

ANNUAL REPORT

2014-2015



**Canadian Mental
Health Association**
Haliburton, Kawartha, Pine Ridge
Mental health for all





Dual Diagnosis Case Manager Ann



Erin, Marnie, Karen, Yvonne, Christy, Sandy & Julie



Amanda, Melody & Jeff outside REACH



CMHA HKPR Management Team



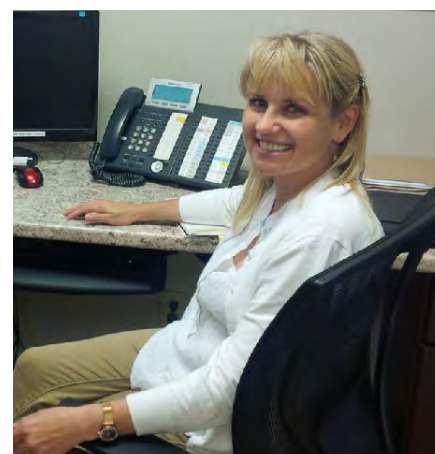
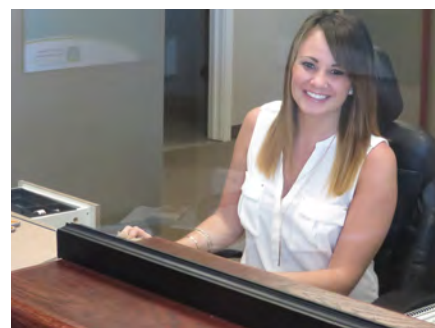
Lisa, Shelly, Rob & Ann-Marie in Kawartha Lakes



OTN Registered Nurse Jill

Annual Report 2014-2015

Welcoming Faces



Barb at 466 George Street, Peterborough (left), Sam at 415 Water Street, Peterborough (top right) and Jen at 33 Lindsay Street, Lindsay (bottom right)

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About Us

Our Mission

To promote and support mental health recovery and wellness by working with individuals, families and community partners.

Our Vision

Mentally healthy people living in an inclusive society free from stigma.

Our Values

CMHA HKPR adheres to the following client-centred values:

Self-Determination – We support an individual's involvement in decisions that affect their life.

Diversity – We value diverse perspectives and the lived experience that all people bring.

Social Justice – We are committed to removing barriers and discrimination that impact quality of life and supporting equitable access to resources, so that people can fully participate in society.

Creativity – We encourage innovative ideas and new ways of working that are responsive to the changing needs of our community.

Social Responsibility – We are environmentally responsible and committed to working in the public interest and for social good.

Integrity – We value honesty and ethical behaviour.

Respect – We honour and support the dignity of each individual.

Accountability – As a publicly funded charitable organization, we are committed to using our funds as efficiently and effectively as possible and to being open to the highest standards of public scrutiny.

Foundation

Knowledge, Hope and Belonging is the foundation that supports our belief in Mental Health for All.

Knowledge - Through education and open dialogue, we can help to provide our community with a greater understanding of mental illness, thus eliminating stigma.

Hope - Through our services we are able to foster hope that we are a community where everyone who needs help, gets help.

Belonging - Through our programs we are able to promote belonging to a community which is an important part of recovery.

Board of Directors 2014-2015

(L-R) Margaret Seaton-President, Mary Reader, Judy Dickson-Vice President, Mark Graham-CEO, Ted Smith, Adam Guzkowski, Patrick Dunn, Patti Ley, Danielle Carter-Treasurer

Absent - Starr Olsen, Robert Allen-Secretary, Paul Forget



A Joint Message from our Board President and CEO: “EVERYONE MATTERS”

This year marks the completion of the second year of the amalgamated Canadian Mental Health Association Haliburton, Kawartha, Pine Ridge Branch (CMHA HKPR). The theme of this year's Annual General Meeting, “Everyone Matters” follows on last year's theme “Together as One”, as we build on the strengths of each other to further improve mental health services in the four counties.

“Everyone Matters” is seeing the humanity in each person, and emphasizing that everyone has the right to be who they are, without shame, judgement or attack. As we reflect over the past year, we see dedicated staff, board members and volunteers making a difference in the lives of the individuals we support, by believing that “Everyone Matters.”

The following is a summary of some of the activities and initiatives we have undertaken in the 2014-15 fiscal year, striving towards creating a community where mental health for all is a reality and that everyone does matter.

- CMHA HKPR submitted an Expression of Interest with Toronto Scarborough Hospital and Durham Mental Health for review of crisis services in the Central East LHIN region. We were granted approval to proceed as lead agency. Completed review March 31, 2015.
- Following a Compliance Inspection process in October 2014, CMHA HKPR received a compliance letter from the Ministry of Community and Social Services (MCSS) meeting Ontario Regulation 299/10 Quality Assurance Measures and the Policy Directives for service agencies.
- The Central East Local Health Integration Network (CELHIN) Multi-Sector Accountability Agreement (MSAA) Declaration of Compliance 2011-2014 was completed and submitted.
- Through an expropriation of properties by the City of Peterborough and following approval by the Ministry of Health and Long Term Care (MOHLTC), CMHA HKPR sold our Housing Support property on Reid Street and purchased a new property on Charlotte Street.
- CMHA HKPR has been advised of new provincial investments in rent supplements for 12 additional units, including 8 units in Peterborough City and County, and 4 units in Northumberland. Approximate annual funding is \$64,100.
- Following a new revised funding model by United Way Peterborough, CMHA HKPR was one of 20 agencies approved for 5 years of funding at \$44,000 per year. Unfortunately, this was a 44% reduction in funding from previous years. CMHA HKPR is undertaking a number of fundraising initiatives to replace these funds, critical to our Education and Health Promotion Programs.
- The Lighthouse Community Centre program received a grant from The Luke 4 Foundation to purchase much needed equipment to enhance the kitchen facility.
- CMHA HKPR received \$18,420 from the City of Peterborough to continue operation of Trustee Services for the homeless.

- CMHA HKPR received funding letters from the CELHIN for Community Investments: Telemedicine Enhancements \$100,200; Community Investments Housing Coordinator \$75,000; Community Investments Northeast Community Treatment Orders Case Management Expansion \$190,000 and 2014-15 In-Year Reallocation One-Time Community Funding of \$110,000.
- CMHA HKPR will be leading the Dual Diagnosis Psychiatric Clinic. This will consist of 2 days per month of psychiatric support for the HKPR region. We will receive \$29,790 from the Ministry of Community and Social Services to provide psychiatry, dictation services and patient administrative support.
- The Lorne Park Foundation of the Free Methodist Church in Canada will be leasing space at 415 Water Street effective June 1, 2015. Other rental space is still available for interested community organizations.
- Concurrent Disorder Training was completed for 97 staff, including 25 receiving intensive training. Concurrent Disorder Training is specialized training for Case Managers who support individuals with addictions and mental illness.
- Cognitive Behavioural Training (CBT) was provided to 109 staff, including 36 receiving intensive training in 2015.

