

annual **2020/2021**
report



canadian mental health association
Grey Bruce



Canadian Mental
Health Association
Grey Bruce
Mental Health and Addiction Services

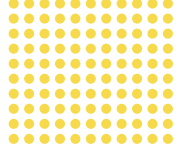
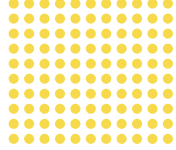


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A Message from the Board Chair and Chief Executive Officer

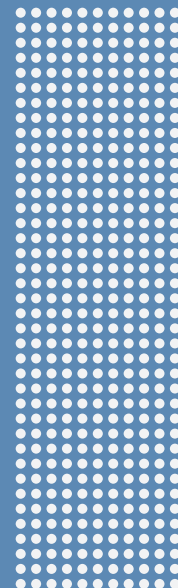
We pivoted and overcame, we cared and provided for, we grew and strengthened... this, in the year of a pandemic is how we proudly look back at 2020-2021. So, despite COVID-19 and the challenges it brought to the world, we have several organizational achievements to share.

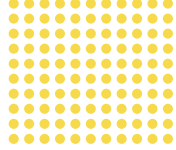
When the province declared a state of emergency in March 2020, we began Q1 by modifying services so we could continue to meet client needs. Personal protective equipment was inventoried, and staff became familiar with its use so that some in-person services could be maintained. At the same time, we purchased licenses for a digital healthcare platform to provide counselling virtually. As the effects of the pandemic grew and people were asked to remain at home, virtual services were expanded to our social recreation program. For some, connecting screen-to-screen rather than face-to-face offered benefits and it's likely to be yet another way of offering services even in post pandemic times.

Launched in the fall of 2019 with the Owen Sound City Police, the Mobile Mental Health and Addiction Team (MMHART) was expanded in 2020 to include other Grey Bruce police detachments. By embedding CMHA workers with police, they respond to mental health calls to help de-escalate and provide in-the-moment crisis support. The importance of the MMHART program became even more apparent this past year as stress, worry, fear and isolation created by lockdown measures arose. At the same time, there was concern about keeping the hospital system stable so doctors and frontline staff were able to respond to pressures of the pandemic. With 1,386 individuals assisted through the MMHART program in 2020-2021, we're proud of the role we played in helping to divert cases from embattled primary care centres.

Even with more than 7,214 individuals served this past year our waitlists grew exponentially. At year-end approximately 550 individuals were seeking services; 130 of which were looking for affordable housing, 77 for addiction services (substance abuse and problem gambling), and the remainder for mental health related issues (depression, anxiety, schizophrenia, family and peer support). The increased demand, acuity and complexity of caseloads paired with any number of personal pandemic worries such as health of family, daycare challenges and school closures meant program managers were ever more mindful of staff wellness. Team huddles and regular virtual check-ins with the entire organization helped connect, inform and celebrate contributions.

A significant milestone was realized in Q4 with the implementation of a cloud-based payroll database. This took us from having different payroll systems for each of the former agencies combined into one harmonious platform. This not only streamlined payroll processing but now offers employees a convenient way to view paystubs, vacation accruals and is a simple way to submit and approve time off requests.





A Message from the Board Chair and Chief Executive Officer

And lastly, we're pleased to report on the significant increase in donations made to CMHA Grey Bruce this past year. Up 60% over the previous year, we saw donation and fundraising revenues tally close to \$322,000. We're grateful for these contributions which support several non-government funded initiatives including the brunch program, community gardens, youth awareness and education, ID clinics as well as the Men's Program. We thank staff and volunteers for the many hours they dedicated to planning our signature fundraising event, Ride Don't Hide. To our wonderfully generous corporate sponsors, the individuals and groups who fundraised in support of our work, and, for all the donors who so often think of our agency when making a charitable contribution, thank you! Your generosity acknowledges our work, fuels our engines, and enables us to do the work we do. We just simply couldn't do it without your support.

As we look back at the year in review, it highlights the resilience of staff, the appreciation of clients, the support of community and the leadership of our board. We continue to grow as an organization, and we move into the next fiscal year stronger and steadfast in the belief that together we're truly making a difference.



