Canadian Mental Health Association
Ontario

Canadian Mental Health Association
Ontario Division

ANNUAL REPORT
2017/2018

Canadian Mental Health Association (CMHA) Ontario Division

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MESSAGE FROM THE BOARD CHAIR AND CEO

It has been an exciting year at CMHA Ontario Division for both staff and our Board of Directors.

CMHA Ontario prides itself on delivering programs across the province with our 30 branch partners, supporting individuals struggling with mental health and addictions issues. This year was no exception, and we have added to our program portfolio.

Ontario Division staff have been at the forefront of the move to provide structured psychotherapy across the province, by assisting in the implementation of BounceBack. BounceBack is a high-fidelity model of cognitive behavioural therapy delivered through telephone-based coaching. We are immensely proud and pleased to be part of its expansion across the province, led in partnership with CMHA York Region South Simcoe. This is the most recent example of many of our provincial programs that span the province. Our reach includes serving young people on campuses through the Centre for Innovation in Campus Mental Health, to hockey players in the Ontario Hockey League with Talk Today, to employees in workplaces through Mental Health Works, and the justice sector with the Human Services Justice Coordinating Committee, amongst many others.

The commitment of the Ontario Division Board to our mission and vision inspires our work. The board has been very innovative this year, including adopting a move towards accreditation by Imagine Canada, the first ever dissemination of research grant awards in the field of mental health and addictions and tremendous support for the expansion of service delivery on a variety of fronts.

This year we also welcomed a new partner in government. We look forward to working with the Honourable Christine Elliott and her talented team at the Ministry of Health and Long-Term Care, and all our government colleagues. Onward!

Tom Walters
Board Chair

Camille Quenneville
Chief Executive Officer

BOUNCEBACK® PROVIDES ONTARIANS WITH **ACCESSIBLE PSYCHOTHERAPY SERVICES**

CMHA Ontario is leading an exciting new ground-breaking initiative called BounceBack. BounceBack is a free, evidence-informed, cognitive behavioural therapy-based skill-building program for adults and youth 15 years and older who are living with mild to moderate depression or anxiety. Using educational workbooks, online videos and one-on-one telephone coaching, participants learn skills to help them better manage their symptoms of depression and anxiety. Participation in the program is by referral.

For more details, visit: bouncebackontario.ca.

The BounceBack team at one of Canada's largest primary care conferences.

The Ontario government, which is funding BounceBack until 2020, tasked CMHA Ontario with implementing the program to provide Ontarians with equitable and timely access to self-directed psychotherapy services.

In addition to managing BounceBack with CMHA York and South Simcoe – which has provided the program locally since 2015 – CMHA Ontario is responsible for educating partners within and beyond the mental health and addictions sector. This means working closely with primary care associations, mental health and addictions partners, Local Health Integration Networks (LHINs) and other organizations that are involved in the well-being of Ontarians. CMHA Ontario has focused much of its efforts since October 2017 on the education and roll-out of BounceBack.

The BounceBack engagement team has:

- Educated and trained 30 local CMHA branches
- Informed key figures at 14 LHINs, including CEOs and leads in primary care, mental health and addictions, and home and community care
- Developed bilingual promotional toolkits and BounceBack websites
- Led educational webinars to mental health and addictions organizations and primary care associations
- Conducted face-to-face visits with family health teams and community health centres
- Presented at primary care conferences and campus mental health forums