While these are a few highlights of some of the activities and initiatives within CMHA HKPR over the past year, it is often the day to day work – one individual at a time – that fosters change. We invite you to read our Annual Report including personal stories and Quality Improvement Initiatives including a report on our Accreditation process, each reflecting our dedication and commitment in all the work we do at CMHA HKPR.



Margaret Seaton,
Board President

Mark Graham,
Chief Executive Officer

“Everyone Matters” is seeing the humanity in each person, and emphasizing that everyone has the right to be who they are, without shame, judgement or attack.

Striving for Excellence!

The Canadian Mental Health Association Haliburton, Kawartha, Pine Ridge has an ongoing commitment to our clients, employees and stakeholders to strive for excellence in the delivery of services and programs. Our Mission Statement “To promote and support mental health recovery and wellness by working with individuals, families and community partners”, speaks to this commitment. To do so, one of our key service goals in our 2013-2016 Strategic Plan is to incorporate continuous quality improvement in all our service delivery.

As one component of an organizational plan to ensure we achieve this goal, CMHA HKPR is a member of Accreditation Canada. By participating in their ISQ-accredited program, Accreditation Canada enables our organization to pursue excellence, improve performance, and guide our ongoing quality and safety initiatives. Doing so is a mark of pride and a way to create a strong and sustainable focus on quality and safety. In May of 2014, CMHA HKPR underwent a rigorous on-site survey through their Qmentum accreditation program. In June we were advised that we achieved 97% compliance, earning us a Four Year Accreditation, an outstanding achievement following only one year of amalgamation!

In an announcement to staff, CEO Mark Graham states “This truly was a team effort. I am proud of each and every one of you and value the work we all do together to provide safe, high quality mental health services.” Board President Margaret Seaton indicated “This designation is a testament to the dedication and commitment that each of you have demonstrated in providing the best possible care to our clients.”

There was a tremendous amount of hard work put into the accreditation process. However, achieving excellence is not achieved by one event, one day, one month or one year of hard work. It is achieved through continuous quality improvement across all programs. Consequently, Quality Improvement (QI) initiatives are imbedded into each programs’ work plan to ensure we are exploring opportunities, addressing challenges and seizing opportunities to ensure that continued excellence occurs in everything we do. Following are a few examples of some of the QI initiatives undertaken over 2014-2015.



ACCREDITATION CANADA
AGRÉMENT CANADA

Driving Quality Health Services
Force motrice de la qualité des services de santé

Managing Crisis through Case Management

The Case Manager, as part of a multi-disciplinary team, provides intensive case management services to individuals living with mental illness, through community-based, client-centred supports that promote stabilization and independent living. Individualized supports and interventions are provided to clients in their home and community. Supports include assessment, crisis intervention, identification of service plan goals and objectives, evaluation of measurable outcomes related to client progress, coordination and consultation with other service providers, and discharge planning.

Statistics tell us that up to 50% of people living with mental illness will not seek help due to the fear of stigma. Much work has been done over the past two years by CMHA HKPR to help break this stigma. Consequently, more people are looking for help. However, the resources to support these new clients have not changed in over 5 years, due to a provincial freeze on funding. Therefore, it was critical for the Case Management Team to take a close look at how we could best use existing staff resources to meet the increased demand for service. Often times the challenge presented itself through crisis walk-ins and telephone calls. The increased volume was measured at approximately 7 to 10 hours per week and most

often fell to the Case Managers who were already supporting existing clients. The QI project, therefore, was to develop a “walk-in and referral rotation project” to ensure incoming new referrals were quickly connected to the most appropriate resources to reduce wait times. A collaborative effort to execute this rotation was undertaken across many programs including Case Managers, Community and Housing Support Workers; the Court Program, the Dual Diagnosis Program and the Homeless Partnership Strategy. While the primary goal was to increase the capacity of new client support through intake, the secondary goal was to provide skill building to meet our strategic goal to increase overall competent service provision to the community.

The results of the project included finding an additional 10 hours per week for intake/brief services to focus on new client intakes; professional growth for front-line staff in crisis intervention and clinical decision making; identification of new clients who were seeking help for the first time and the opportunity to identify gaps in services and opportunities that will be explored over the next year.

204 new clients were provided service, helping to ensure urgent concerns were met in a more timely manner.

Harrison House Client Centred Programming

Harrison House is a transitional eight-bed co-ed housing program for individuals with a diagnosed mental illness. A fulltime Housing Support Worker provides life skills coaching and promotes independence through social recreation and psycho-educational programming. If required, the support of a mental health Case Manager may also be provided. Each lease is time-limited and includes an expectation of collaboration of the tenants in completing household duties.

CMHA HKPR believes that the Harrison House tenants are the experts on what programming would best meet their needs. Consequently, a client satisfaction survey was undertaken. The results were used to incorporate ongoing QI initiatives for front-line programs. The survey focused on a number of key areas including the move-in process; one-to-one support; confidence to transition to independent living and educational programming. While the feedback was generally positive, opportunities for improvement were identified.

An exercise group has been formed for tenants and they are able to take advantage of the equipment donated to CMHA, placed in the sunroom at Harrison House. As well, Healthy Lifestyle and Cooking Group modules are being introduced. The “Welcome to Harrison House” package was updated and to better prepare clients for transition, a number of

new initiatives were undertaken. These include formation of a Housing Readiness Group, and the development of a “Moving on from Harrison House” package full of information on community resources. Retention support is also made available to help the tenants maintain housing after the move to independent accommodations. For clients that may need ongoing mental health supports, they will be encouraged to attend support groups offered through CMHA HKPR.

As the nice weather approaches, a gardening group is underway thanks to the generous donation of gardening supplies from Canadian Tire Lindsay. Through this donation, Harrison House tenants feel they are part of a bigger community. A cycling program has also been requested. Fontaine Source for Sports has offered to refurbish bicycles donated to CMHA for this purpose. Contact Kerri Davies kdavies@cmhahkpr.ca or 705-748-6687x1048 for more information.

- **CMHA HKPR owns 11 properties in Peterborough and 1 in Kawartha Lakes for a total of 43 units.**
- **CMHA HKPR manages 207 rent supplement units across the four counties, total of 250 Housing Support Units to person's living with mental illness.**

Life Skills for Homelessness Prevention Program

This program is designed to improve the quality of life for under-housed and homeless individuals by providing education specific to helping them maintain housing. Over five half-day sessions, 22 participants learned how to improve their skills on topics such as anger management, communication, financial rights and resources, coping skills and hygiene.

Aside from teaching these basic skills, through the use of a Peer Outreach Worker, they have the capacity to reach people who may not be connected to mental health

services. The delivery of the program brings the service to where the people are.

CMHA HKPR worked in partnership with the City of Peterborough. Programs ran at Brock Mission, Cameron House and the Youth Emergency Shelter. Feedback was collected at the end of each weekly session. One participant stated “I learned coping skills that are the foundation of building resilience. Very important information I can apply to my life and I had fun!”

Protecting the Sexual Health and Vulnerability of Persons Living with a Dual Diagnosis

The PHOENIX Day Program provides a supportive skill-building environment for adults who are living with a developmental disability and/or a Dual Diagnosis, which are individuals with a developmental disability and mental health challenges. The goal of this program is to provide social, physical and mental wellness activities.