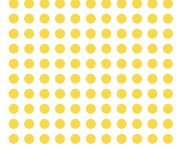
**Sean
McMurray**

Board Chair,
CMHA Grey Bruce



**Clark
MacFarlane**

Chief Executive Officer,
CMHA Grey Bruce



Vision, Mission and Values



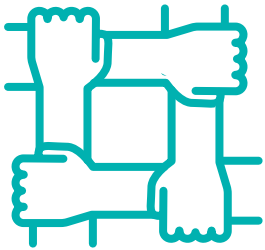
VISION

We will create an inclusive community inspiring hope, choice and well-being for all.



MISSION

At CMHA Grey Bruce we cultivate hope, resilience and community for those who live with, and are impacted by, mental illness and/or addiction.

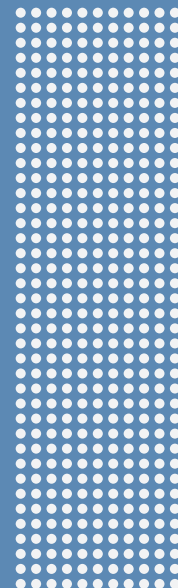


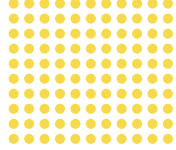
VALUES

We are driven by our values of compassion, dignity, inclusivity, integrity and choice.

SNAPSHOT OF CMHA GREY BRUCE

- not-for-profit
- registered charity
- governance via board of directors
- part of a national organization





Board of Directors & Committees

BOARD OF DIRECTORS 2020-2021



Sean McMurray
Chair
(Thornbury)



Lynda Legge
Vice-Chair
(Chesley)



Kate Allan
Treasurer
(Owen Sound)



Clark MacFarlane
Secretary
(Owen Sound)

DIRECTORS



Jennifer Akitt
(Durham)



Susan Boron
(Elmwood)



Holly Goodings
(Sauble Beach)



May Ip
(Owen Sound)



Ejaye McComb
(Georgian Bluffs)



Yvonne McCutcheon
(Owen Sound)



Daryl Minife
(Priceville)



Kylie Nowak
(Meaford)



Rebecca Raysnford
(Tara)

FINANCE COMMITTEE

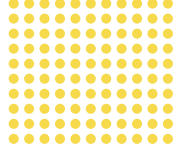
Kate Allan, Chair
Jennifer Akitt
Holly Goodings
Kylie Nowak

GOVERNANCE COMMITTEE

Rebecca Raysnford, Chair
Susan Boron
May Ip
Daryl Minife



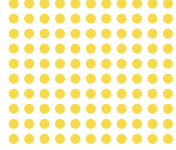
**here's
what we've
been up to
this year.**



Strategic Direction

WE WILL ADVANCE MENTAL HEALTH AND ADDICTION SERVICES IN GREY AND BRUCE COUNTIES BY BEING A LEADER THAT WILL:





Programs & Services

NEW DIRECTIONS FOR ALCOHOL, DRUG & GAMBLING PROBLEMS

Stephanie Burley, Program Manager

Serves adults who are concerned about their own or someone else's substance use or gambling. Counsellors provide services out of the Owen Sound office as well as weekly outreach to Meaford, Durham, Wiarton, Markdale, Southampton, Kincardine, Hanover and Walkerton. Pre-admission groups are offered for individuals and family members on a weekly basis in Owen Sound. Clients may be self-referred or referred by a concerned other.

CHOICES: DRUG & ALCOHOL COUNSELLING FOR YOUTH

Stephanie Burley, Program Manager

Serves youth up to age 20 who are concerned about their own or someone else's substance use. Counsellors work directly with youth and their families in the Owen Sound office as well as high school sites throughout Grey Bruce. Clients can be self-referred or referred by a concerned other.

COMMUNITY DRUG & ALCOHOL STRATEGY

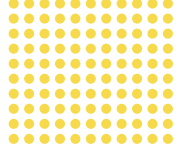
Alison Govier, Coordinator

The Community Drug & Alcohol Strategy is a partnership among community agencies who agree to actively work together in good faith, to reduce substance-related harms in Bruce and Grey counties. The initiative is supported by a full-time coordinator who is embedded in the Addictions Services team at CMHA Grey Bruce Mental Health and Addiction Services. For more information about the Community Drug & Alcohol Strategy, visit www.drugstrategy.org.

G&B HOUSE

Ashley Timmerman, Program Manager

G & B House is a 15-bed residential treatment service for men 16 years of age and over who have severe and often chronic addiction issues that have not been met by less intrusive community treatment approaches. As an abstinence-based program, G & B House offers safe, supportive assistance to clients who are seeking recovery from addiction. There is no fee for this service. Referral may be by community services and programs, correctional and probation services, or by self-referral.



