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OF SPECIAL NOTE

We are saddened when individuals connected with our organization pass away. We wish to acknowledge those we crossed paths with and who are no longer in our presence. All those lost are deeply missed.



VISION, MISSION, 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.

BOARD OF DIRECTORS

Sean McMurray (Thornbury), Chair Lynda Legge (Chesley), Vice-Chair Holly Goodings (Sauble Beach), Treasurer Clark MacFarlane (Owen Sound), Secretary Yvonne McCutcheon (Owen Sound), Executive-Member-at-Large

Directors:

Paul Biggin (Clarksburg) Susan Boron (Elmwood) Chelsea Bullock (Dundalk) Lindsey Glazier (Ayton) Mikayla Greig (Chatsworth) Ginelle MacDougall (Owen Sound) Ejaye McComb (Georgian Bluffs)

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A MESSAGE FROM THE BOARD CHAIR AND CEO

Since the amalgamation of three organizations in 2018, the Canadian Mental Health Association Grey Bruce Mental Health and Addiction Services (CMHA Grey Bruce) has been on an integration journey to achieve the vision of improved access and enhanced services for all. Throughout 2022-2023, CMHA Grey Bruce has celebrated several noteworthy milestones as we advanced on this path. By linking all the sites from the legacy agencies using a unified phone system, we successfully simplified access by implementing a single contact number. This in turn allowed us to launch our Central Intake service, providing clients the convenience of accessing the required services with just one call. Remarkably, we accomplished this feat amidst the challenges posed by the COVID-19 pandemic, a testament to the resilience, resourcefulness, and capabilities of our staff – they are truly amazing.

Other exciting developments were the launch of our Recovery College and the implementation of our Harm Reduction and Trauma Informed Care Frameworks. These developments ensure all staff have a basic knowledge of harm reduction and the impacts of trauma. This in turn will help us uphold our values and fulfill our mission as we strive towards our vision of fostering an inclusive community that inspires hope, choice, and overall well-being for everyone. We are very proud of our staff and their accomplishments and are very pleased to present you with our annual report for 2022-2023.



Sean McMurray Board Chair



Clark MacFarlane
Chief Executive Officer

YEAR IN REVIEW

CENTRAL INTAKE IMPROVES CLIENT SATISFACTION

Pam Gidman

Program Manager, Intensive Case Management and Counselling

In October 2021, the agency took a significant step forward by transitioning to a single phone number for all CMHA Grey Bruce programs and services. This move laid the foundation for the next milestone in our amalgamation goals: the implementation of central intake services.

Since its inception in September 2022, the central intake service has been successfully operating with the primary objective of providing a single point of access for all CMHA Grey Bruce clients. The team is composed of a program manager, referral co-ordinator and two intake counsellors. Under the new system, all program referrals are directed to the co-ordinator who carefully evaluates each request. Based on the assessment, the coordinator schedules an intake assessment appointment for the client or recommends a more suitable community service.

Adopting a phased approach, the team efficiently onboarded various programs onto the central intake system. By March 2023, just six months after launching, many individuals were already receiving referrals through this seamless and efficient new process.

Along with standardization of practices across programs, a key benefit of streamlining is improved client satisfaction. Anecdotally, clients have expressed appreciation for the simplicity of the process -- with a single call, their needs are identified, and an appropriate pathway is determined, even if it involves multiple CMHA programs or services. This eliminates the need for clients to repeatedly share their story, as one call covers it all. Moreover, the implementation of central intake has led to enhanced waitlist management.

The core staffing group overseeing the process has a holistic view of the entire system. For instance, they can identify sites with higher waitlist volumes and suggest alternative sites with shorter wait times to assist those facing longer waits. Additionally, the team has the flexibility to offer virtual intermediary sessions, providing clients with timely support and reducing their wait times.

The Quality Improvement (QI) team has been integral to the development of central intake, contributing innovative solutions to enhance workflow and create efficiencies. Right from the outset, they offered valuable guidance and structure and even now, they continue to help monitor, identify gaps, and engage in discussions with our team. Adopting the QI phrase, "Plan Do Study Act" as our unofficial central intake motto reflects our commitment to continuously improving the services we provide. We're certainly pleased with the gains to date and look forward to further improving the client experience and wait times.