Under regulation 299/10 of the Services and Support to Promote the Social Inclusion of Persons with Developmental Disabilities Act, Quality Assurance Measures state organizations supporting these persons have a responsibility to provide Sexual Health Education to their clients. This regulation is intended to provide preventative measures to protect this vulnerable population from abuse. Statistics indicate that 80% of females and 60% of males with developmental disabilities will be sexually victimized over their lifetime, most often by care providers.

CMHA HKPR led an initiative across the Four Counties, including 10 agencies in the Developmental Service Sector. **Through this initiative 25 staff from these agencies received training over a 3 day course, including 5 staff from CMHA HKPR.**

Participants received training that will be instrumental in helping support and educate clients of the PHOENIX program to be safer from sexual abuse. As well, CMHA HKPR has developed new Anti-Abuse, Anti-Harassment and Healthy Sexuality policies. These measures have a clear link to our strategic plan to develop and implement new policies for client safety. Training will be completed in May of 2015, and education for the clients of our PHOENIX program will be initiated in June 2015.

Taking Control of the Future

Justice Services

When Justice Services Worker, Sherry Richard, tells the story of her client, Cheryl, her eyes glisten. "Cheryl is one of the most amazing women I've come across in my life," she explains. "She can't change her past, but she's taking control of her future."

Since Cheryl first came to CMHA as a client in 2006, she has utilized more than 15 different services from CMHA HKPR including 4CC Crisis, Safe Beds and Homelessness Rapid Response. She has also been supported through Intake and Brief Services, the Trustee Program and Case Management. Cheryl has also accessed all of the Justice Program Services including Court Diversion, Court Support and, currently is participating in the Post Court Service program. As well, she has also benefited from the REACH centre for socialization and supports. Her story is a history of addictions, homelessness, depression, anxiety, and incarcerations. She suffered through cancer and liver disease. However, as a result of significant lifestyle changes and support, Sherry says Cheryl now has a clean bill of physical health. She also has hope.

"She is a champion. She has learned how to cope, set healthy boundaries, and develop strategies for being well. She uses new tools to help herself cope on days when she isn't well. She's learning to use her guilt and shame not as a shield any more, but as the opportunity to show others that change is possible."

Justice Services Worker Sherry says Cheryl is an integral part of any group she participates in, whether it's as a volunteer or group participant. She now volunteers with the Salvation Army, attends and volunteers for AA, and participates in social activities affiliated with CMHA. Today, says Sherry, "She constantly promotes self-awareness and self-esteem. She has a heart of gold. So many people with potential just need someone to believe in them. I only take credit for encouraging her. She did the work."

In recognition of her hard work Cheryl will receive the "Achievement Through Adversity Award" at the CMHA HKPR Annual General Meeting in June.

Denial Can Be The Biggest Challenge

Early Psychosis Intervention: Lynx

The Lynx Early Psychosis Intervention Program operates out of 415 Water Street. Known for the "youth-friendly" space with a combination of bright furniture and soothing paint tones, it's an ideal environment for group activities and recreational meetings.

The role of a Lynx Program Case Manager is exciting and intense, according to Ashley Genereaux. The focus is on engagement with the client which, she says, often requires utilizing creative tools. For instance, the initial meeting might take place in the community, on neutral ground, where it is less intimidating than sitting across a desk.

One of the challenges of psychosis is that the individual may not know or accept that he or she is unwell. Denial is possibly the biggest challenge. "Managing and living with scary symptoms, yet still wanting to do something with their lives, deal with good and bad experiences and be able to push through is amazing to me. A client can celebrate small achievements such as getting up and brushing his teeth in the morning, and maybe even going out for a haircut." "So much support is needed to get people back to the point of wellness they want to be at. It can take six months to build the trust needed to have the conversation about mental health."

Family and social supports have a tremendous influence, if the client is fortunate to have them. Some don't. Case

Managers work directly with the client, taking them out for a meal, making sure they eat. "We watch for red flags." Using a baseline to manage and monitor symptoms, the Case Manager can detect if there is a relapse or for example, increased substance use. Then, she says, they can have the conversation, "I've noticed you seem distracted, and talking to yourself." Progress is when the client can say, "Yes, I noticed, too."

That open space where it is safe to admit relapse, and to work with the client is key. It depends on the goal. It could be the individual's goal to get out of bed for ten minutes. Eat, shower twice a week. Or the goals can be bigger.

Ashley describes a client with whom she has steadily worked to keep engaged in school because it has been so positive for her. Meetings with principal, vice-principal, counsellors helped to develop a partnership. This young woman's goal was to complete her grade twelve.

"It has been big for her, she is still unwell but manages with constant support. And her grade twelve graduation is coming up."



Technology: Changing People's Lives

Ontario Telemedicine Network

The Peterborough Community Telemedicine Clinic, part of the Ontario Telemedicine Network (OTN), operates at the CMHA HKPR Water Street site and serves the Peterborough community and surrounding area. It is the only clinic of its kind in the area, says RN Jill Staples, Telemedicine Clinical Coordinator. For Jill, the big difference has been the opportunity and ability to connect patients with a range of services from many specialties such as psychiatry, oncology, neurology, anesthesiology, radiology, rheumatology and dermatology. During appointments the RN is available for emotional support, note taking and can assist with arranging local services such as swallow and speech assessments.

"Technology makes it possible for patients to have direct contact with medical professionals at locations such as Princess Margaret, Mount Sinai, Toronto Western and Sick Children's Hospital," says Jill. The medical set-up allows Jill to complete patient histories and vitals, prior to the private Telemedicine appointment with the physician.

Last year there were 1459 patient appointments, including 1254 mental health appointments. It was necessary to cut back in 2013 as funding was reduced, but CMHA HKPR and Jill lobbied for more funding and are pleased to increase service again.

"We're able to look after the whole person," she says, particularly since the addition of an assistant three days per week, and a part-time RN to help with the demanding nature of the program. One young patient has seizures. Her mother said when she travels to Sick Children's, if her daughter

experienced a seizure, the mother would have to stop the car and suction her child at the side of the highway.

A patient writes "Just letting you know we had a great experience with the Telemedicine at the Canadian Mental Health Association. It felt too good to be true. Seeing the doctor through Telemedicine saved us in so many ways. It saved us the stress of driving to Toronto and back, with gas and parking being expensive. My husband takes time off work to go to our child's appointments and we see many doctors regarding his fragile health. So this means multiple trips on top of our already exhausting lives as a family of a child with special needs. It was wonderful to walk in there and the friendly staff set us up and helped with whatever we needed. What a wonderful thing technology CAN be."

As for patients experiencing mental illness, Jill says, "There is no difference between cancer and diabetes." There shouldn't be a difference in the availability or access to treatment for people with mental illness. With the additional staff and funding we will be able to reduce the wait time. Clients are able to have regular appointments, greatly reducing their anxiety and other symptoms. "Now they come in smiling" says Jill, knowing the doctor will be here to listen to them and help them in their recovery.