Programs & Services

MENTAL HEALTH COUNSELLING & INTENSIVE CASE MANAGEMENT

Pam Gidman, Program Manager

Mental Health Counselling provides brief individual and group counselling to individuals 16 years and older with acute needs. Therapeutic models include Dialectical Behaviour Therapy (DBT), Cognitive Behaviour Therapy (CBT), Motivational Interviewing, Brief Solution Focused Therapy and Supportive Counselling.

Intensive Case Management (ICM) teams are located in Southampton, Kincardine and Markdale and are a joint initiative with Grey Bruce Health Services (GBHS). ICM serves individuals with mental health, concurrent and dual diagnoses and was developed to help those with chronic and complex needs. Referrals typically come from Grey Bruce Health Services inpatient unit.

PREGNANT & PARENTING MOTHERS

Stephanie Burley, Program Manager

Serves women who are pregnant and/or parenting children ages 6 and under, who have opiate and/or substance use issues. Services offered out of the office in Owen Sound and Hanover offices. Outreach across Grey and Bruce Counties and some home visits also available. Advocacy, support, and collaboration with other services offered.

MOBILE MENTAL HEALTH & ADDICTION RESPONSE TEAM (MMHART)

Ashley Timmerman, Program Manager

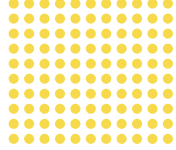
In conjunction with a number of police services in Grey Bruce, CMHA Grey Bruce have partnered on an initiative to provide better response and care for people experiencing a mental health crisis. The MMHART team are CMHA mental health workers who are embedded with police detachments. Under this program, the mental health professional accompanies plain-clothed police officers on mental health calls to help police de-escalate situations, determine whether there's a need to apprehend under the Mental Health Act or to divert an individual to community-based mental health supports. Through MMHART, the CMHA worker is able to assess the individual right on scene, offer assistance, provide referrals and even accompany the individual to hospital if necessary. In addition to helping people in crisis find the right supports in a timely manner, having mental health workers alongside police leads to fewer emergency room visits. This in turn frees up hospital resources as well as officers' time since police are to remain with an individual apprehended under the Mental Health Act until transfer of custody to hospital occurs.

CONCURRENT DISORDERS

Stephanie Burley, Program Manager

Serves adults with co-occurring diagnosed serious mental illness (schizophrenia or other psychotic disorder, bipolar disorder, or major depression with psychotic features) and substance use disorder. Counselling is offered at the Owen Sound and Hanover offices with outreach available in Kincardine, Southampton and Markdale.





Programs & Services

COURT SUPPORT

Ashley Timmerman, Program Manager

This program serves people with serious mental illness and/or addictions who come into contact with the law. Court support and diversion, case management, and release planning are provided. The programs are located in Walkerton and Owen Sound. Referrals may be made by anyone, such as the accused, family, friends, police, jail administration, court personnel, or community agencies.

HOUSING & SUPPORT SERVICES

Matthew Shute, Program Director

A recovery-oriented service that provides affordable housing with a wide range of person-centered support services for adults living with a serious mental illness. Recovery is a process in which people living with mental health problems and illness are actively engaged in their own journey of well-being. Staff work with clients to promote:

- Health (making informed choices that support physical and emotional well-being)
- Home (having an affordable, stable, and safe place to live)
- Purpose (finding personally meaningful daily activities such as a job, school, volunteering, or creative endeavors)
- Community (having relationships and social networks that provide support, friendship, love, and hope). Services are provided anywhere in both Grey and Bruce Counties by team members located in Owen Sound, Wiarton, Hanover, Markdale, Southampton, and Kincardine.

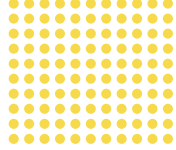
APARTMENT PROGRAM & OUTREACH SUPPORT

Debby Fry, Program Manager

This program provides subsidized housing for individuals living with a serious mental illness that may be homeless or at risk of homelessness and would benefit from outreach support. Housing is provided in individual apartments located throughout Grey and Bruce counties. Outreach support is provided to all individuals with the goal of supporting personal recovery and promoting personal well-being and health.

Clients have access to the Addiction Supportive Housing (ASH) program as well which is designed to assist people who have trouble maintaining housing due to their substance use and are looking to make positive changes in their life. There are eight furnished apartments in the program which is a service collaborative between Housing and Support and New Directions. Participants regularly work with an outreach worker and a new directions counsellor to develop an individualized approach to personal recovery.