RECOVERY COLLEGE EARNS TOP GRADES FROM STUDENTS

Cheryl McMillan

Program Manager, Peer Support Services

Following months of developing course curriculum and determining enrollment processes we were pleased to launch our Recovery College in April 2022 thanks to an Ontario Trillium Foundation grant. Recovery College offers a variety of health promotion and individual well-being courses for students 16 years and older. Topics are wide ranging such as Sleep 101, Self-Soothing Through Crafts to Harm Reduction and Overcoming Stigma. Classes are offered both in person and virtually and the majority run for six weeks with some one-day and two-day courses.

The Wellness Recovery Action Plan (WRAP) is another offering provided by Recovery College. This 6-8 week in-person course empowers students to identify early warning signs and triggers, enabling them to take proactive steps to maintain their wellbeing. Through the program, individuals develop their own Crisis and Post-Crisis Action Plan, equipping them with coping strategies and support mechanisms to navigate through challenging times.

Students and alumni are encouraged to make suggestions for future classes. This not only benefits Recovery College but further deepens participants' sense of community and belonging. One outstanding example of the success of this co-creation process was the Journal Writing class, co-produced and co-facilitated by a student and a Recovery College educator.



The College has received positive feedback from all involved and one of the best testaments to its success is seeing students come back to enroll in subsequent classes. We look forward to expanding our catalogue of courses and seeing students excel thanks to newly discovered coping and wellness tools.



426 students



134 classes

(April 1, 2022 to February 10, 2023)



I have more confidence."

Gives me a place to go and helps with new ideas and reminders of tools."

It has helped me to better cope with my mental health."

It has helped me learn new skills/information to help me be more resilient."

I'm going to start my journal and do it every day and not stop."

CLIENT FEEDBACK DRIVES QUALITY IMPROVEMENT

Beth Debrone

Manager, Quality Improvement and Privacy

The Ontario Perception of Care (OPOC) survey is an evidence-based standardized tool designed to collect feedback from clients who have received mental health and/or addictions support in their community or in a hospital setting. The tool was developed and validated by the Provincial System Support Program (PSSP) at the Centre for Addiction and Mental Health and was launched in 2016. While the survey was used by HOPE Grey Bruce, CMHA Grey Bruce and G&B House prior to amalgamation, the number of surveys collected has seen a sharp decline since amalgamation. Root cause analysis identified some contributing factors for this decline, which included:

- Lack of access to technology to complete the survey
- Length of survey
- Limited resources (time and people) for administration
- Lack of time, ability, or literacy aid necessary to complete the survey
- · Feedback and results not provided to clients/staff
- No data training to analyze/interpret results

Collecting client feedback is a critical component to ensure we provide care to clients that aligns with the domains of quality – timely, safe, person-centred, efficient, effective, and equitable.

To address factors that were hindering survey collection, we implemented the following strategies:

- Planned an organizational wide survey blitz that took place over six weeks throughout May and June.
- Set targets for each program, monitored progress and sent weekly updates and reminders.
- Provided administrative support by clearly documenting the survey distribution and collection process and by creating templates for staff.
- Offered facilitation services both in-person at some locations and over the phone to address literacy/cognitive challenges that some clients face.
- Analyzed the results and shared them back with clients and staff.
- Made this initiative a priority across the organization by developing resources, providing training, tracking progress, and providing incentives for staff to encourage survey distribution.



Group Services participants in Hanover provide feedback

The actions proved successful at the end of the blitz when we could report a 40 per cent rate of return and a collection total of 174 surveys - more than the last two years combined.

Each program received a written report containing their specific results and comments. These reports became topics of discussion during team meetings, enabling feedback and insights from both staff and clients. This feedback will play a pivotal role in refining the survey process for the future.

One significant outcome was the identification of two quality improvement projects. These projects have showcased the importance of using datadriven approaches to identify problems and to drive improvement efforts.



My worker goes above and beyond for me everyday and she's the only reason I've learned to believe in myself. I wouldn't be clean right now if it wasn't for her."

I frequently speak to the value of the tools that the staff of CMHA have taught me. I recommend therapy to everyone if they ask and I am more than happy to share my experience with others as it has been so positive."

THE 411 ON MOBILE RESPONSE TEAM PILOT

Ashley Timmerman

Program Manager, MMHART, G&B House and Court Support

November 2022 marked the completion of the twoyear Mobile Mental Health and Addiction Response Team (MMHART) pilot project, which saw MMHART workers embedded in and partnering with municipal police and OPP services. The goal of embedding workers in police stations was to improve access to timely crisis assessment and divert unnecessary ER visits and admissions. We saw the majority of MMHART referrals (72 per cent) come from hospital, 19 per cent from police, seven per cent from crisis line and two per cent from EMS.

