

annual **2020/2021**
report

ARE YOU ALWAYS SAYING THINGS
LIKE "SHOULD" "OUGHT TO" "GOT TO"
SETTING IMPOSSIBLE TASKS FOR YOURSELF

canadian mental health association
Ontario Division



Canadian Mental
Health Association
Ontario

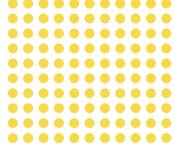


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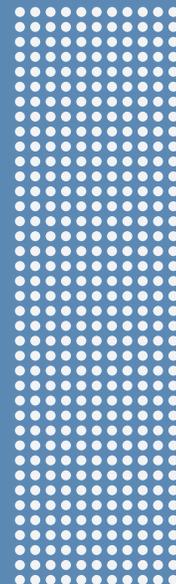
Board of directors

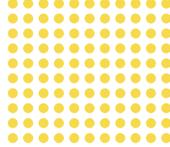
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 Past Chair / Tom Walters
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Ontario 





Message from the board chair and CEO

In this year like no other, the Canadian Mental Health Association (CMHA), Ontario Division has shown great resolve as we overcame immense challenges and embraced opportunities that will allow us to serve more Ontarians.

Division staff, senior leadership and the board of directors have all shown wonderful resiliency and flexibility that has allowed CMHA Ontario to not only survive but thrive during the most difficult societal period this generation may ever know.

We have much to be proud of. When the pandemic hit, we responded on many different levels to support the community mental health and addictions sector, especially our CMHA branches, as well as our dedicated staff.

CMHA Ontario's government advocacy has been in overdrive. Fully engaged at Queen's Park, we helped ensure mental health was placed on equal footing with physical health as the government rolled out its pandemic response. Securing emergency powers akin to those available for physical health providers gave the branch network the ability to redeploy staff and resources, launch virtual services and maintain in-person programs for clients. And though the market was tight, CMHA Ontario successfully procured personal protective equipment – thousands of masks, face shields and medical gowns – to help branches engage in vital face-to-face client interaction.

Branches also leaned heavily on CMHA Ontario's expertise in policy, quality improvement, finance and particularly human resources support. The amount of information-sharing and knowledge transfer to help deal with the pandemic via CMHA Ontario-led communities of practice was astounding.

Furthermore, our provincial programs like *Mental Health Works*, *BounceBack* and the *Centre for Innovation in Campus Mental Health* all nimbly pivoted to keep operations on track at a time when people needed help the most. We even launched two new programs during the pandemic: *In the Know* to support farmers' mental health and *Resilient Minds* to serve the first-responder community, particularly fire fighters.

Every day of the pandemic brought new opportunities for CMHA Ontario to shine. This experience has taught us there's immense strength throughout our organization: everyone in each department, our board members and our branch network.

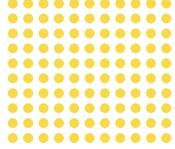
But the pandemic recovery isn't over and will continue to take a toll on people's wellness. We will take a moment to appreciate all we've learned this past year and apply that knowledge to make us stronger. That's why our new strategic plan is focused on providing the very highest quality care for all Ontarians struggling with their mental health or addictions issues. We look forward to the opportunity to serve all Ontarians in the years ahead with a renewed focus provided by our strategic plan.



Catherine Simunovic
Board Chair, CMHA Ontario



Camille Quenneville
Chief Executive Officer, CMHA Ontario



Canadian Mental Health Association, Ontario

Strategic Plan 2021

**PURPOSE
&
VISION**



We work to improve the lives of all Ontarians through leadership, collaboration, and the continual pursuit of excellence in community-based mental health and addiction services.

A society that embraces and invests in the mental health of all people.

GOAL

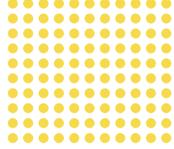


VALUES





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



Building quality into the community sector

If there ever was a time to show the effectiveness of incorporating deeper quality improvement (QI) and data usage in the community mental health and addiction (MHA) sector, it was during the pandemic.

The *Excellence through Quality Improvement Project (E-QIP)* provides leadership and capacity building in the sector by promoting and supporting QI, robust, comparable measurement, and the use of data in decision-making.