In October 2020 a location was opened downtown Owen Sound at 854 2nd Avenue East as a means to help provide a more coordinated response to mental health and addictions, chronic homelessness and other immediate needs. The site is referred to as H.O.W. (Housing, Outreach & Wellness) Grey Bruce and is a partnership between Grey Bruce Health Services, CMHA Grey Bruce as well as Grey and Bruce Counties.



Programs & Services

RESIDENTIAL PROGRAM

Leslie Martin-Ellis, Program Manager

Brooke House (Owen Sound) and Frank Street Group Home (Warton) provide supported group living where rent is geared to income. Staff are available on-site throughout the day and evening to support adults who live with serious mental illness. A six-unit apartment building, called Riverview Apartments, is in downtown Owen Sound and residents receive one-on-one and group support. The aim is to assist residents with developing their interpersonal and life skills and thereby help them to lead satisfying, fulfilling, and purposeful lives in the community of their choosing.

COMMUNITY HOMES FOR OPPORTUNITY (CHO)

Leslie Martin-Ellis, Program Manager

This is a supportive housing program for people with serious mental illness and addictions. The program is intended to assist people by providing appropriate housing and support services to achieve and maintain stability in a safe and affordable home. The program takes a recovery-based approach and provides access to support services both in the CHO home and in the community. The goal is to help improve and/or stabilize both physical and mental health, foster independence, and enhance participation and integration into the community. There are 41 group living spaces with homes located in Hanover, Meaford and Owen Sound.

PEER SUPPORT PROGRAM

Cheryl McMillan, Program Manager

This program provides education by way of workshops and presentations and houses a comprehensive resource library all aimed at enhancing mental health knowledge. The library is free and open to the public. It includes a wide selection of both books and audio-visuals materials on everything from anxiety and depression to bipolar disorder, schizophrenia, suicide, mindfulness and more.

WRAP (Wellness Recovery Action Plan) and mood disorders support groups are facilitated through Peer Support.

SOCIAL RECREATION & REHABILITATION

Teresa Pearson, Program Manager

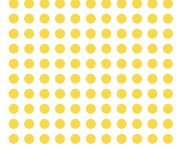
A number of social recreation programs are available to help connect individuals to others with similar interests. Participants provide input into what is offered and can co-facilitate along with staff. Gains in self-confidence, social skills, employable skills and community connection are realized.

Sites offering social recreation and/or group services:

Union Place, Owen Sound
The Dory, Kincardine

The Coach House, Markdale
The Loft, Hanover

The Green House, Warton



Programs & Services

SOCIAL ENTERPRISE PROVIDES SPACE FOR WELLNESS & LEARNING

CMHA provides approximately 30 individuals, that have mental illness, with work experience through the agency's various social enterprise initiatives. Responsibilities range from planting, harvesting and selling produce from the garden programs; kitchen duties and catering services from Fresh Roots Café and Catering.

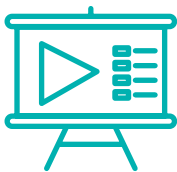
CMHA Grey Bruce manages garden programs along the Owen Sound waterfront (called Walk & Snack), at the United Way and the Food Forest at St. George's Park. The St. George's Park location includes a fruit orchard, 118 raised garden beds of which more than 40 are community beds. All three locations grow vegetables, herbs and other edible plants. The sites provide several CMHA clients with rewarding employment and a means to develop new skills. The gardens are a place for the community to gather, garden, learn, share skills and stories in a safe and socially supportive environment. By growing and harvesting healthy food, the community helps protect and restore the local ecosystems, improves access to fresh, local food and a centre for wellness and learning.

Fresh Roots Café and Catering is housed out of 1026 2nd Avenue East, Owen Sound. A portion of the funds raised from Ride Don't Hide were used to start this social enterprise program. Fresh Roots Café and Catering provides a supportive setting where as many as 10 people with lived mental health experience work under the guidance of CMHA staff to learn cooking and catering skills. While many people living with a mental illness are typically excluded from the mainstream economy, participants in this CMHA program receive an income as they prepare nutritious foods, make and sell homemade jams and sauces from CMHA's gardens and provide catering services to the community. The initiative was designed to build food skills, reduce social isolation, and increase access to healthy food, while connecting people to other community-based resources including health, legal, and housing services.