At the two-year anniversary of the pilot, a stakeholder evaluation was completed. Some of the positive feedback received from police and hospital partners included:

- Stronger relationships have been formed between CMHA staff and police.
- Police representatives feel strongly that hospital admissions have decreased since the implementation of this model. Owen Sound Police Services reports that there is very seldom an apprehension made if MMHART is present. Data from South Bruce OPP indicated that out of 74 calls using MMHART, only seven resulted in an apprehension.
- · The team has a strong link with hospitals, and ERs rely heavily on the expertise of the MMHART team, which facilitates more seamless admissions and more effective safety planning for those not in need of inpatient treatment.
- · The team uses a patient-centred approach and are strong advocates for clients.

DIVERTED FROM RESOURCES PROVIDED HOSPITAL **17%** 21% SUPPORT **DECLINED OUTCOMES** 16% (CLIENT OR STAFF) 31% **APPREHENDED** 13% ASSESSED IN **HOSPITAL AND** ADMITTED TO RELEASED HOSPITAL

The MMHART team is proud of the role they play on these calls. They bring a calming presence to chaotic situations, which aids significantly with deescalation. They've created valuable relationships with community partners as well as clients. The team helps facilitate warm transfers to hospital or other service providers and offers bridge counselling while clients await other community services.

The evaluation gave us the opportunity to look at how we can improve data collection and use new and creative ways to work with our community partners. We look forward to the upcoming year where we will continue to strengthen our connections with police, increase our support of the Bluewater District School Board, and utilize new data collection tools to achieve more functional data.



MMHART Workers, Muriel Holmes MacDonald and R.B. Schlacht

HARM REDUCTION INITIATIVES

Stephanie Burley

Program Manager, Addiction Services

CMHA Grey Bruce has taken proactive steps to enhance its Harm Reduction services during the pandemic. The increase in substance use and the alarming rise in drug overdose/poisoning deaths highlight the critical need for robust support and intervention in the community. In partnership with Grey Bruce Public Health, we now offer Harm Reduction Safer Use Kits through the Needle Exchange Program at eight of our CMHA locations throughout Grey Bruce. This is a confidential, judgement-free service. Individuals can come in to pick up or return used supplies safely. Community members can drop into our sites and access supplies to reduce the harms associated with using substances, such as new syringes, pipes, naloxone kits, condoms, sharps containers, etc., as well drop off used equipment for safe disposal. CMHA staff have supported the distribution of thousands of units of harm reduction equipment, handing out an average of 300 units a month across the various sites.

In addition, the Harm Reduction Leads Team sourced a comprehensive Harm Reduction in Practice training through partner organization Question of Care out of Peterborough, to enhance harm reduction capacity across the organization. Over the span of six months the Harm Reduction Leads Team comprised of Jenn Baetz, Leah Brereton, Angela Davidson, Kaitlyn Davis, Andrew French, Cheryl McMillan, and Jasmine O'Hara trained 110 individuals. Staff, board members and student participants gained a basic understanding of substance use and how it's possible to minimize health and social harms. One of the notable initiatives discussed during the training was the provision of safer use kits available at CMHA Grev Bruce sites.

MUCH INTEREST FOR YOUTH ENGAGEMENT

Jackie Ralph

Supervisor, Youth Awareness and Education

As 2022-2023 comes to a close, the team looks back on a busy and rewarding year. We are thankful to have transitioned back into the classrooms, allowing for face-to-face interactions with clients and community members. This return to in-person engagement was a significant milestone, bringing a sense of connection and support that was missed during the COVID-19 years.

Central to its success were the incredible team members, including Sarah, Liam, Carlie, and Jenna. Their passion and hard work has been instrumental and despite the challenges posed by the pandemic, the program embraced the learnings from those years and incorporated new practices to enhance the services provided. Online scavenger hunts, Wellness Wednesday Chats with Chatty Jackie and "take home" activity kits are examples of the team's adaptability and commitment to meeting the evolving needs of clients.

The positive impact of these efforts was evident in the success of programs like Friends and Neighbours (FAN) Club, Let's Talk and Talk Today programs which saw some of the highest presentation numbers yet. The contributions of placements students, including Lauryn, Kassie, Kylie, Angela, Amanda, Melissa, Kate, Madeline, Kristyne, and Kayla, added greatly to our achievements. Additionally, we were honoured to be recipients of several third-party fundraisers including the highly successful weekly AM 560 Radio Bingo fundraiser. This event was made possible with the support of the Knights of Columbus Council #2092 members.