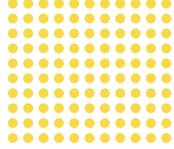
In 2020-21, *E-QIP*:

- Supported 13 agencies document rapid innovations to service delivery during COVID-19.
- Developed an e-learning platform called *Foundations to QI (IDEAS)*, delivered a six-part QI capacity-building web series and provided intensive QI coaching for 15 community MHA project teams.
- Facilitated two communities of practice comprising 47 agencies; 42 of those agencies shared their QI plans.
- Delivered a virtual QI innovations conference for 300+ participants.
- Supported the Ontario Common Assessment of Need (OCAN) Network's work on the implementation and use of OCAN data.

E-QIP also received confirmation of **\$1 million** in provincial government funding for 2021/22 to:

1. Increase QI adoption, culture and capacity within Ontario's community MHA sector.
2. Increase uptake of standardized tools and data sets, and data use for decision-making and planning.
3. Identify and develop QI indicators aligned to provincial priorities and embedded within a provincial performance framework developed by Ontario Health.





Building quality into the community sector

BUILDING A DATA FRAMEWORK

Meaningful, comparable performance data at organizational, regional and provincial levels are critical to guiding quality improvement across the mental health and addictions sector and ultimately improving health outcomes by improving the delivery of care.

CMHA Ontario used fundraised dollars to implement a standardized data tool – Community Business Intelligence (CBI) – with CMHA branches. The funding covers the costs of building, testing and implementing the CBI tool and will result in near real-time data that will allow CMHA branches to answer:

- What is the real-time capacity and utilization for all community-funded services?
- Where do clients live and what are their wait times?
- Who is using services, when, which services and for how long?
- What combination of services are they using?

Through CBI, we're improving data quality, building data awareness and capacity, and providing opportunities to compare data securely and confidentially. By fall 2021, 80 per cent of branches will have implemented CBI and will be submitting data daily

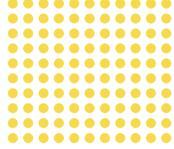
Mental health in the workplace

For *Mental Health Works (MHW)*, 2020–2021 was one of innovation, adaptation, and collaboration. As workplaces shifted to remote work in response to the pandemic, *MHW* expanded its offerings to meet the emerging mental health needs of working Canadians. *MHW* went from offering seven modules to 13 distinct workshops, with timely topics such as Mindfulness at Work, Mental Health & Telework, Mental Health for Frontline Workers and Isolation & Loneliness.

Additionally, in fall 2020, *MHW* in collaboration with CMHA Ontario's public policy team published the [Return to the Workplace](#) toolkit which served primarily as a cognitive behavioural therapy-based resource to support the mental health of individuals as they planned safe transitions back into their workplaces. We will update the toolkit in response to new realities of returning to the workplace.

As the pandemic persisted, and lock down measures saw their way into 2021, the demand for *MHW* increased. As a result, CMHA Ontario has expanded the *MHW* team to meet this growing demand.

The past year created a pathway for innovation and growth, and in this upcoming year, *MHW* aspires to support employers and employees to create psychologically healthy and safe workplaces where everyone can thrive.



BounceBack supports Ontarians during time of need

BounceBack is a free, telephone-based skill-building program, designed to help adults and youth 15+ better manage their symptoms of low mood, mild-to-moderate depression and anxiety, stress or worry.