PROMOTIONS & YOUTH AWARENESS

Jackie Ralph, Program Supervisor

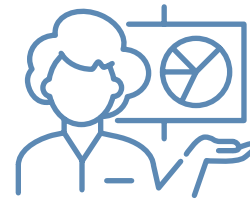
A highly popular mental health initiative is the *Friends and Neighbour's (FAN) Club*. Geared towards children aged 5 to 11, child-sized puppets are used to talk about social issues affecting them, such as self-esteem, managing anger and feelings, dealing with peer pressure and bullies, appreciating individual differences and the importance of disclosure. Due to the pandemic and several weeks of school closures, the FAN Club went virtual in 2020-2021 and with great success.



55 PERFORMANCES



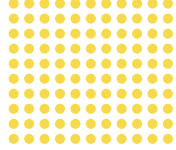
5,597 STUDENTS



1,093 TEACHERS

A classroom program for Grades 6 to 12 called **Let's Talk** addresses mental health awareness and information, healthy relationships, coping strategies, and more.

With the stress and worries of the pandemic, there was considerable demand to present to parents and adult audiences. As a result, the presentation was modified and now reaches an expanded audience of more than 30,000 adults.



Programs & Services

MENTAL HEALTH EDUCATION & TRAINING

Mental Health First Aid

A 14-hour course to assist participants with knowing what to look for when identifying a developing mental health issue and how to best support while the individual awaits professional counselling. Course is recommended for adults who interact with youth or anyone over the age of 18.

Rainbows

This support program is for children who have experienced loss. Weekly meetings address topics such as self, family, belonging, fears, blames, trust, forgiveness, stepfamilies, feelings, changes, transitions, coping, reaching out and acceptance. CMHA Grey Bruce offers support and training for schools or organizations interested in starting a Rainbows program.

Safetalk

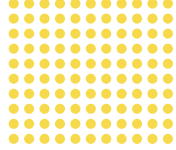
For individuals over the age of 15, this half-day training prepares participants to become a suicide-alert helper.

Applied Suicide Intervention Skills Training (ASIST)

LivingWorks ASIST is a two-day, 14-hour workshop featuring powerful audiovisuals, discussions, and simulations. At a LivingWorks ASIST workshop, participants learn how to prevent suicide by recognizing signs, providing skilled intervention, and developing a safety plan.



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Un organisme du gouvernement de l'Ontario



Programs & Services

THE MEN'S PROGRAM

Jon Farmer, Program Supervisor

Partner Assault Response

Partner Assault Response (PAR) is a 12-session program that encourages participants to examine and change the underlying beliefs that lead to violence. With core funding from the Ministry of the Attorney General to serve court referred individuals, most participants access the program after being charged with violence or abuse in their relationship. Sessions focus on a wide range of personal and cultural issues that lead to abuse, controlling behaviours and all forms of violence in relationships. While men are in the program, their current and former partners receive calls from staff for support and information about community resources. The majority of PAR groups are for men, but we offer one women's PAR group in partnership with Women's House Serving Bruce Grey.

During the pandemic, PAR groups ran remotely through video calls and teleconferencing. PAR service is also available for self-referred individuals who have no criminal charges. Self-referrals are made possible by grant funding from the United Way of Grey Bruce and Bruce Power.

My Dad's Group

My Dad's Group provides a supportive environment for men to learn, accept and embrace their roles and responsibilities of being a father. The program supports fathers to better understand their children's needs at different stages, to overcome personal obstacles and develop self-confidence as a parent and co-parent. The groups are co-facilitated by staff from the Men's Program and Bruce Grey Child and Family Services. During the pandemic, groups ran with smaller caps and remotely through a combination of video and teleconferencing.

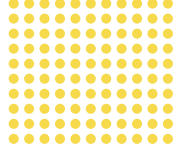
Male Survivors of Sexual Abuse

Individual counselling for men who experienced sexual abuse and violence as children or youth and who are looking for recovery and healing. During the pandemic, the program ran remotely with video and phone calls.

MENTAL HEALTH CRISIS LINE GREY BRUCE 1-877-470-5200

Serves people in crisis or distress with caring, non-judgmental support. This helpline is a joint venture of Grey Bruce Health Services and CMHA Grey Bruce and is accessible 24 hours a day, 365 days a year.