BounceBack® reclaim your health

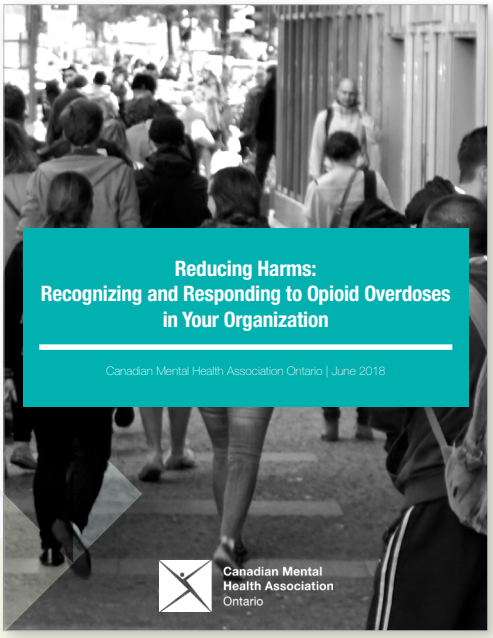
EFFECTIVE POLICY TRANSFORMS **MENTAL HEALTH AND ADDICTIONS SECTOR**

CMHA Ontario's public policy unit remains at the forefront of the mental health and addictions sector by providing to branches and key stakeholders reliable and responsive analysis of provincial policy, system planning and service delivery. In addition to providing these supports, CMHA Ontario's policy team works with partners such as Addictions and Mental Health Ontario, Children's Mental Health Ontario, the John Howard Society, police services and Crowns, to name a few. Through collaboration, the public policy unit actively pushes to ensure mental health and addictions remains on the political and public radar.

During the year, the policy team engaged in in-depth examinations of several key issues that are having significant impact across the province. As a result, CMHA Ontario produced the opioid overdose response toolkit called Reducing Harms: Recognizing and Responding to Opioid Overdoses in Your Organization, which has been widely embraced by the community at large, and a set of recommendations for the Ministry of the Attorney General on the legalization and sales of cannabis. Not to be overlooked, the public policy unit also has – through its role as secretariat of the Provincial Human Services and Justice Coordinating Committee – supported 1,600 social service and justice professionals to find solutions for individuals that come into contact with the justice system.

CMHA Ontario's public policy unit supports its stakeholders by:

- increasing collaboration, coordination, and knowledge exchange between multiple sectors
- raising awareness of key evidence in mental health and addictions
- strategically advancing issues that impact people with lived experience and the mental health and addictions system
- engaging and championing the work of the community mental health and addictions sector and CMHA branches



CMHA ONTARIO RELEASES **OPIOID OVERDOSE RESPONSE TOOLKIT**

On average, someone in Ontario dies due to an opioid overdose every 10 hours.

In 2016, over 700 Ontarians died from opioid-related causes and opioid emergencies increased by 19 per cent. There are no signs of this crisis slowing down.

To help organizations and individuals in Ontario better respond to this issue, CMHA Ontario developed Reducing Harms: Recognizing and Responding to Opioid Overdoses in your Organization.

The toolkit includes an overview of the current issues in Ontario related to opioids, life-saving naloxone, and opioid-related emergencies. It provides food for thought for organizations who wish to implement a naloxone-delivery policy, including myth-busting information about using naloxone. The toolkit also offers readers explanations of symptoms and who may be at-risk of an opioid overdose.

"You don't need to be a clinician to understand this resource," says Camille Quenneville, CEO, CMHA Ontario. "It's created to give regular people and organizations basic information about using naloxone and how to respond to opioid overdoses. Given the impact of fatal overdoses, we believe naloxone should be as widely available as possible, and this toolkit will help."

ONTARIO'S CANNABIS LEGISLATION SHOULD **INCORPORATE PUBLIC HEALTH PRINCIPLES**

In April 2017, the federal government introduced Bill C-45, the Cannabis Act with the goal of legalizing cannabis across Canada. Though there is broad support, legalization also presents significant challenges and opportunities when it comes to the health of Ontarians.

Do people in Ontario understand the associated potential health risks of cannabis? How will government regulate the strength of cannabis products? What should the government do with cannabis revenue?

As part of the public consultation process, the Ministry of the Attorney General requested CMHA Ontario to provide recommendations. Our input was based on a public health approach and included a series of recommendations to: educate young people about cannabis-related harms; restrict marketing of cannabis products and provide education for retailers selling cannabis.

CMHA has
30
branches
across Ontario

CMHA branches
employ more than
3,900 people

CMHAs belong to a
community-based
sector that serves
approx.
500,000
clients a year

ED NETWORK DRIVES **INNOVATION ACROSS THE PROVINCE**

The Executive Director Network, comprising the leaders of each of our 30 branches, meets four times per year to discuss our system of care, innovative programs and operational ideas. It's a forum to hear from senior government officials about legislative changes and governmental priorities as well as guest speakers on important and emerging topics that are impacting the community-based mental health and addictions system.