These collective efforts and community supports have resulted in heartwarming validations.

Engaging with students and seeing their improved understanding of mental health is particularly gratifying. One of our favourite moments was when a young person asked, "Can a memory from your hippocampus actually make your amygdala flip its lid?" Our presenter's response, "Why yes it can, and you just single handedly described triggers better than we ever could have!"



32,187 children and youth received presentations



6,397 adults received presentations



727 presentations



25 trainings



A GLIMPSE INTO THE MEN'S PROGRAM

Jon Farmer

Program Supervisor, Men's Program

2022-23 marked a significant transition for the Men's Program as it moved back to pre-COVID service delivery models, offering in-person groups to its participants. Notably the Partner Assault Response (PAR) program returned to in-person groups in early 2022, meeting in larger community spaces to support physical distancing before eventually returning to our regular group locations in CMHA offices.

The shift to in-person groups brought about several benefits. First and foremost, it fostered greater connection with and among participants. In-person interactions reduces the risks when participants share the home with others and encourages more informal support and networking before and after sessions. Men's PAR runs weekly with two groups in Owen Sound and one in Hanover. PAR also offers phone support to current and former victims of participants. In 2022-23, partner contact workers had 355 conversations with victims, offering connection, information, and referrals to other services as well as safety planning support.

The women's PAR group remains virtual as there is only one women's group for all of Grey and Bruce counties. Keeping it online has made accessing service easier for women facing transportation barriers, childcare constraints, and social anxiety. Women's PAR is offered with co-facilitation from Women's House Serving Bruce Grey which makes it easier for participants to bridge into longer term service through their outreach team.

My Dad's Group runs groups in both Owen Sound and Hanover. The groups usually begin in September, January, and April. The program is free, includes dinner, and is offered in collaboration with Bruce Grey Child and Family Services. The spring 2023 session saw a return to pre-COVID registration rates.

The Male Survivor Program offers individual counselling to men who experienced sexual assault as children or adolescents. There was a significant pause in these services in 2022 following the retirement of our long-time counsellor May Tettero. The position was filled in December 2022 and has been running consistently. The service is free.

The provincial funding for PAR programs can only support court mandated participants. Thanks to funding from United Way Bruce Grey, the program can extend support to self-referred participants and individuals who wish to continue participation in the program beyond their court mandated sessions.











PROGRAMS AND SERVICES



At CMHA Grey Bruce, we are committed to advancing mental health and well-being within our community. Our comprehensive approach encompasses a range of services and initiatives that aim to uplift individuals and foster a culture of mental wellness.

- Counselling and Intensive Case Management
- Court Support
- Outreach
- · ID Clinics
- Peer Support
 - Peer Support Program
 - Family Support Program
 - Mental Health and Addiction Peer Support – Probation and Parole

- Youth Awareness & Education
- · Social Recreation, Rehabilitation
 - · The Coach House, Markdale
 - The Dory, Kincardine
 - · The Green House, Wiarton
 - · The Loft, Hanover
 - · Union Place, Owen Sound
 - Fresh Roots Café and Catering
 - Fresh Roots Food Forest and Gardens
 - Group Services, Owen Sound
 - Group Services, Hanover
- Housing and Support Services
 - Residential Program
 - Apartment Program
 - Portable Housing Benefit Program
 - Community Homes for Opportunity
 - Safe Beds
- Mobile Mental Health and Addiction Response Team
- Housing, Outreach, Wellness



At CMHA Grey Bruce, we understand the complex challenges that individuals facing addiction encounter. Our addiction programs are designed to provide comprehensive support and guidance for those on their journey towards recovery.

Counselling

- New Directions for Alcohol, Drug and Gambling Problems
- · Pregnant and Parenting Addiction Counselling
- · Concurrent Disorders
- Court Support
- Choices Drug and Alcohol Counselling for Youth
- · G&B House, Recovery Home for Men
- Addiction Supportive Housing Program

Peer Support

- Peer Support Program
- Family Support Program
- Mental Health and Addiction Peer Support Probation and Parole





CMHA Grey Bruce is the host for the Community Drug and Alcohol Strategy, a vital and multi-sector collaborative project focused on reducing the harms associated with substances. Find out more at www.drugstrategy.org.