There's a small statue of an angel in the OTN office. It was a gift from a couple she went out of her way to help. The message on the angel is a simple, "Thank you."



The Family Is On A Recovery Path

Journeying Together

It's easy for caregivers of people living with mental illness to become lost in the loop, particularly if the experience is unfamiliar. In the City of Kawartha Lakes, the Journeying Together program offers support and education services to help caregivers find their place within that loop, affirming they too are an integral part of the journey.

Journeying Together has three components including one-to-one support over three to five sessions with a Family Education Support Worker; an eight week Educational Group Support Program and then after this is completed, participants may choose to attend an ongoing monthly support group. Since the program is short-term, there is rarely a wait list.

Margot sought help in her role as primary caregiver to her son. Margo needed one-on-one emotional support, along with professional guidance to develop a plan and possible treatment options. She needed help to build her own coping skills. She received referrals to community resources, including the mental health system and justice system. Of

great importance to Margot was learning that her feelings of shame, guilt and even fear were not uncommon. David chose to join the eight week educational support group. David thrived in the non-judgemental, informal support group format where he could connect with others and explore topics such as the stigma around mental illness, substance abuse, problem-solving, and the most effective ways to communicate with his partner. The ongoing monthly support group helps David and others who belong to the caregiver community to be able to check in with each other after their educational support programs end. The entire family is on a recovery path and there are ways they can communicate without conflict.

For Margot, David and others Journeying Together has provided a safe and valuable service where education and peer support helped lead them to accept the realities of mental illness and caregiving.

- served 57 families
- 12 families participated in the 8-week group
- 9 families participated in the ongoing monthly group

Celebrating 10 Years of Crisis Support

4 County Crisis

The Community Mental Health Crisis Response Program, known as 4 County Crisis (4CC), started ten years ago at 466 George Street. It began by opening phone lines after business hours, originally staffed from 4 pm to 2 am. The first on the crisis team was Kelly Bairstow. Kelly is now a Short Term Case Manager with 4CC, referred to as, "The Steel Trap" because of her ability to remember clients, details, and notes from years ago.

She recalls the first two weeks preparing for 4CC's launch, with activities including advertising and mass mailings to health teams and doctors, and posting flyers. Some of the promotion was, she describes, "In the car networking,"

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Canadian Mental
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Haliburton, Kawartha, Pine Ridge

make sure everything worked." The program was new for the area, and the number of callers was slow at first. Each team of three workers handled all shifts, including weekends. Among the challenges in the first couple of years was being able to cover the distance to see people in Peterborough, Cobourg, Haliburton, and Campbellford. Kelly says there are now more partnerships among agencies in the four counties to serve people in need.

4CC operates out of beautiful Auburn House, a secure, fully staffed, renovated century home. The home is equipped with offices and six Safe Beds, to provide short-term accommodations to people experiencing a crisis. Through an integrated collaboration with FourCAST and Tri-County Behavioural Services, 4CC also has a Behavioural Therapist

and Addictions Counsellor on site providing support and services to clients. The programs operate under the leadership of Tracy Graham, Manager, supported by Lynn Galeazza, Supervisor, who oversees the Crisis Team and Jean Kehoe, Supervisor of Safe Beds.

Kelly says it is the variety that has kept her with 4CC for ten years. "It takes a special breed to manage crisis intervention. There is always change in crisis." Manager Tracy Graham states, "4CC has grown substantially from those early days ten years ago. As a program we have seen the introduction of additional teams within 4CC such as Crisis Safe Beds, Short Term Case Management, Hospital to Home (H2H), Integrated Outreach Program, and the Specialized Network of Care. Multiple collaborative partnerships with community partners such as the hospitals, police and community agencies in the four counties has enabled us to be a program in a mental health system that strives to provide a continuum of seamless supports and services to the individuals we serve."

"It's exciting to see the growth that has occurred and the potential for future growth within 4CC and crisis response. Further funding would create additional programs and services, services which would serve to develop an integrated, seamless and efficient mental health system, providing a timely response to individuals in crisis in the four counties." "It goes without saying that it is the passion and commitment of the staff at 4CC that have enabled this growth to occur. I never fail to be impressed by their dedication and passion to ensuring that as a program, we provide quality mental health crisis response. It's an honour to be part of that process."

- **Individuals served - 1,600**
- **Interactions with clients - 22,252**
- **Face to face contacts - 3,068**
- **Telephone calls - 12,119**
- **H2H - 655 referrals were made in total to H2H in 2014-2015, an overall increase of 55% for both sites (PRHC & RMH) from 2013-2014**

Making An Impact

Vocational Services

CMHA HKPR's Vocational Services Programs are dedicated to providing guidance to individuals identifying, developing and achieving their educational and employment potential. There are programs available supporting both employees or those looking for work, and employers.

The *Making it Work* program offers a safe and supportive environment in which health, mutual respect, healing and growth can flourish, and where people can develop and nurture their educational and employment goals.

The *Partners in Employment* program utilizes individualized assessment and planning tools to connect consumers with mental health concerns to specialized skill development plans and unique and relevant employment opportunities. mental health barriers and needs are assessed individually with tools and structured interviews. Specialized counselling interventions for mental health issues impacting employability are provided throughout service delivery.

- **Partners In Employment served 270 individuals**

Great Strength in Partnerships

Integrated Outreach Program

It was June 13, 2011 when Graham Harvey became CMHA HKPR's first Mental Health Worker (MHW) with the newly developed Integrated Outreach Program (IOP). It marked the first time a CMHA employee or program would formally collaborate with Peterborough Police Service (PPS) – formerly Peterborough Lakefield Community Police Services (PLCPS), and Peterborough Regional Health Centre (PRHC).

The goal was clear: To provide a quality response to individuals in crisis, and nurture a healthier community which in turn, may reduce wait times at the hospital and reduce police hours spent dealing with mental health issues.

Graham is a full-time employee with CMHA HKPR, sharing the role with part-time MHW Deb Sandeman. These two professionals respond to police calls when mental health intervention may be required. It is through their teamwork that it is determined whether a person needs to be transported to PRHC or the MHW can provide brief services and referrals to appropriate community resources, avoiding unnecessary emergency room visits.

IOP operates within CMHA HKPR's Four County Crisis (4CC) program, with the MHW office located at the Peterborough police station. There, says Graham, they have a presence, and are provided the opportunity to listen to police calls and help determine if the call may have a mental health component. If needed, Graham or Deb may respond to the call with the officer(s) assigned and potentially help with the intervention. Occasionally, he adds, calls may also filter through Victim Services.

Over time, Graham has seen a shift in the pattern, in terms of time and scheduling to make the best use of the MHW. The busiest time he explains, is now between 10:00 a.m. to 10:00 p.m. "There is no typical day to describe the job, he says, because it is a responsive role, each call being unique." The shift is also filled with phone calls, administrative work such as connecting with resources and referrals, and follow-ups with clients who require brief services.