In 2017/18, the ED Network discussed issues such as the ongoing opioid crisis, cannabis legalization, housing, quality improvement, data collection and the engagement of Indigenous, Inuit and Métis communities. Coming together several times of year also allows branch leaders to share knowledge and common experiences which may help them in their day-to-day functions in their respective communities. This year, several CMHA executives began serving on local police services boards, allowing for new opportunities to increase awareness and address issues at the intersection of the mental health, addictions and criminal justice system.

The ED Network looks inward, too, for expertise from its peers. The network allows branch leadership to share insightful programs and best practices which can be implemented or scaled across Ontario. Branch executive directors regularly present to the network on a variety of topics and programs, often inviting branch staff to share front-line knowledge and experience.

Each year two branch CEOs step forward to co-chair these meetings. We're grateful to David Smith, CEO of CMHA Peel Dufferin, and Claudia den Boer, CEO of CMHA Windsor-Essex County, for their stewardship, with special thanks to Mike McMahon, CEO of CMHA Oxford who stepped down after two years as co-chair for his leadership of the network.

BRINGING MENTAL HEALTH AWARENESS TO ONTARIO CAMPUSES

The staff at the Centre for Innovation in Campus Mental Health (CICMH) have been hard at work helping Ontario's colleges and universities enhance their capacity to support student mental health and well-being. CICMH has accomplished several key goals in the past year which have been integral to its continued success in the post-secondary community.

Successes include:

- Increasing bilingual knowledge-exchange activities including the production and curation of several resources including monthly webinars, recorded interviews with organizations of interest, toolkits, monthly newsletters and info sheets
- A revamping of two websites (campusmentalhealth.ca and morefeetontheground.ca) to reflect the changing needs of the organization and the stakeholders served
- Actively reaching out to stakeholders across Ontario. In November, the CICMH Annual Conference was held in Toronto. The event attracted over 200 participants from across Canada including Ontario's Minister of Advanced Education and Skills Development.
- The launch of a series of regional forums to bring together local organizations to help build relationships. The forums were successful and plans for the next round are well underway with multiple campuses coming forward offering to host