Human Resources Snapshot

CURRENT STAFFING AS OF MARCH 31, 2021



143 STAFF
(FULL TIME, PART-TIME, CONTRACTS)



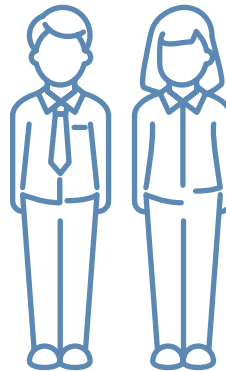
46 NEW HIRES

Service Statistics



10,604 INDIVIDUALS SERVED
(49% INCREASE)

GENDER



2,225 MALE
2,848 FEMALE
32 OTHER
5,535 UNKNOWN



16,659 FACE-TO-FACE VISITS
(51% DECREASE)

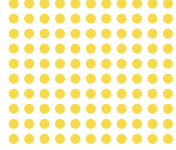


3,325 FORMAL GROUP SESSIONS
(43% INCREASE)



23,415 PHONE CONTACTS
(128% INCREASE)

Note: During the pandemic some services shifted to more phone/video sessions versus in person sessions. High and moderate priority clients were seen in-person and residential programs continued with appropriate COVID-19 safety measures and protocols in place.



Thanks to our Community!

Abby Drimmie, Fundraising, Media & Events Coordinator

JUNE 2020 - RIDE DON'T HIDE

The 7th annual Ride Don't Hide went virtual in 2020 with over 98 participants, 600 donors, eight sponsors and over \$50,000 raised! Top three fundraisers were Jen Varah (\$7,875), Lynda Legge (\$3,100) and Holly Goodings (\$1,735).

We want to thank our incredible sponsors including Bruce Power, NPX and many more!

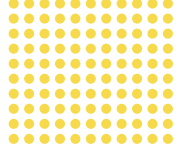


\$50,879 RAISED

CMHA CHRISTMAS MARKET

The first ever Christmas market hosted by CMHA Grey Bruce was a terrific success with more than **\$1,700 raised** for Fresh Roots initiatives. Made by CMHA's own Fresh Roots Catering, offerings included hot sauces, relishes, jams, frozen soups, culinary herbs and solar-dried teas.





Thanks to our Community!

NPX NEW YEAR'S EVE FUNDRAISER

A New Year's Eve night of comedy and local music raised more than \$44,250 for CMHA Grey Bruce.

The streamed event was open to viewers in return for a donation to our organization. Matching contributions were made by Bruce Power and NPX.



\$44,250 RAISED



PI DAY

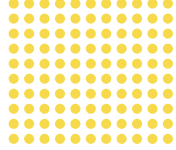
The Owen Sound Hunger and Relief Effort, CMHA Grey Bruce and the United Way of Bruce Grey, raised over \$3,000 to serve the vulnerable in Grey Bruce. The funds were divided by the three local organizations.

There was also a partnership with the Runner's Den, where you could enjoy a Pi Run. It was an amazing event that will take place for years to come!



United Way
of Bruce Grey





Financial report

REVENUE:	
Ministry of Health and Long-Term Care via South West LHIN Operating budget	10,422,819
One-time funding	224,447
Ministry of Health and Long-Term Care - shelter and rent subsidy	1,572,196
One-time funding	79,490
Capital reserve	3,771
Ministry of Attorney General	158,366
Ministry of Community Safety and Correctional Services	47,296
Grey County funding for community drug & alcohol strategy	66,071
Grey County grant - outreach support	127,623
Bruce County purchase of addiction services	12,287
Bruce County funding for community drug & alcohol strategy	66,070
Shelter rental income – tenants	859,491
Donations and fundraising	321,976
Grey Bruce Health Services - purchased services	321,976
Program Revenue	53,566
Other income	112,924
Amortization of deferred contributions	124,335
TOTAL REVENUE	14,321,235

Financial report

EXPENDITURES:	
Salaries, benefits, purchased services	9,695,863
Sessional fees	130,141
Supplies and sundry expenses	1,123,412
Equipment	178,552
Facilities expenses	2,529,128
Amortization	179,310
Transfer to capital reserve	3,771
TOTAL EXPENDITURES	13,840,177
Unexpended funds for the year	481,058
Due to Ministry of Health	(155,699)
Excess of revenue over expenditures (expenditures over revenue)	325,359



canadian mental health association
Grey Bruce



**Canadian Mental
Health Association**
Grey Bruce
Mental Health and Addiction Services

 www.cmhagb.org

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Administration Office

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