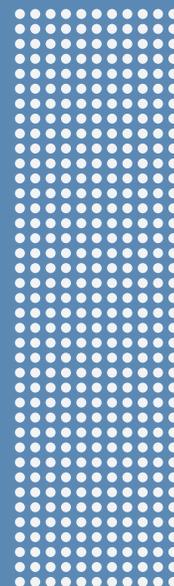
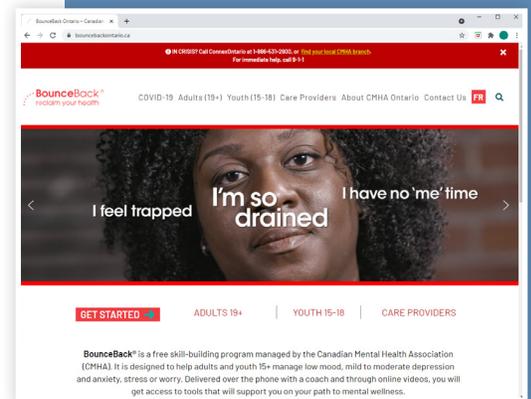
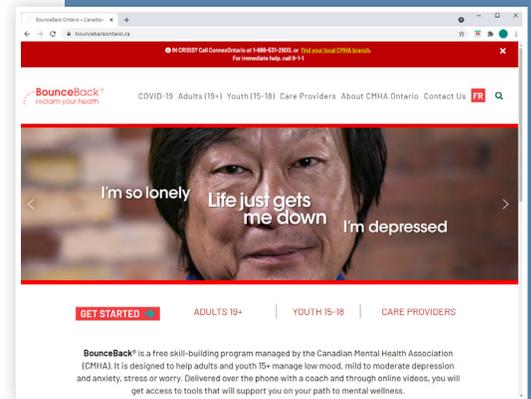
BounceBack is a core component of the Ontario Structured Psychotherapy program, which provides individuals with publicly-funded, evidence-based, cognitive behavioural therapy and related approaches to help manage depression, anxiety, and anxiety-related conditions. The program also became part of the Ontario government's official pandemic response to help those struggling with challenges related to COVID-19.

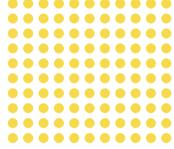
BounceBack was well-positioned to respond to the needs of individuals experiencing heightened levels of anxiety and stress this year given the program's proven success in delivering supports to participants in a virtual environment, so long as they have access to a telephone.

BounceBack also immediately responded to the pandemic by connecting with primary care providers – our key referral sources – to let them know that *BounceBack* was available online, as well as offering them digital resources they could share with patients. This included a newly developed tip sheet, called “10 things you can do right now to reduce anxiety, stress, worry related to COVID-19.” Tips included managing news consumption, challenging unhelpful thoughts, staying socially connected, helping others, spending time outdoors and more.

We also provided primary care with a variety of handouts developed for clients with different mental health needs, including new parents, youth 15-18, caregivers, 2SLGBTQ+ community members, individuals experiencing chronic pain and individuals dealing with chronic conditions.

We expanded the distribution of our resources to groups and associations dealing with these different patient populations. For example, in addition to primary care, we shared the chronic pain handout with health care professionals, such as physiotherapists, occupational therapists, pain clinics, sports and rehabilitation clinics. All of our materials were designed to make individual community members aware of *BounceBack* and feel welcomed and safe using the program.





Improving mental health on campus

The *Centre for Innovation in Campus Mental Health (CICMH)* is a partnership between Colleges Ontario, the Council of Ontario Universities, the Ontario Undergraduate Student Alliance, the College Student Alliance and CMHA Ontario. *CICMH* engages and supports colleges and universities in their commitment to student mental health and well-being.

In a year of new stressors, anxiousness and uncertainty, *CICMH* successfully connected with every Ontario university and college campus as well as 230+ Ontario-based community mental health partners to seek ways to reduce barriers to support for students and staff.

Other highlights and achievements from 2020–21 include:



Facilitated 12 regional forums, plus Francophone and Indigenous forums, which had 317 participants from 39 campuses and 44 community agencies. Ninety seven per cent of forum participants reported it being worthwhile.



Created and facilitated an educational session on burnout recovery, a key issue that campuses are struggling with according to our regional forums and needs assessment.



Published pandemic-related resources in English and French.



670 individuals registered for our 2020 virtual conference, a 100 per cent increase from last year.



Launched a new podcast series that has been listened to 288 times since January.



Updated resources on campusmentalhealth.ca, resulting in an increase of 40 per cent in usership.



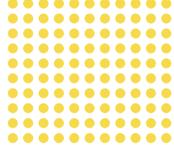
Over 4,800 individuals completed our morefeetontheground.ca course this fiscal year, which is an increase of 80 per cent from last year.



Launched two new toolkits providing comprehensive guidance to leaders looking to implement support models. These toolkits had over 1,700 unique views this year.



Facilitated 14 new webinars that reached 2,081 individuals; 88 per cent of attendees had a better understanding of how to support student mental health.



Helping the agricultural sector

In 2020-21, CMHA introduced *In the Know*, a new mental health awareness program specifically designed for the agriculture community. The program, developed at the University of Guelph, is designed to better inform farmers on mental health, how to cope with the stresses of running a farm in a healthy way, and how to start safe mental health conversations.