200 participants attended the CICMH Annual Conference

MOOD WALKS FOR CAMPUS MENTAL HEALTH

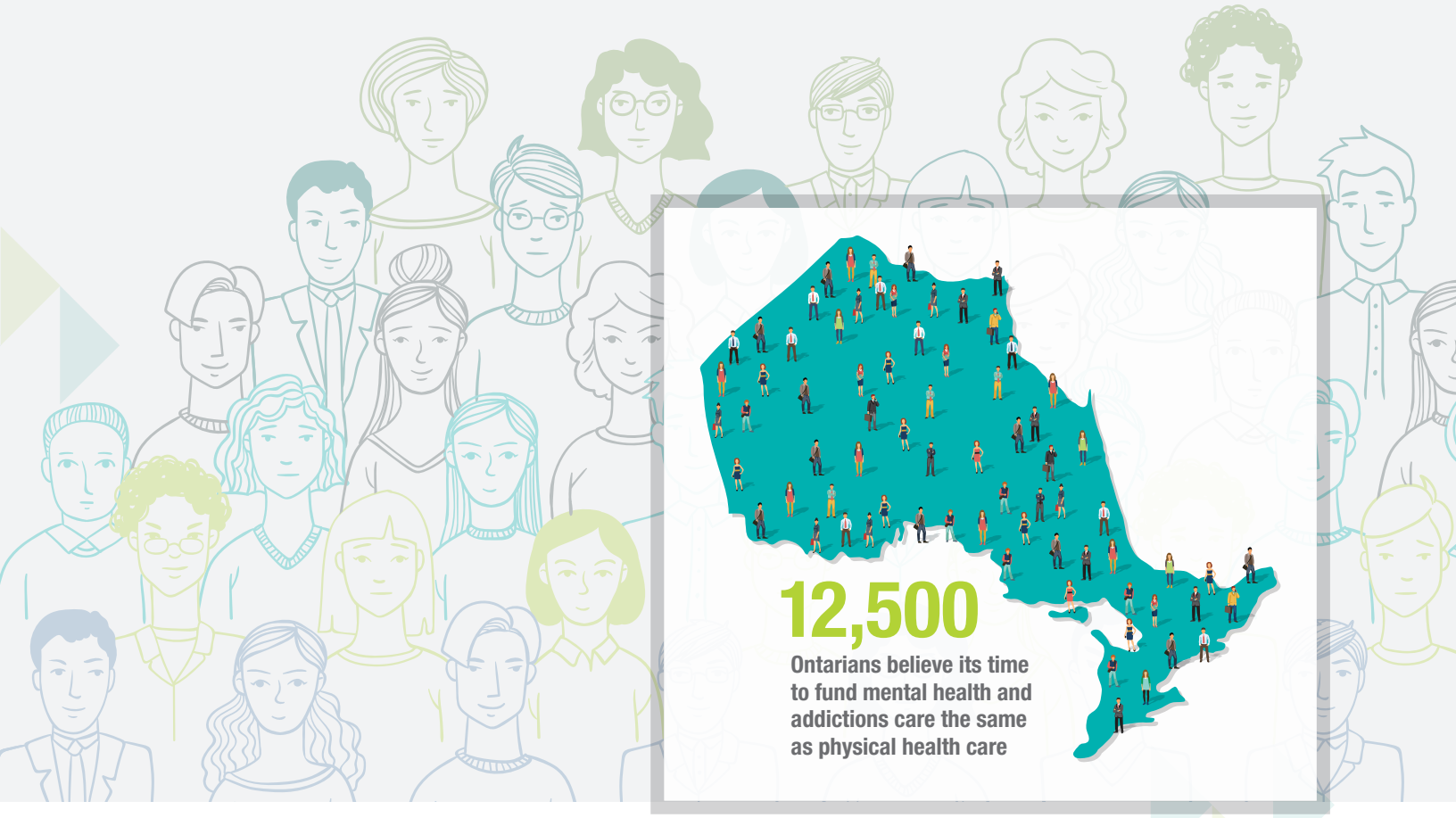
Mood Walks for Campus Mental Health is designed to build capacity for post-secondary institutions across Ontario to plan, implement, and evaluate hiking, walking, and wheelchair user groups for students. The program encourages and supports the mental and physical health of students through three key areas: exposure to the healing benefits of nature, participation in physical activity, and engagement of the community.

The program aims to support the mental health of all students with a specific focus on those at risk of or experiencing mental health disabilities and newcomer students who may be feeling additional stress due to settlement challenges and social exclusion.

With the help of an advisory committee, the design and delivery of the program has been updated to better reflect the needs of students and campus life.

CMHA Ontario has partnered with Hike Ontario, Conservation Ontario, Ontario Council of Agencies Serving Immigrants, and the Centre for Innovation in Campus Mental Health to offer this program. The aim is to recruit 20 university and college campuses across the province and offer hikes/walks to students in early fall 2018. Participating campuses will receive training and support to launch this 10-week educational walking program and will also receive up to $500 in support costs for transportation, food, and other materials.

MOOD WALKS



THOUSANDS OF ONTARIANS SEND **A STRONG MESSAGE TO ERASE THE DIFFERENCE**

More than 12,500 Ontarians raised their voices during the 2018 provincial election campaign to let political candidates know that its time to #erasethedifference and fund mental health and addictions care the same as physical health care.

In addition to garnering signatures, CMHA Ontario's Erase the Difference campaign, which began in January, created significant social media impact, reaching more than 1.5 million people. This exposure, in part, encouraged the three main political parties to make funding for mental health and addictions a key issue during the election.

ERASE THE DIFFERENCE

During the campaign, the Ontario PCs specifically said they'd seek expert advice from CMHA, Addictions Mental Health Ontario and Children's Mental Health Ontario. We welcome this spirit of collaboration and will be pleased to work with the government to make sure mental health and addictions funding stays on the political radar.