Graham has observed a shift in client composition. "There is a higher number of youth in the calls for service than in previous years. Once, that meant involvement with individuals around 18 years of age whereas now, there are more in their mid-teens." As minors, that limits the scope of services the MHW is allowed to provide. CMHA HKPR's primary clients are adults, over 16 years of age which means they may only speak to the youth and their family to offer encouragement and direction to youth appropriate resources. He adds, "The nature of calls haven't changed considerably," with approximately half of the calls related to self-harm or verbalization of suicide. Not all calls are necessarily specific to mental illness. Many calls are simply "crisis", a person's struggle to cope with life. It might be a bad day that triggers the crisis, or inability to cope due to financial, domestic, relationship, or housing circumstances.

Graham says, "The police's mission is to promote safety of the individual and protect property. At CMHA, our mission is to promote mental health recovery and wellness. As a collaborative endeavour in fulfilling our missions together, PPS is committed to ensuring their officers receive Crisis Intervention Training. There is good police leadership as they continue to pursue this training in future years."

The challenge of the role is actually a positive one. "All of the agencies are extremely supportive as they share information as well as learn from, and with, each other. Part of that is building communicative relationships not only with police services, but with psychiatrists and nurses at PRHC. The need is there. So, too, is the strength of this inspiring community partnership.

Peterborough Police Service will be awarded the "CMHA HKPR Mental Health Champion Award" at the 2015 Annual General Meeting. PPS have diligently pursued ongoing education to better understand persons living with mental illness. Their dedication to education and the IOP partnership clearly aligns with CMHA HKPR's mission to promote and support mental health recovery and wellness in collaboration with community partners.



Dual Diagnosis: Peg, Pete, Kerry & Bob



Vocational Services: Brandi, Vickie, Shannon & Lorraine



Housing Support: Mary Leah, Anne-Marie & Susanna

Gender Journeys and Beyond

Gender Journeys

Last year the Ontario Trillium Foundation provided a three year grant to fund support services to people who identify as transgender or gender diverse and their loved ones. Funding enabled CMHA HKPR to provide trans specific training, awareness and collaboration with other agencies and community members with the collective goal to enhance understanding and basic need services for this population. Thus began the Gender Journeys Program, including access to drop-ins, support groups and educational events.

According to Jan Tkachuk, Program Coordinator, “Gender Journeys programs address the realities that our participants are extremely marginalized in our society. They are often socially isolated, stigmatized, discriminated against, denied access to primary health care and often live below the poverty line, where access to counseling and social supports are simply not affordable”.



Gord Langill and Jan Tkachuk at Pride 2014

In Gender Journeys, people don't have to explain or defend their identities in order to have access to confidential, peer-based, life-relevant discussions and services that aim to better the quality of their lives and of those they love. They can expect to be accepted and accepting. Through this program, a peer support community continues to grow with each group that is run. This happens with parents and partners as well as for trans and gender diverse identified people.

The emphasis on peer support aspects of the program is far reaching. Participants can teach, advocate, share experiences and provide ideas on how to navigate the social and health care systems that people must go through in order to transition and to gain access to health care and social connections. Jan emphasizes “For many people,

the acceptance through CMHA HKPR Gender Journey's programs is the first positive and affirming experience that they have had”.

“People want to feel empowered. Trans acceptance is progressing, partly because each person who takes a stand affirms the rights and humanity of trans and gender diverse lives. They affirm the realities of families and communities living lives that are inclusive of trans and gender diverse people”.

“The need for services are growing” she adds, as is the need for sustainable funding to operate and further develop this program. “Physical, emotional health and overall well-being are all the same thing. CMHA is a great place to take a lead in promoting, advocating and providing trans health services with their mandate ‘Mental health for all’. Bringing people together contributes to a collective power and understanding. You can champion someone else while getting support and accessing essential services to address your own needs and well being”.

She says participants of the program want collaborative services with a built-in inherent ease of information going back and forth among community agencies (e.g., needs for housing, shelters, medical professionals, community and belonging).

“There's a fundamental respect for each other that is found through CMHA and Gender Journeys programs, and there is a veracity of hope that things can and will get better. Given a space for people to express their honesty and truths, they are set free to be their authentic selves. Through my work with Gender Journeys, I see this transformative joy come from what was in some cases, unbearable life on the precipice.”

It isn't uncommon for program evaluation comments to read: *This group saved my life.* “That may be, says Jan, because, as human beings, we have much more in common than we have differences. Coming together to share, support and be seen, these are the essential seeds to a good quality of life and a vibrant community!”

- **5 groups of 8 sessions each for trans individuals**
- **2 groups of 10 sessions each for family members, spouses or loved ones**
- **17 drop in sessions for trans individuals**
- **Over a dozen workshops and training sessions for organizations**
- **66 individuals served**
- **20 loved ones/spouses/family members served**
- **Over 100 attendees at workshops**

What Is Peer Support?

A Peer Support Story

Peer Support is based upon the principle that people who have life experiences in common have something to offer each other which cannot be provided by others. We promote client strengths through the application of psychosocial rehabilitation principles. We develop, promote and facilitate programs and activities to empower clients to work towards their goals, one-on-one and through small group with the specific focus of social recreational opportunities.

Lives *can* change. New, unexpected outcomes *can* happen for clients who persevere. Just ask Ann.

It usually happened during the night when Ann's depression and anxiety became unmanageable for her. She called the 4 County Crisis Response Program (4CC) on three or four occasions just to get through the darkness. A life-long neurological disorder caused ongoing physical and mental issues for Ann, creating a situation where she felt incapable of either helping or advocating for herself. Her path had included hospitalizations, psychiatric treatments, and medications.

By the time she met Peer Support Worker (PSW) Janelle Surge, Ann had initiated use of supports and services through 4CC Short Term Case Management. But she was unable to leave her house. She didn't—or couldn't—eat, and her health was at risk. She needed additional guidance and engaged with Janelle in the Peer Support Outreach Program. The two began with short walks, simply a chance for Janelle to coax Ann out of the house. They progressed to reviewing benefits and additional support options, working on Ann's emotional strength to build coping strategies for anxiety episodes.

Ann became one of the first graduates of WRAP—Wellness Recovery Action Plans—the 8 week peer-based, peer-support and recovery program where, according to Ann she



Music Jam performance by clients and staff from REACH

was finally able to focus on hope. By the second session, she had gained wellness tools such as identifying anxiety triggers and being able to alleviate them in a healthy way. She learned to change thought patterns, and that indeed exercise was a wellness tool for both her mental health and dystonia, a neurological movement disorder.

When Ann was ready for discharge from Peer Outreach, Janelle said the biggest milestone came was when she could see the, “whole package.” “There were lots of ups and downs,” she said. “I finally realized I hadn't dealt with the big changes and losses in my life.”

She said she got to a good place—functioning, going to the YMCA, grocery shopping—yet she felt herself slipping back into old patterns after a medical specialist stated her case was “too complex.” Aware but anxious and depressed, she said, she decided her goal was to advocate for herself, “I wanted to be part of getting well.”