CMHA Ontario established partnerships with the University of Guelph and the Ontario Federation of Agriculture to deliver the program through the CMHA branch network. Through a generous donation from Trillium Mutual Insurance, a facilitator guide was developed and about 30 staff at 16 CMHA branches were trained in February 2021 to deliver *In the Know*.



Supporting fire fighter mental health

In 2020, CMHA Ontario added *Resilient Minds* to its suite of provincial programs. Originally developed by CMHA Vancouver-Fraser Branch, *Resilient Minds* is an evidence-informed, peer-to-peer, skill-building program designed by and for career and volunteer fire fighters. Its aim is to develop strategies to better handle occupational stress and enhance personal resilience, leading to healthier teams.

Resilient Minds is the only training program designed to train both career and volunteer fire fighters and takes into consideration the differences in experience and resources available to the two groups.

Resilient Minds will increase fire fighters' ability to:

- Recognize the effects of psychological stress/trauma in self and peers.
- Communicate with peers who may be struggling.
- Respond promptly, safely and appropriately to distressed citizens.
- Apply personal strategies for managing stress, mitigating trauma and boosting resilience.

Resilient Minds offers two options for delivery in Ontario: a CMHA-led course provided directly to fire fighters; and, a train-the-trainer workshop that prepares and certifies fire fighters to become peer instructors to deliver *Resilient Minds*.

IMPACT:

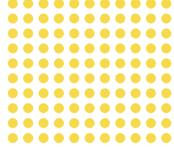
100% - gained knowledge on psychological trauma / psychological disorder

97% - better equipped to respond, support a colleague showing signs of psychological distress / illness

96% - more prepared to respond to a member of the public who may be struggling with psychological health issues

93% - learned effective tools to handle stress

Source:
CMHA Vancouver-Fraser Branch



Living Life To The Full

CMHA Ontario's *Living Life To The Full* program builds the capacity of local agencies and CMHA branches to support individuals through an eight-week, group-based cognitive behavioural therapy program. CMHA Ontario provides participating agencies with facilitation training and ongoing implementation support.

The goal of program is to create a safe, supportive and stigma-free transformational experience for participants, where they recognize their emotional and social challenges and make positive, long-lasting behavioural changes. The evidence demonstrates that *Living Life To The Full* helps build participants' resilience and teaches them how to manage low mood.

In 2020-21, *Living Life To The Full* trained 15 new facilitators and offered 53 courses. We reached 510 participants and supported 32 agencies/CMHA branches.

The pandemic did present its challenges but *Living Life To The Full* successfully moved from in-person to online delivery with several key partners, including agencies that support people living with autism and seniors and caregivers 55+.



At the beginning of the course, I felt nervous but after a couple sessions I felt safe to share and (did not feel) judged by anyone. All in all, I feel that it made me more positive about myself."

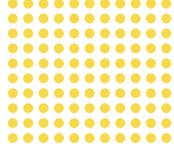


***Living Life To The Full* taught me how to be more positive about myself; telling myself that if someone puts me down, I can choose to say to myself I am able to do it."**



Our participants level of confidence increased over the eight weeks in the program allowing them to take charge and gain better control of their own personal outcomes."





Mood Walks marches on during lockdown

The impact of COVID-19 on the Mood Walks program was profound, as physical distancing measures and rules around gatherings greatly impacted delivery of this program, which promotes physical activity in nature, or “green exercise,” as a way to improve both physical and mental health.

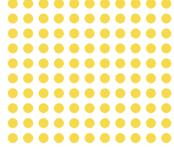
However, many of our Mood Walks partners found ways to adapt. CMHA Kenora, for example, has led 40 Mood Walks during the pandemic in a responsible way, maintaining rules that allow for safe outdoor gatherings. In Canada’s largest city, the Scarborough Centre for Healthy Communities (SCHC) implemented Mood Walks with a group of 20 seniors, taking weekly walks in city ravines.

While the program in its regular format paused abruptly in March 2020 due to COVID-19, SCHC continued to encourage its participants to walk regularly on their own or safely with a friend, while maintaining the group’s connection through virtual platforms like Zoom. These online sessions offered participants the opportunity to not only share their walking experience, but also their fears and anxieties in uncertain times, as well as the importance of self-care.

This group was motivated and enthusiastic to continue walking and connecting despite the challenges and has since begun walking as a group again.