The PC government has committed $1.9 billion for mental health and addictions care over 10 years. This matches the federal government's commitment over the same period, bringing the total investment to $3.8 billion. CMHA Ontario looks forward to sitting down with Members of Provincial Parliament to discuss ways to enhance the system of care for individuals living with a mental health and addictions issue.

SUMMIT ADDRESSES **OPERATIONAL STRESS INJURY**

In October 2017, CMHA Ontario and several partners hosted a one-day summit on post-traumatic stress disorder and operational stress injury. The summit sought to continue a conversation occurring within first-responder communities and connect like-minded professionals to work being done across organizations.

Highlights from the day included an opening address by Ontario's Minister of Labour, who spoke of the importance of taking care of those who serve Ontarians. In the afternoon, participants heard from Chief Kimberly Greenwood, Chief of the Barrie Police Service and President of the Ontario Association of Chiefs of Police, about the importance of resiliency and the effect that policing has on first responders. The day was closed with a parting message from the Minister for Community Safety and Correctional Services who reiterated the province's commitment to increasing psychological health and safety within first responder workplaces.

Throughout the day, participants heard from multiple panels which included persons with lived experience, professionals working to erase stigma in the workplace, and managers leading change through the implementation of programs meant to create psychologically safe workplaces. Fire, police and paramedical services were represented by panels hosted by the Ontario Association of Chiefs of Police, the Ontario Association of Fire Chiefs, the Ontario Association of Paramedic Chiefs, and the Ontario Provincial Police.

CLINICAL LEADS SYMPOSIUM SHARES **BEST PRACTICES**

CMHA branches provide a range of clinical services that support the mental health and wellbeing of individuals and families across the province. Clinical service delivery, while highly rewarding, is not easy work. It was because of this recognition that branch clinical leaders, together with CMHA Ontario, created the Clinical Leads Group, a network of dedicated clinical leaders from across CMHA's 30 branches.

Co-chaired by Mary Barzyk (CMHA Niagara) and Gord Langill (CMHA Haliburton, Kawartha Pine Ridge), the Clinical Leads Group comes together for regular teleconferences to discuss shared issues, share resources and plan professional development opportunities.

CMHA Ontario hosted the inaugural clinical leads symposium in November 2017 with a focus on two issues of relevance to all branches: responding to trauma and working with people dealing with substance-use challenges. The day contained educational presentations on both topics as well as an opportunity to learn about innovative branch practices. This was followed by a facilitated small-group discussion on current branch practices and future ideas for further developing our response to trauma and substance use. There were 32 clinical leads in attendance for the event with the majority agreeing that future education, collaboration and networking opportunities would be highly valuable for the advancement of clinical practices.

The CMHA Clinical Leads Group will continue to meet and collaborate on clinical service delivery. And with the support of CMHA Ontario, the group is working to plan and deliver educational sessions focused on clinical supervision and trauma-informed care, both of which will be open to all CMHA leaders and front-line staff.

IMPLEMENTING QUALITY IMPROVEMENT **ACROSS ONTARIO**

For over two years, the Excellence through Quality Improvement Project (E-QIP) team has been working with Ontario's community mental health and addictions agencies to build knowledge about quality improvement (QI) and help professionals develop practical skills they can apply when helping their clients. Through the sharing of QI methods and tools, E-QIP supports agencies to deliver the best possible care, optimize health outcomes and return on investment.

The E-QIP team offered a wide-range of supports and resources including QI and data coaching, virtual and in-person training opportunities, and an online community of practice.

In 2017/2018 the E-QIP team participated in Health Quality Ontario's annual conference, Health Quality Transformation. There, QI project teams showcased a range of projects such as ways to improve hand hygiene practices, increasing referrals into a withdrawal management program, and enhancing the client goal-planning process.

E-QIP's mandate has been extended to March 2019. With this extension, the team is set to provide QI and data coaching to more than 40 additional agencies; expand the project's online and in-person training program; and, continue to grow the online community of practice housed on Health Quality Ontario's Quorum platform.

Of note, E-QIP has also expanded its role to include "network coaching" whereby a group of organizations working on a similar quality issue will be coached together, fostering a collaborative learning experience. The training program includes opportunities for board members and senior leaders to learn about the significance and their roles in governing QI work.