“This, Janelle said, is her favourite part of the story. Ann decided that being complex could be used to her advantage to get the care she needed.” Peer Support Worker and client worked together to develop a plan. They prepared all of the topics Ann wanted to discuss, including questions, options and research she had done on medications.

Janelle said, “We also talked a lot about our perceptions and going into the meeting open, not based on previous experience. The appointment went well.” “I felt very confident about how I handled the situation,” said Ann. “I was more in control of my life and getting well.” Ann has become a self-advocate who is able to ask for support when needed, and recognize when something isn't good for her well-being.

“A year ago, I used a walker. I was isolated. I had to retrace the steps of my life. I used to keep my disability quiet and now I don't try to hide it. Today I am outgoing and I'll speak up for myself.” With the right supports, guidance, and self-determination, Ann's life did change. If you can catch up with her, just ask her.

The Kawartha Lakes Reach for Recovery Centre offers programming that focuses on providing opportunities to improve social skills, quality of life and enjoyment. Participation in the program activities assists individuals to develop and build their self-confidence, learn a variety of life skills, increase socialization, strengthen informal support contacts, foster peer support and belong to a supportive community setting. REACH stands for Recovery Empowerment Advocacy Community Hope.

The Development Team

Knowledge. Hope. Belonging. These three qualities are the pillars that support the foundation of CMHA HKPR's belief in Mental Health for All. The Development Team has the opportunity to support each pillar. Our team includes Jack Veitch, Educator and Health Promotion; Ryan Luscombe, Puppeteer and Kids on the Block Coordinator; Shelley King, Puppeteer and Claire Kennedy, Communications Officer.

Together, we plan and execute events to raise funds to help bridge the resource gap between our provincial and federal funders and the needs of our clients and the community. We manage donor relations including coordinating membership, monthly and annual giving campaigns and grant applications. Jack is our primary educator. He can be found at information fairs, presenting workshops and providing customized education and training to community groups, businesses and schools.

Ryan, as coordinator of the Kids on the Block, works with volunteers and our part-time puppeteer, Shelley. Together, they present educational puppet shows to elementary school children on a variety of topics including anti-bullying, active living, talking about feelings and other mental health topics. As well, Jack and Ryan oversee our Suicide Prevention and Mental Health Education courses.

Claire oversees our social media and website as well as designing all of our public relation materials including brochures, newsletters and our annual report. Claire also works closely with many of CMHA HKPR's valuable volunteers. This spring we had the opportunity to welcome writer and Social Service Worker Susan Simmons for a placement, as we prepared this years' report. Many of the stories you will read were submitted by Susan after hours of personal interviews with clients and staff. We hope you'll enjoy learning about our organization and the amazing people we support.

Every event we do, whether fundraising is an intended outcome or not, includes awareness – imparting **KNOWLEDGE** to break the stigma of mental illness. Over a lifetime, mental illness affects one in five people yet almost 50% of those living with mental illness never seek help, for fear of being stigmatized. However, even though creating awareness may be the intent, we still have a lot of fun!

Photo Clifford Skarstedt/Peterborough Examiner



The Friends Indian Dinner 'Bollywood Night'

Last May a wonderful group of physicians, simply known as "The Friends", presented "Bollywood Night" a feast of Indian culture for the eyes and the appetite. This sold out event raised almost \$35,000 – supporting our health promotion and education programs. Continuing on Clara's Hughes Big Ride, which took place in March of 2014, the Blue Bike's 12 for 12 Campaign continued, appearing at events including Merrett's Home Hardware BBQ, Paul's Dirty Enduro, Lindsay Rib Fest and Fun at One, raising over \$12,000 for CMHA HKPR programs, matching the 12,000 kms Clara cycled.

In September the 2nd annual Russelle Family Golf Tournament raised \$11,000 for Kids on the Block.



The Blue Bike at Lindsay Ribfest, Paul's Dirty Enduro and Merrett Home Hardware

Fortunately, **HOPE** is often a bi-product of education. One such event, “Inspiring Hope – coach yourself to Resilience” is an example of such an event. Opening with inspiring speakers Lois Tuffin and Andra Hughes, women who shared their stories of overcoming depression and trauma, Inspiring Hope’s afternoon session took participants through a workshop designed to teach resilience discovering new strengths they may not have considered before. “Leading you to Change – Mental Health in the Workplace” was another example of discovering HOPE through education. Presented in collaboration with the Loomex Group, CMHA HKPR invited world class psychiatrists as well as members of the Mental Health Commission of Canada and Bell, to educate participants on the causes and treatments of Post Traumatic Stress Disorder (PTSD). Attendees of the 2 day conference which took place at Elmhirst Resort included members of the military, police, fire, paramedics, correctional workers and members of the healthcare community. For many guests, this event was the first time they felt their experience of traumatic mental stress (TMS) was validated. Participants left with

tools and a connection to resources to help change the way TMS could be managed in their workplace.

gender
journeys



Some of the new brochures and logos developed this year



Nothing creates a sense of **BELONGING** more than a community working together to support those less fortunate. Each year CMHA HKPR celebrates “Giving Tuesday” a national day of giving the first Tuesday of December by hosting the “No Gala Gala”. “Giving Tuesday” encourages individuals to consider charitable giving as part of their holiday shopping experience. Hosted at The Venue in Peterborough, guests are invited to drop in between 5 and 7 p.m. with a grocery store gift certificate, new clothing or a cash donation, to support the many visitors of CMHA HKPR’s Lighthouse Community Centre. This outreach program, managed by CMHA HKPR, provides visitors with a hot meal, mental health support and a connection to important community resources such as housing and vocational services. The “No Gala Gala” requires no ticket, no fancy dress and no commitment to a long evening. Just drop in, enjoy refreshments if you are able to stay, and leave a gift for those in our community who face food insecurity, every day. The next No Gala Gala will take place December 1, 2015 at The Venue.

Photo Clifford Skarstedt/Peterborough Examiner



Manager of Development Kerri Davies and Claire Deemert meet Santa

Gearing Up for Paul's 20th Dirty Enduro

September 20th, 2014

If you've never been to Paul's Dirty Enduro – or don't know what it is – It is a multi-distance, passion filled, charitable mountain bike race through the Ganaraska forest. It is held in honour of Paul Rush, an avid mountain biker who suicided 20 years ago. The race can be tough – really tough depending on the weather. With distances of 15km, 30km, 60 km and 100km, there is an appropriate level of challenge for just about anyone. As is tradition, chili lunch is served to riders and volunteers after the event.

2015 is a big milestone. It marks the 20th ride, and we want to celebrate. Participants will be invited to join together with members of Paul Rush's family, Bloomfield Bicycle which coordinates the biking/racing portion of the day, and organizers/volunteers from CMHA HKPR. Want to volunteer or join the party? Contact kdavies@cmhahkpr.ca. Want to race? Register online at www.paulsdirtyenduro.ca today!