Photo courtesy of Scarborough Centre for Healthy Communities



Public policy's impact during the pandemic

CMHA Ontario's public policy department strengthens, supports, engages and champions the work of CMHA branches and the community mental health and addictions sector. It provides reliable analysis of provincial policy, system planning and service delivery to a range of stakeholders. The public policy team works to raise awareness of key evidence in mental health and addictions and strategically advance systemic issues impacting people with lived experience and the mental health and addictions system.

Significant accomplishments from this past year include the following:

CMHA ONTARIO'S PRE-BUDGET SUBMISSION

The public policy team was the backbone of CMHA Ontario's pandemic [pre-budget submission](#). The submission called for: prioritization of community-based, 24-hour, crisis programs and mobile crisis intervention teams; three per cent budget increases for CMHA branches; development of a comprehensive provincial data and performance measurement strategy; quality improvement supports for community-based agencies; and 30,000 units of supportive housing over the next 10 years.

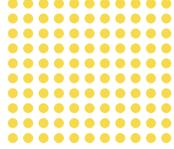
SUPPORTING CMHA BRANCHES THROUGH COVID-19

Like everyone, CMHA branches found themselves navigating uncharted territory with COVID-19. CMHA Ontario continued to support branches and front-line CMHA staff to ensure a safe, high level of care despite new restrictions.

Some of this work included:

- Briefing branches on new and shifting pandemic responses from Ontario Health, the Ministry of Health and other governmental departments.
- Supporting development of the Ministry of Health's key pandemic guiding documents for the community-based mental health and addictions sector.
- Monitoring the province's COVID-19 command table and the mental health and addictions COVID-19 collaboration table, providing branches with the most up-to-date information including emergency orders and their renewal.
- Helping to source, buy and distribute personal protective equipment (i.e., masks, gloves, gowns, etc.) to branches.





Public policy's impact during the pandemic

WORK, FAMILY AND LIFE DURING A PANDEMIC

Public policy has partnered with Carleton University on a qualitative research study titled *Work, Family, Life During a Pandemic*. This study is designed to examine how adults who are working and caring for children are being affected by changes due to the pandemic.

Future reports from this study will include qualitative analysis of the challenges and emotions of the participants and an analysis of personal resources and coping strategies. But so far, the research has found:

- Participants experienced stress and anxiety more so than feelings of depressed mood during the pandemic.
- Increases in infection rates, school closures, transitions to online learning, daycare closures and the relaxation of social distancing protocols seem to be associated with increased levels of stress and anxiety.
- Many participants indicated the pandemic has helped them recognize their own capacities for resilience and coping.



NEW RESEARCH ON CANNABIS USE, DRUG TREATMENT COURTS

CMHA Ontario has received funding from the Mental Health Commission of Canada for a two-year research project on the impact of cannabis use on drug treatment court programs in Ontario. The research, which focuses on persons with lived experience who use cannabis and are justice-involved, explores how cannabis use helps or hinders a participant's completion of a drug treatment court program.

This project will also explore participant experiences and service-provider perceptions of cannabis use and the impact on how clients are supported. It seeks to understand disproportionate impacts amongst women and racialized groups as well as the impacts of criminalization. The project will be led in partnership by CMHA Ontario and the John Howard Society of Ontario, with support from Dr. Akwasi Owusu-Bempah (University of Toronto) and Ontario's Provincial Human Services and Justice Coordinating Committee, along with community-based services that support engaged in drug treatment court programs.

Public policy's impact during the pandemic

HSJCC HIGHLIGHTS

It's been a busy year for the Provincial Human Services and Justice Coordinating Committee (HSJCC) Secretariat housed at CMHA Ontario. The HSJCC network established several new committees that included engagement with persons with lived experience, a transition-from-custody network focused on release-from-custody issues, and an anti-racism group.

The Secretariat also hosted a highly successful two-day *virtual Specialized Courts Forum* to discuss promising practices to improve specialized court support for individuals with mental health, addictions and other complex needs who are involved with the criminal justice system.