MEN'S PROGRAMS

CMHA Grey Bruce recognizes the unique challenges and experiences that men encounter in their journey towards mental health and well-being. Our Men's Programs are designed to provide tailored support, resources, and a safe space for men to explore their mental health, build connections, and thrive.

- Partner Assault Response (PAR)
- My Dad's Group
- Male Survivor Program (Sexual Abuse Counselling)

STRATEGIC PLAN 2022-2025

CMHA Grey Bruce will advance mental health and addiction services in Grey and Bruce counties by being a leader that will:



DELIVER HIGH QUALITY, PERSON-CENTRED MENTAL HEALTH AND ADDICTION SERVICES



WORK WITH SYSTEM PARTNERS TO BUILD ON AND TRANSFORM CARE PATHWAYS SO PEOPLE EXPERIENCE A WELL-COORDINATED, **SEAMLESS, SAFE AND EFFECTIVE SERVICE SYSTEM**

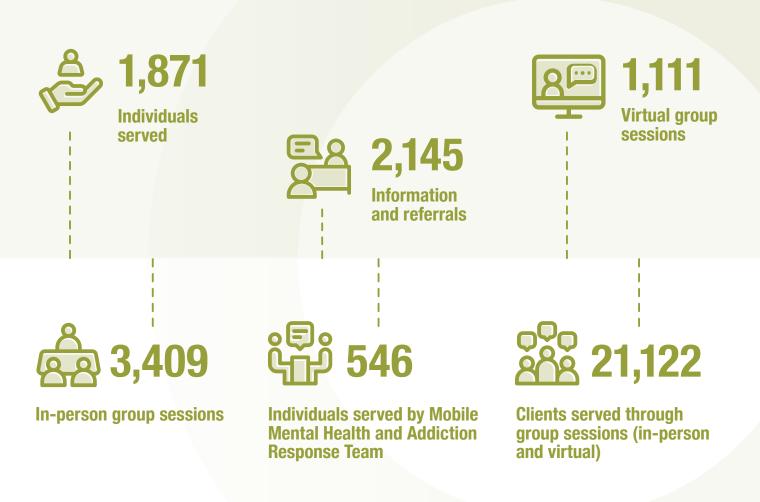


FOSTER STAFF WELLNESS



STRENGTHEN ORGANIZATIONAL HEALTH, **SAFETY AND EXCELLENCE**

SERVICE STATISTICS



THANKS TO OUR COMMUNITY

RIDE DON'T HIDE 2022

After two years of virtual rides, we were so excited to get back to an in-person event as we welcomed over 100 riders to Kelso Beach at Nawash Park. The energy and excitement was incredible! By the end of the event, more than \$49,000 had been raised for our community funded programs such as the Brunch Program, Fresh Roots Café and Food Forest, Youth Awareness and the ID program. Since its first year in 2014, the ride has raised an incredible \$450,000 for these vital community programs.

Top Fundraiser: Computer Jen Varah \$8,355!

Thanks to our Ride Supporters:

At Last Forest School
Bare Birch
Baywest Nissan
Bikeface Cycling
Bruce Power
Connect Rehabilitation
Domino's
Forks Bicycle Shop
Great Ape Empire
Have1.com
Knights of Meaford
Owen Sound Fitness & Training
Tim Hortons
The Mortgage Centre Owen Sound (Nicole Amos, Broker)







THIRD PARTY FUNDRAISERS

Ryan Remembered Pick Up Game Get Outside and Live Your Trail – Olivia Sroka Pony(tail) Up – Ian Sinclair Walk for Courage

Radio Bingo – Bayshore Broadcasting AM 560 & Knights of Columbus Owen Sound

9/11 Memorial Stair Climb organized by the Township of Chatsworth Fire Department Artisans Holiday Show & Sale

Meaford Knights Hockey team – Country Night OSDSS Grade 12 Leadership Class Project Branch Hoodies

#YouDeservelt2022 Sweatshirt Campaign

- Tobias Vince

Hanover Lions Club

The Match Mental Health Week Kick Off BBQ Ed Stengel & Friends

Grey Bruce Defeat Depression Walk







Radio Bingo, Ponytail fundraiser, Stair Climb

In April 2022 CMHA Grey Bruce was the recipient of the **100 Women Who Care** donation in response to our submission for vaginal health supplies. We received \$15,700 which we have used to enhance our harm reduction supplies that are distributed to community members free of charge at various sites across Grey Bruce. Specifically, we put together four different vaginal health kits to support the prevention

and early treatment of bacterial vaginosis, urinary tract infections, yeast infections and menstrual health. In addition, we have underwear available in sizes from extra small to 2XL. We also noted a need for pregnancy tests, personal hygiene wipes and lighters and have used the funds to add these items to our harm reduction supplies inventory as well.