29 organizations received coaching support

2,060 individuals received in-person and online training

404 Community of Practice members

The E-QIP team provides QI and data coaching for organizations across Ontario.

WORKING TO **SUPPORT THE JUSTICE SYSTEM**

CMHA Ontario is home to the Human Services and Justice Coordinating Committee (HSJCC) Secretariat. This is a team that implements projects at a provincial level and supports the infrastructure of a network of one provincial, 14 regional and 39 local HSJCC committees. Composed of over 1,600 professionals from across the human services and justice sectors, these committees work to find solutions for individuals who come into contact with the justice system. Over the past year, the HSJCC Secretariat has worked on several important initiatives.

In November 2017, the HSJCC Secretariat supported the Provincial HSJCC as it held its bi-annual conference in Toronto. Walking the Path: Finding the Way to Wellness featured 38 presentations and workshops exploring a wide range of topics. The conference provided the opportunity for over 400 professionals from the human services and justice sectors to come together to connect, learn and share best practices.

The Mental Health Courts Project examined the nature of specialized mental health courts across the province. The project involved over three years of data collection, was the first to thoroughly collect information about these courts and concluded with a forum. In the fall of 2017, a final report summarizing the findings was released and a webinar was held to discuss the results of the project.

Another area of focus for the HSJCC Secretariat has been examining issues impacting aging populations and their interactions with the justice system across the province. Through a series of speakers and webinars, this work is exploring the challenges that seniors or people with age-related conditions, such a dementia, face when they come in to contact with the justice system.

1,600 professionals

find solutions for individuals who come in contact with the justice system

1 provincial | **14** regional committees | **39** local committees

contribute to the HSJCC Network

TALK TODAY CONTINUES TO **REACH NEW MILESTONES**

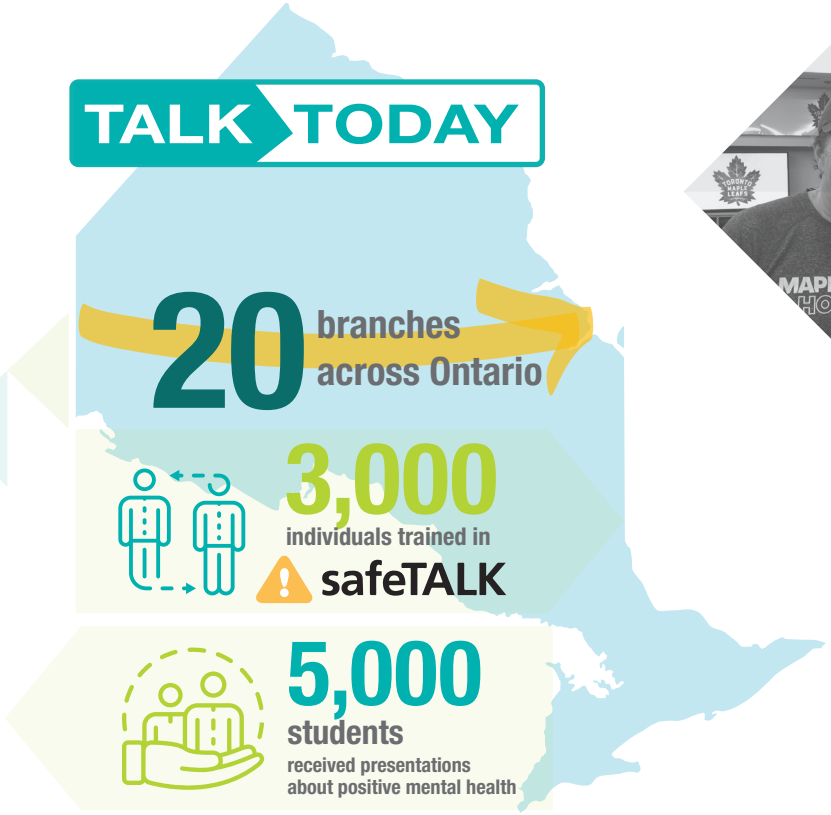
Talk Today continues to reach new milestones. The program has provided suicide prevention training to approximately 3,000 people – the majority being young student athletes.