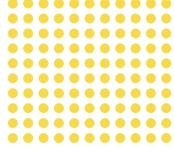
Co-ordinated in partnership with the Ministry of the Attorney General, the forum convened stakeholders from across the human services and justice sectors who work in specialized courts, including representation from mental health and addictions community organizations, therapeutic and drug treatment courts (DTCs), crowns, judges, duty counsel, court support and partner ministries. Several persons with lived experience were invited as presenters and guests. The event featured panels on best practices, emerging issues and virtual courts during COVID-19 and included keynote presentations from Justice Kofi Barnes (co-founder of Canada's first drug treatment court), Nikoleta Curcin (sharing her lived experience of Toronto DTC) and the Hon. Pamela Williams (Chief Judge of the Provincial and Family Courts of Nova Scotia).

The HSJCC also hosted more webinars and workshops this year including sessions about [LGBTQ2S Cultural Competency](#), [Alternative Crisis Response Models](#), and [youth in Ontario's bail system](#) (in collaboration with the John Howard Society of Ontario).

Among other accomplishments, the HSJCC released a new [housing and justice report](#) by Ontario's leading experts on housing, justice, and mental health and addictions, which outlined how existing supportive housing could more effectively meet the needs of justice-involved individuals and reduce strain on the health and justice systems. It captures issues that emerged from a provincial housing and justice forum in February 2020 and makes recommendations for immediate action to improve access, service delivery and provincial policy related to supportive housing.

The HSJCC also issued a [pre-budget submission](#) during the pandemic that focused on bolstering supportive housing, crisis services and release from custody issues.





Find your Local Branch

CMHA ONTARIO DIVISION
www.ontario.cmha.ca

CMHA ALGOMA
www.ssm-algoma.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-MIDDLESEX
www.cmhatv.ca

CMHA FORT FRANCES
www.fortfrances.cmha.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 KENORA
www.cmhak.on.ca

CMHA LAMBTON KENT
www.lambtonkent.cmha.ca

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

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www.cmhaniagara.ca

CMHA NORTH BAY AND DISTRICT
www.nbd.cmha.ca

CMHA OTTAWA
www.ottawa.cmha.ca

CMHA OXFORD
www.cmhatv.ca

CMHA PEEL DUFFERIN
www.cmhapeeldufferin.ca

CMHA SIMCOE COUNTY
www.cmhastarttalking.ca

CMHA SUDBURY/MANITOULIN
www.sm.cmha.ca

CMHA THUNDER BAY
www.thunderbay.cmha.ca

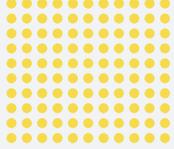
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CMHA WATERLOO WELLINGTON
www.cmhaww.ca

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

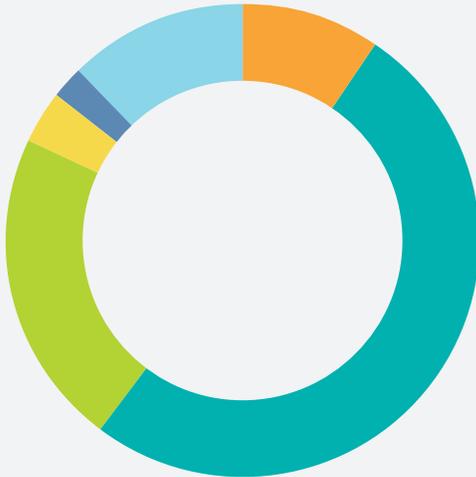
CMHA YORK AND SOUTH SIMCOE
www.cmha-yr.on.ca





