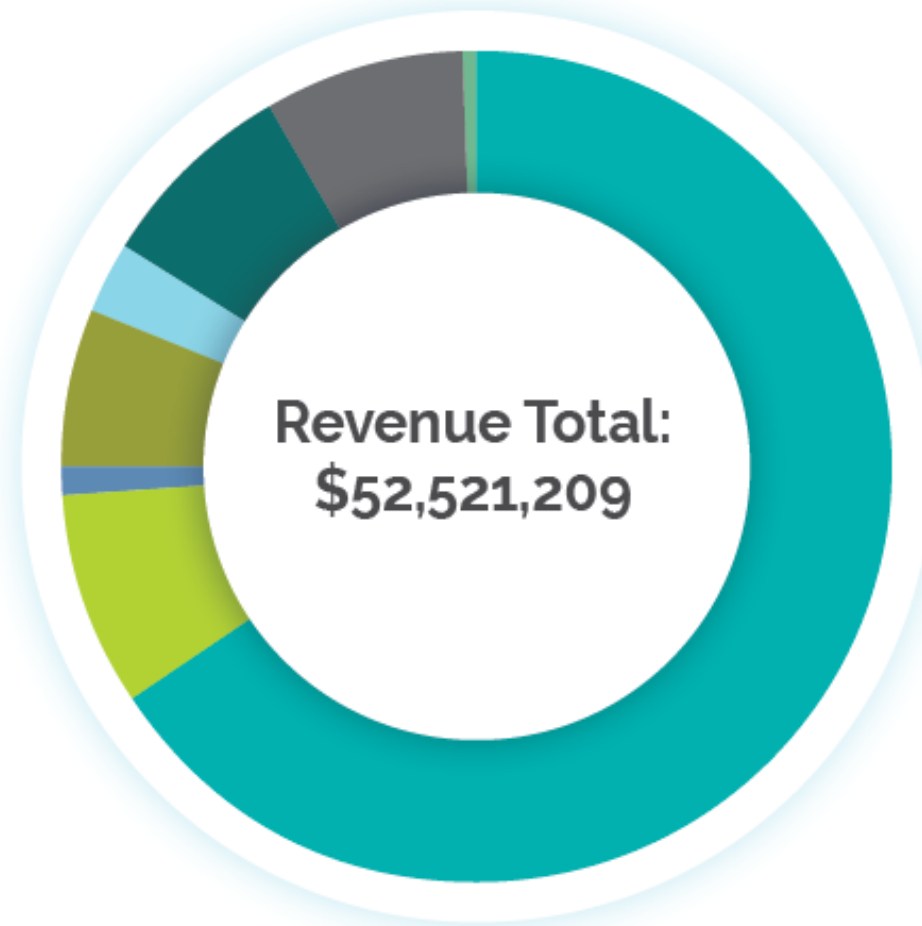


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Finance Update 2023-2024

Shawn Gilhuly, CFO and Vice President of Corporate Services



Ontario Health West	\$ 34,555,478
Ministry of Health	\$ 4,340,292
United Way	\$ 571,734
City of London	\$ 3,236,583
Donations	\$ 1,451,763
Rental Revenue	\$ 4,031,515
Other Revenue	\$ 4,074,990
Amortization of deferred contributions	\$ 258,854