100 Women Who Care cheque presentation

Thank you to the 100 Women Who Care for recognizing this need and for helping those in our community who use substances, to do so more safely. On behalf of those we serve, we extend our gratitude.

SUPPORTER THANK YOU

We offer heartfelt gratitude to the following for supporting our programs and services. This financial support means the world to us and those we serve.











Muriel Homes MacDonald Mobile Mental Health and Addiction Team (MMHART)

I am passionate about my work with CMHA Grey Bruce and appreciate the care and compassion that my village of co-workers extend to those who cross their path. Along with a Masters in Integrated Studies, I've also added Play Therapy, CBT, Trauma and Grief Certification, and Forensic Interviewing to my toolbox of strategies. When I'm not CMHA-involved I might be in Guatemala with "Molly's Team" who for 16 years have built houses for families living in extreme poverty. Our work centres around ensuring safe environments for children and fundraising for educational opportunities. I am grateful for my work with CMHA and the MMHART team as I believe we can make a positive change, one individual at a time."



Brandon KellmanOutreach Support Worker,
Housing and Support Services

I've been an Outreach Support Worker for over three years. I am honoured to take this moment to share my love and enjoyment of my job with you all. I'm rewarded with the opportunity to work in the community and support people in need of mental health and addiction services; a truly rewarding career. CMHA Grey Bruce is a wonderful organization that offers many great benefits which allow for a healthy balance between my work and personal life, and most importantly a life of quality. I truly feel I have found my dream job!"



Julie Ryan
Peer Recovery Educator

As part of the Peer Support program this means I have lived experience with mental health and addictions. My favourite part of working for CMHA Grey Bruce is that I now have the opportunity in my job to help others facing the same, or similar, challenges that I did on my own journey; I feel that I am seen as having value to offer because of my past experiences. Passionate about helping others and dedicated to my role, I hope to spend many years with CMHA Grey Bruce as I work to build Recovery College and reach as many people in need as possible."

ETFO Humanitarian Award

Jackie Ralph, Supervisor with CMHA's Youth Awareness & Education Program was recognized by the Elementary Teachers' Federation of Ontario (ETFO) with its 2022 Local Humanitarian Award for her outstanding service in supporting children in the community.



Jackie Ralph (left) is congratulated by Board Members Sean McMurray and Lynda Legge and Clark MacFarlane, CEO

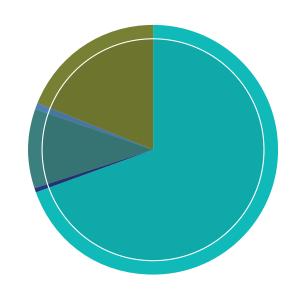
FINANCIAL REPORT

For the year ended March 31, 2023

Revenue	2023
Ministry of Health via South West LHIN	\$
Operating budget	10,435,618
One-time funding	284,311
Ministry of Health	
Operating budget - shelter and rent subsidy	1,649,080
One-time funding	65,300
Ministry of Attorney General	175,933
Ministry of Community Safety and Correctional Services	16,840
Ministry of Solicitor General	50,500
Grey County funding for community drug & alcohol strategy	146,295
Grants	135,900
Grey County grant - outreach support	96,002
Bruce County purchase of addiction services	71,776
Bruce County funding for community drug & alcohol strategy	117,415
Shelter rental income - tenants	888,071
Donations and fundraising	337,906
Grey Bruce Health Services - purchased services	36,629
Program revenue	224,774
Other income	264,639
Amortization of deferred contributions	137,682
TOTAL	\$ 15,134,671

Expenses total: \$ 15,254,095

Salaries and benefits	\$ 10,396,908
Sessional fees	162,306
Supplies and sundry expenses	1,557,859
Equipment	121,762
■ Facilities expenses	2,798,723



Amortization	216,537
Total expenditures	\$ 15,254,095
Surplus (deficit) before Due to Ministry	(119,424)

For more information, please contact the office.



ANNUAL REPORT 2022 2023

CANADIAN MENTAL HEALTH ASSOCIATION GREY BRUCE

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