CMHA Ontario's partnership with the Ontario Hockey League (OHL) has helped pave the way for Talk Today's continued growth across the province. The OHL is a proud member of the Canadian Hockey League which is the world's largest development hockey league with 60 teams in nine Canadian provinces and five American states.

Working with OHL teams and Talk Today sponsor, Teachers Life, CMHA branches across Ontario have also been able to reach over 5,000 elementary school students with presentations about positive mental health. In each of these presentations, local branches would be paired with two to three players from an OHL team to present about mental wellness in participating schools.

During this year's dedicated Talk Today game days, CMHA branches and partners worked together to raise awareness about positive mental health and suicide prevention, reaching over 7 million fans on social media and in arenas.

Talk Today is not limited to the OHL. This year with the addition of Algoma University and the continued work being done with Sault College - over 300 post secondary students have received suicide prevention training as part of Talk Today.



CAREGIVERS 55+ BENEFIT FROM **LIVING LIFE TO THE FULL**

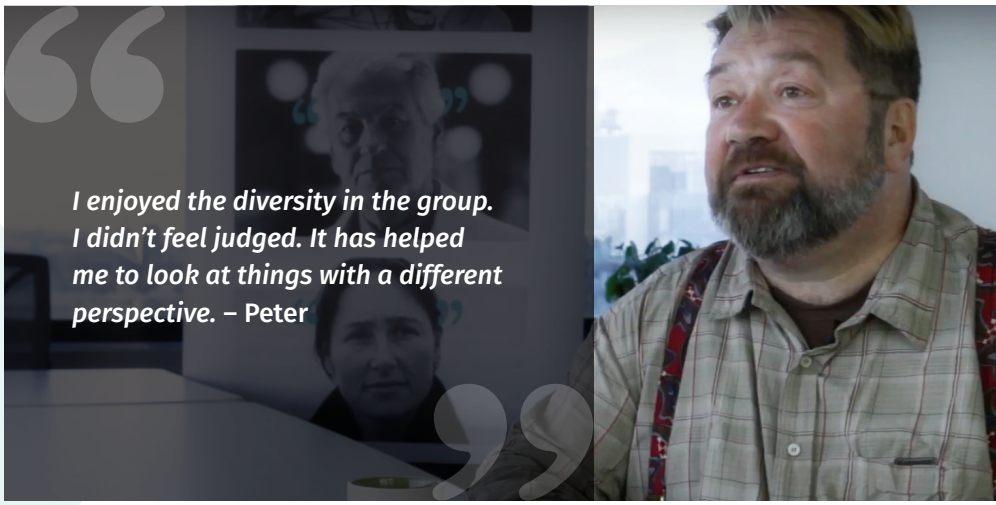
Living Life to the Full for caregivers 55 years or older is an interactive eight-week course that helps improve mental wellbeing. Using the principles of cognitive behaviour therapy, Living Life to the Full has been provided to over 900 caregivers, teaching them new stress-coping skills. Upon completion, participants report that they feel better and able to manage life's challenges in their role as caregiver.

A key benefit of the program is the interactive group sessions that allow the sharing of similar experiences among participants. Results of the program have been well received as CMHA Ontario engaged 22 key partners, trained 22 new facilitators and delivered 81 workshops.

In addition to English, the course has been adapted into three languages: French, Cantonese and Mandarin.

I can still learn, I can continue to grow. I have the desire to change things in my life now. I have hope and I aspire to create a better quality of life for myself. **- Eliette**

I have seen very positive changes in my clients' behaviour. They increase their capacity to apply the knowledge out of your sessions. They were able to give me specific examples where they were able to change their thoughts or behaviours using the tools learned. So congratulations on a job very well done! I'm a fan! - A psychotherapist, Community Health Centre