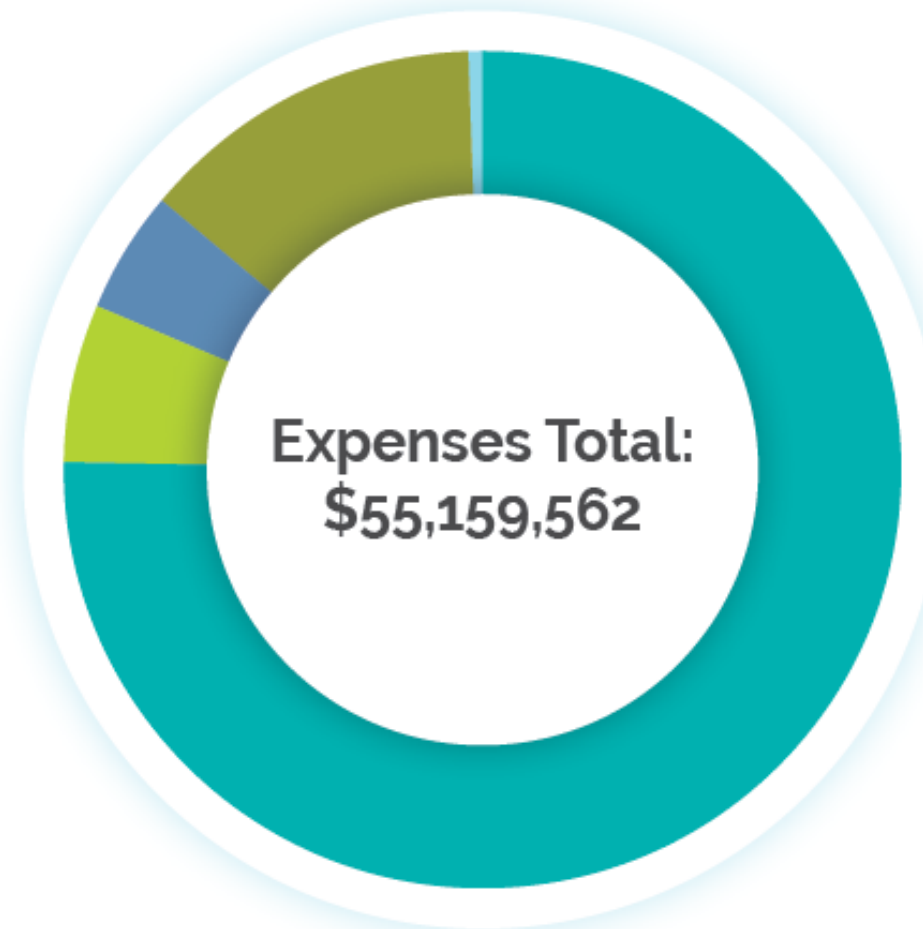


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Finance Update 2023-2024

Shawn Gilhuly, CFO and Vice President of Corporate Services



Salaries/Benefits/Medical	\$ 41,606,228
Sessional Fees	\$ 3,363,673
Supplies	\$ 2,643,271
Sundry Expenses	\$ 7,287,536
Equipment/One-Time Expenses	\$ 258,854



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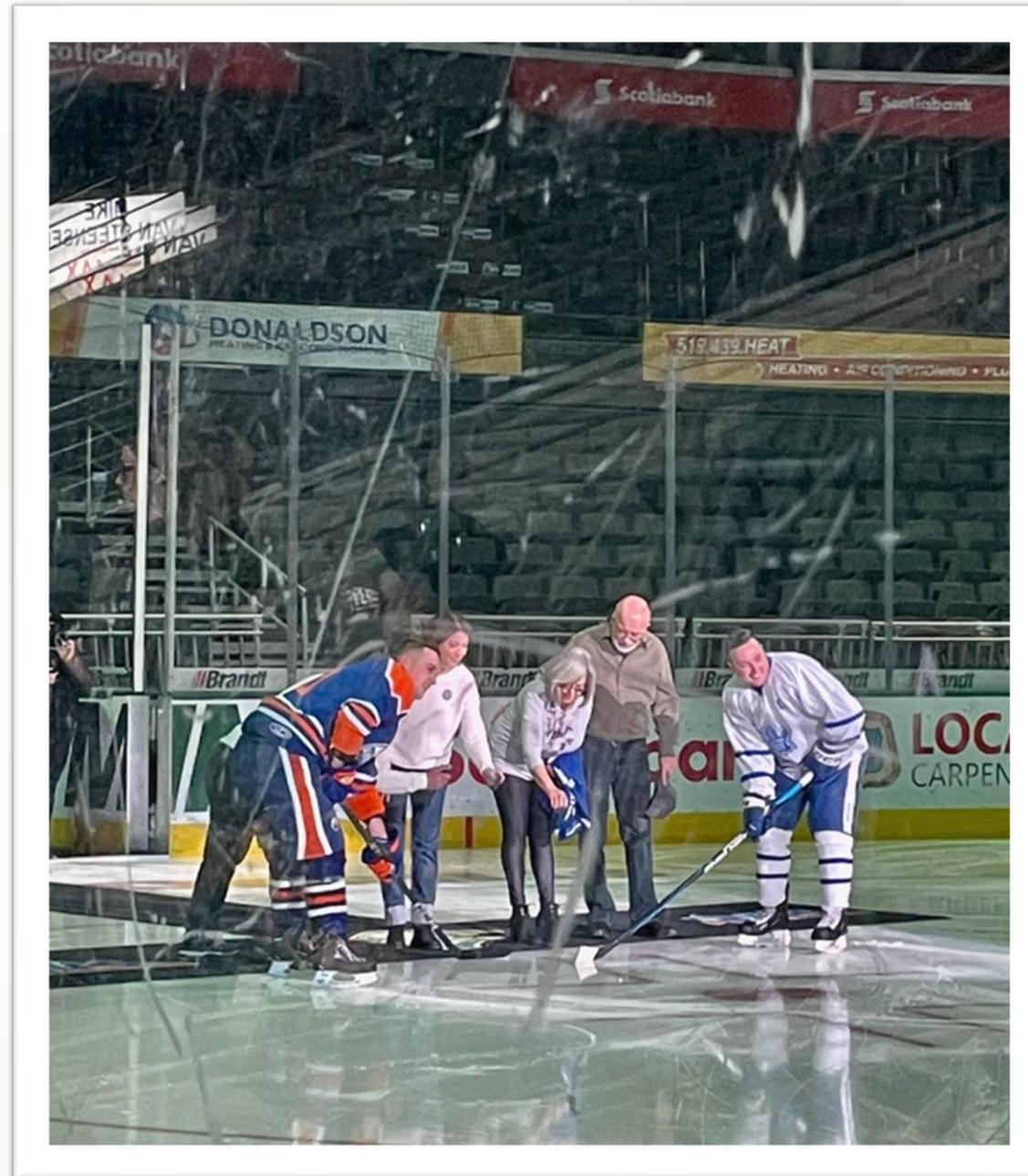
Fund Development - Highlights