Riders line up for the start of Paul's Dirty Enduro

Team55 - Let's Tackle Suicide Awareness

In September of 2013, through a collaboration of family and community, an awareness and education campaign was launched to help prevent the tragic loss of life through suicide. The initiative was started by Dave and Heather Pogue, who lost their son Mitchell, just a month before. Determined to



help prevent such tragedy from affecting other families, they gathered together a team of friends and approached CMHA HKPR to see how we could help. Starting with the design of a jersey "patch", Team55 was born. The first event took place just a month later on the new football field of Thomas A Stewart, "Friday Night Lights". The Adam Scott Lions Senior Team, Mitchell's alma mater, proudly wore the first Team55 patches and with a crowd of thousands cheering them on, the journey began.

Now, almost two years later, through Team55's efforts, CMHA HKPR has received over \$100,000 in donations! Almost half of these funds have already been put to work to help our community become more suicide safe. With a focus on education and a desire to provide suicide prevention skills to parents and grandparents, teachers, youth, faith communities and business, Team55 resources were first directed towards creating a team of trainers, skilled in suicide prevention. These trainers include CMHA HKPR's two Health Promoters, Jack Veitch and Ryan Luscombe, partnered with community members Brenda Hill, Kyle Sanderson (both teachers and aunt and cousin of Mitchell), Dave Gillespie of the Peterborough Fire Department and Susan Simmons, social service worker, writer and volunteer with CMHA HKPR.

Two levels of Suicide Prevention training is available through CMHA, safeTALK and ASIST, certificate courses developed by Living Works and delivered by our training team. safeTALK is a basic three hour course that enables individuals to engage in a conversation with someone who may be expressing thoughts of suicide and support them towards finding professional help, including accessing crisis services. Team55 supplements the cost of materials for this training, making it very affordable at only \$20 per person. ASIST (Applied Suicide Intervention Skills Training) is an intense and in depth 2 day training designed to train individuals in actual suicide intervention skills. At \$175 per person, including meals and snacks.

CMHA HKPR's Health Promotion staff had been providing both of these courses to the public prior to the Team55 initiative, usually training about 100 people a year. However, through the funding provided by Team55 more trainers have been added to the team and, more importantly, through awareness and education individuals from every walk of life want to be a part of creating a suicide safer community. From April 2014 to March 2015 almost 600 people were certified in safeTALK and 144 individuals in ASIST. This is a ground-breaking initiative, putting skills directly into the hands and minds of our community.



Team55's Dave Pogue

Starting at Adam Scott, opening football season 2014 saw all Peterborough Senior football teams and their coaching staff trained. The initiative has spread into the hockey world, beginning with the Peterborough Petes Hockey club. Through a joint effort with CMHA and the Ontario Hockey League, initiated through conversations by Dave Pogue who is on the Peterborough Petes Executive, a "Talk Today" program was developed by our local educator Jack Veitch. This initiative was started following the tragic suicide of Terry Trafford, an 18 year old hockey player from the Saginaw OHL Team. All twenty OHL teams are now connected to their local CMHA and each player and the coaching staff receives safeTALK training. Other sports teams have since joined the Team55 initiative including Lakefield College School Rugby team and this fall CMHA HKPR will be reaching out to other highschools in the Kawartha Lakes and Northumberland area, including patching senior Highschool girl's sports teams, most likely beginning again at Adam Scott.

Events to raise the funds for Team55 include the annual Friday Night Lights event at Thomas A Stewart. Last year's event included a passionate presentation to a crowd of over 3,000 by CFL Football legend Michael "Pinball" Clemons. As well, other community events took place at Central Smith Dairy, DM Wills and the second annual Hockey Classic, sponsored by JJ Stewart Motors. Going forward this year, another Friday Night Lights will take place, tentatively scheduled for October 2nd and trips are being planned to both a CFL and an NFL football game.



Michael "Pinball" Clemons with CMHA HKPR's Mark Graham

While education is key to supporting a community in suicide prevention, strategies are also in place to enhance crisis intervention. Team55 and CMHA HKPR are working together to develop a two year pilot project to provide Assertive Outreach Support to people who are identified at high risk of suicide, either through a previous attempt or suicidal ideation. This is an exciting, important and ground breaking initiative. While this strategy is still in development, it is estimated that it will cost \$80,000 to \$100,000 a year to deliver. CMHA HKPR has presented a proposal to the Ministry of Health and Long

Term Care to support us in this endeavor, but through funds raised by the Team55 initiative we know we have enough to get the project started, tentatively by the fall of 2015.

Other initiatives that Team55 have supported include \$5,000 to CMHA HKPR's Kids on the Block Program and \$5,000 to CMHA HKPR's Four County Crisis Program. You can follow Team55 and our organization on Facebook, to keep up-to-date on the next event. Also, if you would like more information on any of CMHA HKPR's suicide prevention training, please contact Jack Veitch at jveitch@cmhahkpr.ca or 705-748-6687 ext. 1015. We hope to see you in October, at Friday Night Lights. It will be another great night of football, and together, Let's Tackle Suicide Awareness!

What Can We Do?

Health Promotion and Education

"Primary prevention education is one of the best ways to get well and stay well. It's how we can get someone from illness to wellness," explains Jack Veitch, Health Promotion and Education. "Visualize a continuum. One area is mental wellness, the other, mental illness. The continuum itself is mental health."

The more people who are trained to help, the more likely there is a chance to help create a healthier community. Ideally, we'd like to reach everyone. The courses we present are for stay-at-home parents, working parents, students, retired veterans, people in all professions and from all walks of life. We want to train as many people as possible because this creates a mentally healthier and suicide-safer community.

Most of us try to work out daily for physical health. The program for mental health should be the same including exercise, socialization, healthy nutrition, regular sleep, formalized supports including doctors, counsellors, therapists and informal supports such as friends, family, and our own personal spirituality. We present a holistic approach to recovery.

Last year, **5000 people** received mental health education within the Haliburton, Kawartha, Pine Ridge region. The number is growing. In the first month of this fiscal year, **25 Information Education program** sessions were presented. In the past year, **2159 individuals** received Mental Health 101 education. As well, we ran over **600 Suicide Prevention** certificate programs including safeTALK, and ASIST.

Those numbers don't include keynote presentations such as The Stigma of Mental Illness and Open Your Mind, two programs geared to high school students. They provide contact-based education where lived experience is relatable and can help eradicate the stigma.

Word of mouth, social media, community awareness and our media partners all contribute to the success of the growth as the community moves towards an answer to "What can we do?" We can help. **For information on upcoming courses on mental health education and suicide prevention, please contact Jack Veitch at 705-748-6687 ext 1015 or jveitch@cmhahkpr.ca.**

Everyone Matters

Mark Graham CEO, CMHA HKPR

There's a running theme throughout CMHA HKPR. That is—directors, managers, workers, whomever—not one employee seeks praise for the work they do. Every single person credits others—their teams, their coworkers—for the efforts, successes and continued growth of the organization.

That includes Mark Graham, Chief Executive Officer of CMHA HKPR. Since 1992, the integrity and respect with which he leads has translated throughout the organization. During these past 23 years, he has seen the staff grow from 25 to 190, the budget expand from \$1.2M to \$12.5M, and the successful amalgamation of CMHA Peterborough with CMHA Kawartha Lakes branches.