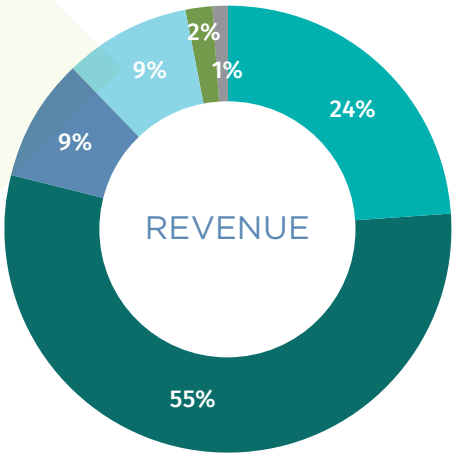


I enjoyed the diversity in the group. I didn't feel judged. It has helped me to look at things with a different perspective. **– Peter**

FINANCIALS

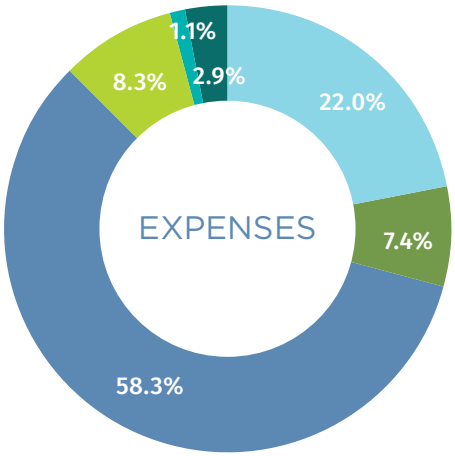
Statement of Revenue and Expenses

Year ended March 31, 2018



- Base funding - MOHLTC $2,113,089
- Grants - Special projects $4,816,775
- Fundraising $786,429
- Programs and support $803,298
- Rental income $145,032
- Investment income $82,089

Total $8,746,712



- Health system development $1,826,034
- Public education and awareness $610,714
- Special projects $4,834,934
- Management, operations and support services $683,979
- Programs and support services $94,241
- Fundraising $239,462

Total $8,289,364

FIND YOUR **LOCAL BRANCH**

CMHA ONTARIO DIVISION
www.ontario.cmha.ca

CMHA BRANT, HALDIMAND, NORFOLK
www.bhn.cmha.ca

CMHA CHAMPLAIN EAST
www.cmha-east.on.ca

CMHA COCHRANE-TIMISKAMING
www.cmhact.ca

CMHA DURHAM
www.cmhadurham.ca

CMHA ELGIN
www.cmhaelgin.ca

CMHA FORT FRANCES
www.cmhaff.ca

CMHA GREY BRUCE
www.cmhagb.org

CMHA HALIBURTON, KAWARTHA, PINE RIDGE
www.cmhahkpr.ca

CMHA HALTON REGION
www.halton.cmha.ca

CMHA HAMILTON
www.cmhahamilton.ca

CMHA HASTINGS & PRINCE EDWARD COUNTIES
www.hastings-cmha.org

CMHA HURON-PERTH
www.cmha-hp.on.ca

CMHA KENORA
www.cmhak.on.ca

CMHA KINGSTON
www.cmhakingston.com

CMHA LAMBTON KENT
www.lambtonkent.cmha.ca

CMHA MIDDLESEX
www.cmhamiddlesex.ca

CMHA MUSKOKA-PARRY SOUND
www.mps.cmha.ca

CMHA NIAGARA
www.cmhaniagara.ca

CMHA NIPISSING REGIONAL
www.nipissing.cmha.ca

CMHA OTTAWA
www.ottawa.cmha.ca

CMHA OXFORD COUNTY
www.cmhaoxford.on.ca

CMHA PEEL DUFFERIN
www.cmhapeeldufferin.ca

CMHA SAULT STE. MARIE
www.ssm-algoma.cmha.ca

CMHA SIMCOE COUNTY
www.cmhastarttalking.ca

CMHA SUDBURY/MANITOULIN
www.sm.cmha.ca

CMHA THUNDER BAY
www.thunderbay.cmha.ca

CMHA TORONTO
www.toronto.cmha.ca

CMHA WATERLOO WELLINGTON
www.cmhaww.ca

CMHA WINDSOR-ESSEX COUNTY
www.windsoressex.cmha.ca

CMHA YORK AND SOUTH SIMCOE
www.cmha-yr.on.ca

Canadian Mental Health Association
Ontario

100 *years of community*

Canadian Mental Health Association - Ontario Division

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