Wendy Sanderson, Director, Fund Development and Communications
-Thank you to our community for your ongoing support-



Fund Development - Support

- Through a combination of generous community support by individual donors, foundations, grants and events our organization has continued to realize a steady increase in donation dollars over the past year.
- The most popular events during the past year were hockey and golf, raising over \$150,000. We offer our donors a variety of fundraising priorities that can assist us in providing support where and when it's needed most.



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Fund Development Priorities

My Sisters' Place
CMHA Thames Valley Highest Needs Fund
Rural Mental Health
Oxford Fund
Addiction Support



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Internal Grants

During this past year over \$61,000 in grants were awarded to a number of internal programs and activities ranging from community events and BBQ's to gardening, art and photography.

Please read our Annual Report for further details.



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Employee Recognition Awards



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Employee Recognition Awards

CMHA TVAMHS Innovation Award – Group Award

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

Nominees:

Social Rehabilitation & Community Wellness

Strathroy Team

Elgin Withdrawal Management Services



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CMHA TVAMHS Innovation Award – Group Award

Elgin Withdrawal Management Services



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Employee Recognition Awards

The CMHA TVAMHS Heart Award – Individual Award

Awarded to an employee who demonstrates the values of compassion and respect by providing above and beyond service to clients, their families, staff, and the community and serves as a champion of respect, empathy and mental health for all.

Nominees: Allison Dale, Frances Hickmott, Jennifer Langendoen, Jordan Cline, Kerry Ferguson, Maggie Jarvis, Robyn Mann, Tischa Forster



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Employee Recognition Awards

The CMHA TVAMHS Heart Award – Individual Award

Frances Hickmott



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Employee Recognition Awards

CMHA TVAMHS Open Arms Award – Individual Award

The CMHA TVAMHS Open Arms Award recognizes an employee who demonstrates the values of inclusion and choice by taking positive action every day, embracing, respecting and celebrating the diversity of both the CMHA TVAMHS team and the communities we serve while empowering individual choice.

Nominees: Beth VanCleeff, Cristin Vanderhoek, Kerry Ferguson, Maggie Jarvis, Nick Pooley, Tammy Hope, Tischa Forster



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Employee Recognition Awards

CMHA TVAMHS Open Arms Award – Individual Award

Cristin Vanderhoek



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Employee Recognition Awards

CMHA TVAMHS Beth Patterson Leadership Award – Individual Award

The CMHA TVAMHS Beth Patterson Leadership Award, recognizes exceptional dedication, advocacy and compassion to those we serve and to CMHA TVAMHS. Awarded to a leader who demonstrates leadership by example with enthusiasm, humour and caring and who demonstrates the values of inclusion and collaboration through teamwork.