That's just the beginning. "The heart of the matter, he says, is a reflection of a significant effort by funders." Effort by funders and, most certainly, teams of dedicated employees.

"The general perception of mental health is there has been a movement on erasing the stigma. We're an example of, wherever possible, looking for that lived experience. Many employees bring lived experience. Walk the talk. It's the only way we'll change people's attitudes and views."

He describes, "Lots of successes, lots of progress. Look at the work we're doing with programming, with health promotion and education. We're making huge strides in addressing the stigma."



Photo by Miranda Studios

He says one significant shift is that people in general are more understanding and accepting of mental health issues. That is nurtured by perseverance and the belief it can, and will, continue to improve. "We're just scratching the surface but we know there is no health without mental health."

With a total of 35 years in senior management roles in either health care or social services, Mark says, "Mental health has no barriers—age, gender, economic status—it all impacts everybody and anybody. We've seen the complexities of our clients and know it is a difficult system to navigate."

He quotes this statistic: "The life expectancy for a relatively healthy person is 81.5 years. That number drops by 21 years for people who are marginalized with mental illness and addiction issues, living hard on the streets."

"The responsibility of the mental health professional, he explains, is to educate and empower the individual, the client, giving them control of their own treatment and destiny, when possible."

"Instill hope in people's lives. Empower and support where they are, and focus on the goal. Not give up. That, to me, is the most important work we can do."

Congratulations to our 2015 Award Recipients!

Achievement Through Adversity
Cheryl McDonnell

Champion of Mental Health Award
Peterborough Police Service
Seeds of Change

Distinguished Service Award
Cheryl Nunn and Patricia Sweeting
Noah Fiddler

Maurice Lovnes Volunteer Award
Drew Merrett

Naresh James Champion of Mental Health
Assistant Crown Attorney Kelly Eberhard

Tam Grant Bursary
Daniel Worobec and Johanna Cartan

**CANADIAN MENTAL HEALTH ASSOCIATION,
HALIBURTON, KAWARTHA, PINE RIDGE BRANCH**

**STATEMENT OF OPERATIONS
For The Year Ended March 31, 2015**

	Operating Fund \$	Reserve Fund \$	Total 2015 \$	Total 2014 \$
Revenue				
Grants				
Ministry of Health and Long-Term Care/LHIN	8,569,905	-	8,569,905	8,453,517
Ministry of Health and Long-Term Care - Housing	1,193,407	35,148	1,228,555	1,103,782
Ministry of Community and Social Services	1,118,131	-	1,118,131	1,072,022
Ministry of Children and Youth Services	45,593	-	45,593	65,214
Ministry of Training, Colleges and Universities	166,805	-	166,805	197,800
Ministry of Health Promotion and Sport	-	-	-	1,855
City of Peterborough	160,090	-	160,090	170,393
City of Kawartha Lakes	48,087	-	48,087	62,072
United Way - Note 8	218,707	-	218,707	220,832
Ontario Trillium Foundation	77,294	-	77,294	9,096
Other	69,058	-	69,058	105,567
Rental income	136,988	-	136,988	118,468
Donations and fundraising	236,628	-	236,628	238,665
Interest	12,017	7,367	19,384	24,240
Sales	97,002	-	97,002	95,723
Training	42,924	-	42,924	20,306
Miscellaneous	61,164	-	61,164	76,404
	12,253,800	42,515	12,296,315	12,035,956
Expenditures				
Salary and benefits	7,793,822	-	7,793,822	7,628,103
Staff training and travel	344,091	-	344,091	355,590
Program costs	443,835	-	443,835	599,511
Payments to other organizations	1,033,695	-	1,033,695	1,028,227
General office expense	160,361	-	160,361	169,467
Professional fees	87,087	-	87,087	101,362
Professional fees - psychiatry	300,367	-	300,367	302,957
Repairs and maintenance	211,756	62,737	274,493	132,651
Occupancy costs - all facilities	486,450	-	486,450	488,415
Interest on long-term debt	100,516	-	100,516	105,352
Amortization	328,900	-	328,900	312,005
Fundraising	96,806	-	96,806	89,833
Rent supplement	674,858	-	674,858	609,386
Purchases	42,366	-	42,366	43,078
Bad debt expense	7,888	-	7,888	1,003
	12,112,798	62,737	12,175,535	11,966,940
Excess of Revenue Over Expenditures For The Year	141,002	(20,222)	120,780	69,016

Major Funders

Ministry of Community & Social Services
Ministry of Health & Long Term Care
Central East Local Health Integration Network
Ministry of Municipal Affairs & Housing
Ministry of Training, Colleges & Universities

Ministry of Children & Youth Services
Ministry of Health Promotion & Sport
RBC Foundation
Ontario Trillium Foundation
Community Futures Development Corporation

United Way of Peterborough
United Way of City of Kawartha Lakes
Human Resources and Skills Development Canada
City of Peterborough
City of Kawartha Lakes

Imagine...Mental Health for All

The Canadian Mental Health Association, Haliburton, Kawartha, Pine Ridge Branch is undertaking an Annual Giving Program, "Imagine...Mental Health for All". We're keeping it simple! We are inviting community members to join us by pledging monthly, to ensure that we will have the funds to continue and expand the Mental Health Programs and Services in our community.

Knowledge Hope Belonging

Your gift can change a life.

Name: _____

Address: _____

City: _____ Province: _____ Postal Code: _____

Phone: _____ Email: _____



Canadian Mental
Health Association

Haliburton, Kawartha, Pine Ridge

I would like to become a CMHA HKPR:

- ☐ Friend - by your monthly gift of \$16.67/ \$200 annual gift
- ☐ Partner - by your monthly gift of \$41.67/ \$500 annual gift
- ☐ Advocate - by your monthly gift of \$83.33/ \$1000 annual gift
- ☐ Champion - by your monthly gift of \$166.67/ \$2000 annual gift

Annual Membership: ☐ Corporate \$40 ☐ Individual/Family \$20
☐ Student \$5 ☐ Fixed Income \$1

Please charge my credit card*:

- ☐ On a monthly basis
- ☐ For the annual amount
- ☐ One-time donation of \$ _____

*Members may withdraw from the monthly giving program at any time.

**Automatic withdrawal also available.

Cardholder Name: _____

Card Type: _____ Credit Card #: _____

Expiry - MM/YY: _____ Signature: _____

Please send completed form to: CMHA HKPR Manager of Development 415 Water Street, Peterborough, ON K9H 3L9. Inquires can be directed to Kerri Davies at 705-748-6687 ext. 1048 or donate@cmhahkpr.ca.

Charitable Registration No. 10686 3889



United Way
Member Agency

466 George Street, North
Peterborough, ON
K9H 3R7
Tel: 705.748.6711
Fax: 705.748.2577

415 Water Street
Peterborough, ON
K9H 3L9
Tel: 705.748.6687
Fax: 705.748.4078

33 Lindsay Street, South
2nd Floor, Unit C
Lindsay, ON K9V 2Y1
Tel: 705.328.2704
Fax: 705.328.2456