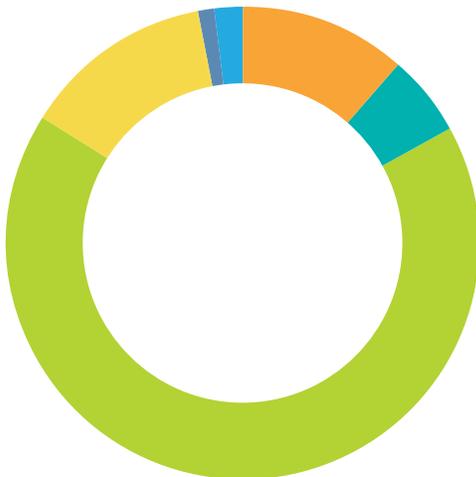
Financial report

STATEMENT OF REVENUE AND EXPENSES YEAR ENDED MARCH 31, 2021



REVENUE TOTAL: \$21,804,853

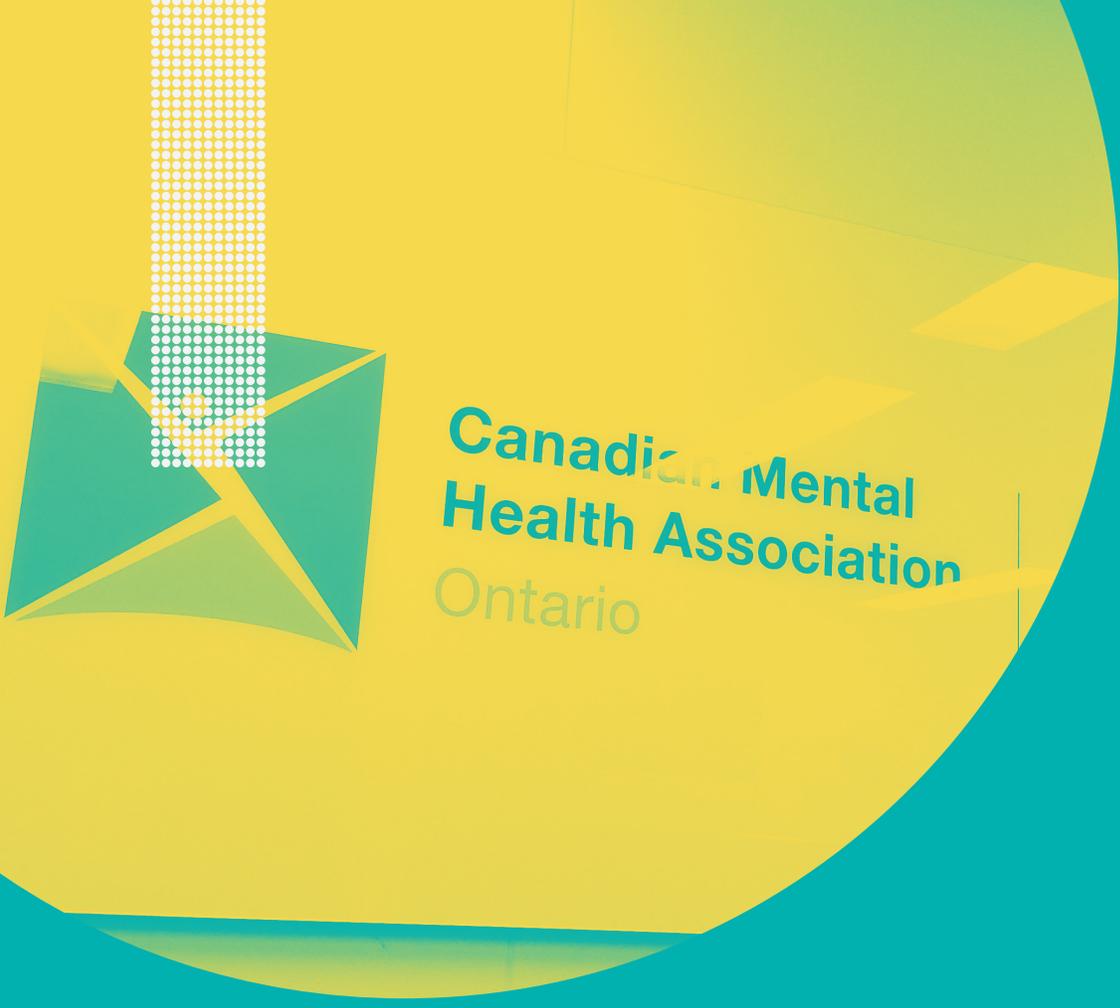
Base funding - MOH	\$2,113,050 [9.7%]
Grants - Special projects	\$11,093,773 [50.8%]
Fundraising	\$4,721,167 [21.7%]
Programs and support	\$740,977 [3.4%]
Rental income	\$478,009 [2.2%]
Investment income	\$2,657,877 [12.2%]



EXPENSES TOTAL: 17,208,051

Health system development	\$1,976,215 [11.5%]
Public education and awareness	\$974,675 [5.7%]
Special projects	\$11,517,516 [66.9%]
Management, operations and support services	\$2,219,268 [12.9%]
Programs and support services	\$203,375 [1.2%]
Fundraising	\$317,002 [1.8%]

Full audited statements are available upon request.



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