Nominees: Tischa Forster, Dawn Crook, Ernest Johnston, Josh Klaver, Larissa Oke, Lori Cribley-Clark, Caroline Schnieder



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Employee Recognition Awards

CMHA TVAMHS Beth Patterson Leadership Award – Individual Award

Caroline Schneider



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Employee Recognition Awards

CMHA TVAMHS Relief in Excellence Award – Individual Award (Relief only)

The CMHA TVAMHS Relief in Excellence Award recognizes a Relief employee who demonstrates the values of Compassion and Excellence. Awarded to a relief staff who is passionate about the work they do and who is professional and responsible in their performance.

Nominees: Kerry Ferguson, Susan McIntee



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CMHA TVAMHS Relief in Excellence Award – Individual Award (Relief only)

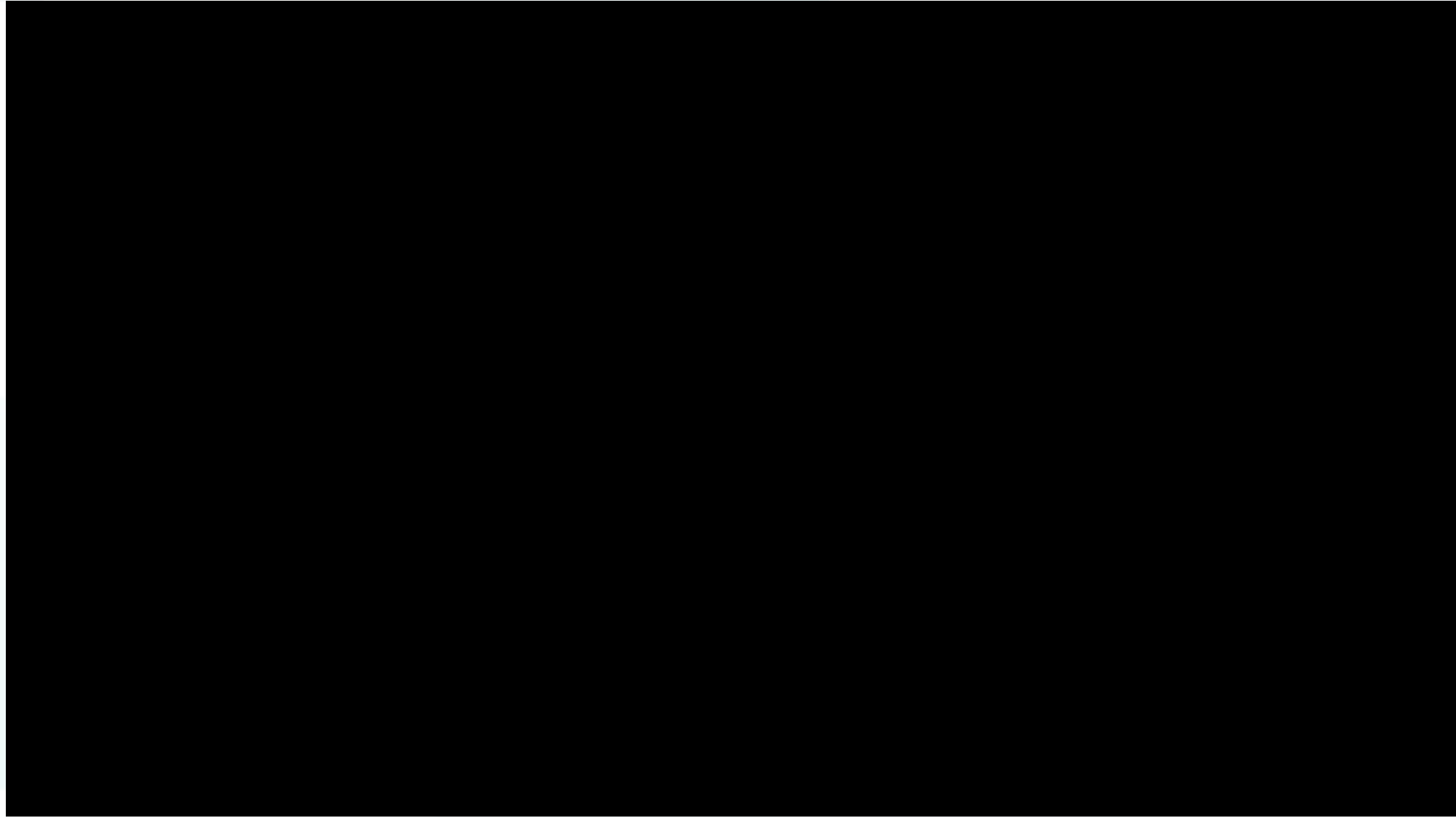
Susan McIntee



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Joan's Story

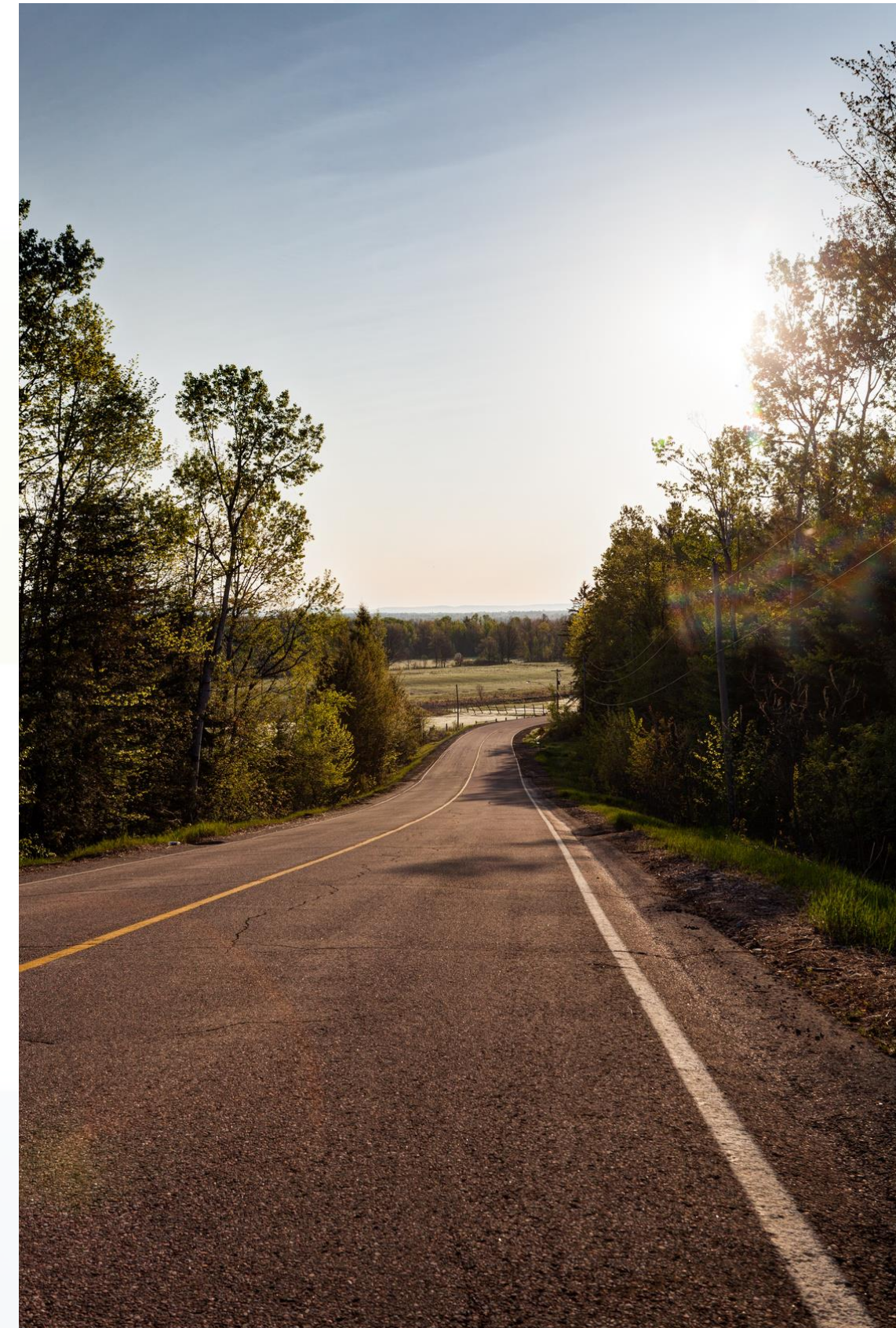


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Looking Forward

Pam Tobin, CEO



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**THANK
YOU**



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