



Canadian Mental  
Health Association  
Fort Frances Branch  
*Mental health for all*

ANNUAL REPORT

2022  
2023



CANADIAN MENTAL  
HEALTH ASSOCIATION  
FORT FRANCES



# TABLE OF CONTENTS

3	GOVERNANCE
3	BOARD OF DIRECTORS
4	MESSAGE FROM THE BOARD PRESIDENT AND CEO
5	STRATEGIC PLAN 2022-2025
7	OUR PROGRAMS
7	THE DISTRICT MENTAL HEALTH SERVICES FOR OLDER ADULTS PROGRAM
9	COMMUNITY SUPPORT TEAM
11	PSYCHOGERIATRIC RESOURCE PROGRAM
13	SAFE BED PROGRAM/MOBILE CRISIS RESPONSE TEAM
15	DISTRICT PEER SUPPORT PROGRAM
18	CMHAFF IMPACTS THE KENORA AND RAINY RIVER DISTRICTS
20	MENTAL HEALTH AND WELLNESS CALENDAR 2023/WELLNESS FAIR
21	ONTARIO PERCEPTION OF CARE
22	NOTES OF APPRECIATION FROM OUR CLIENTS
24	STATISTICS
26	FINANCIAL REPORT



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**Ontario  
Health**



# GOVERNANCE



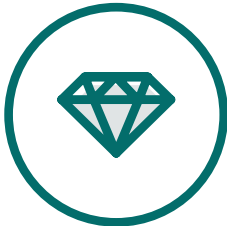
## VISION

Mental health and wellness in all communities.



## MISSION

To be a leader in the provision of advocacy, education, research and client-centered recovery-based services in the Kenora and Rainy River Districts



## VALUES

- Collaboration
- Empowerment and Self-Determination
- Diversity and Social Justice
- Accountability
- Integrity and Transparency
- Innovation

## BOARD OF DIRECTORS

Charlene Strain, **Chief Executive Officer**

Dana Cridland, **President**

Trudy McCormick, **Vice President**

Heather Johnson, **Treasurer**

Linda Rajala, **Secretary**

Loretta Mahoney, **Member**

Lisa LeBlanc, **Member**

## LAND ACKNOWLEDGMENT

We begin by acknowledging that we are within Treaty 3 territory and that the land on which we live and work is the traditional territory of the Anishinaabe people and the homeland of the Metis Nation. As taught by Treaty 3 Ojibwe Elder, “When we speak about the land, we recognize that we ARE the land. The land is all of us, both Indigenous and non-Indigenous. The land is a collection of our history, our current experiences, and our future together.” We offer this land acknowledgment in the spirit of reconciliation, recognizing the historical and contemporary impacts of colonialism while committing to working together as Indigenous and non-Indigenous people to build a better future.”

# MESSAGE FROM THE BOARD PRESIDENT AND CEO

This was another monumental year for CMHAFF, working to navigate a new “normal” within the Covid-19 pandemic. Slowly and safely, we eased measures to meet with clients, families, and community members in person. We shed our masks, shared our smiles and reunited in many group activities. Together with staff and clients, we reflected on our individual and collective experiences of the pandemic while celebrating our resilience and adaptability.

During the pandemic, we learned to embrace quality virtual care, leading CMHAFF to initiate a new Mental Health Remote Care Management Program that has strengthened our collaboration and engagement with local primary care providers. Together, we are using an innovative and creative virtual modality to remotely meet the needs of those clients with anxiety and depression. We are excited to see what this next year will bring for this new program and our clients.

CMHAFF has been honoured to engage with Indigenous Knowledge Keepers, who have shared their wisdom, teachings and Indigenous Healing Ceremonies with us throughout this past year. We are humbled and grateful for this opportunity for our clients and staff while recognizing the critical role this plays in building cultural safety at CMHAFF.

Collectively with frontline staff, leadership, management, community partners, the Board of Directors, and clients and families, we engaged in a 3-year strategic planning process that captures our organizational priorities and identifies our dedication to collaborating with community stakeholders to advocate for enhanced community transportation, housing, and substance use programs and services. We look forward to collectively working towards these strategic goals and collaborating with our community partners to improve mental health and addiction services within the Kenora & Rainy River Districts. We want to thank our past Board President, Trudy McCormick, for engaging and leading us in our strategic planning process and for the many years of dedicated service and commitment to CMHAFF and the clients and families we serve.

As always, we are grateful for the dedication and commitment of staff, leadership, management and the Board that result in client-centred and recovery-based programming for our clients and families.



Dana Cridland  
President



Char Strain  
Chief Executive Officer





# STRATEGIC PLAN 2022-2025

An exercise like this Strategic Plan involves taking some risks, sharing thoughts both personal and professional, challenging beliefs and attitudes, and putting personal feelings aside to seek the good of the organization. Everyone who participated in the day did so with the people we serve and our community front and centre. It is that spirit of commitment that will help CMHAFF move to the future and achieve our vision and mission, while honouring our values.

CMHA Fort Frances Branch (CMHAFF) last engaged in a detailed strategic planning process in 2019, for the period of 2019-2022. The leadership of the organization identified that it was time for a new Strategic Plan, given the changes in both the world around us and in the organization itself.

Senior leadership staff developed surveys that were provided to clients/families, staff, and community partners, to obtain feedback on how the organization and its services were viewed throughout the CMHAFF service areas in the Kenora and Rainy River districts. The CEO and the facilitator reviewed all of the survey responses, and together developed a list of commonly raised priority areas from the surveys.

Staff in both leadership and frontline service delivery roles in the organization came together with members of the Board of CMHAFF on June 15, 2022, to consider the current environment, both internal and external, in which CMHAFF finds



itself, and CMHAFF priorities in light of the current environment.

The day started with the vision, mission and values of the organization, and the CMHAFF Land Acknowledgment, led by the CEO.

The participants then split into small groups for a discussion about the changes that have occurred over the past three years, first identifying changes external to CMHAFF, and then changes internal to the organization. Following the conversation about changes, there was a good discussion of the strengths and challenges of the organization, in light of the changes identified, in preparation for a discussion of the priorities identified in the survey results.

# STRATEGIC PLAN 2022-2025

## ORGANIZATIONAL PRIORITIES

The surveys completed by clients, families, staff, and community partners demonstrated a number of common themes.

### COMMUNICATION



- IT support is critical when so much of our communication is electronic (5)
- Look at “how” we communicate-proper use of email, message boards (4)
- Consider alternatives for team communications (3)
- Crossover with Education/Training, both for external communications about the agency, and good practices/ learning on internal communications (3)

### EDUCATION & COMMUNITY AWARENESS



- Create an Educator/trainer position for internal and external education (5)
- Community presentations and participation in community events (5)
- Use digital and/or other media to promote programs and services (5)
- Orientation regarding all programs with staff (2)

### ORGANIZATIONAL SUPPORTS



- Dedicated IT and Human Resource staff (5)
- Seek accreditation (3)
- Maintenance support (2)
- Consider supports when planning growth (1)

## NEXT STEPS

Senior leadership will work with frontline staff to operationalize the priorities identified from the surveys and confirmed in the strategic planning day, and collaborate with the Board of Directors to move the plans and priorities forward. They will track the progress of this work, and report back to both Board and staff on the successes and challenges, while remaining alert to additional opportunities and needs.

The participants discussed this list of priorities and confirmed they were the current organizational priorities. After confirming these priorities, participants moved into five different groups, and were asked to identify potential actions for CMHAFF to move forward. These actions are summarized below, under each priority area. The actions identified by more than one group are captured in the numbers in brackets.

### TRANSPORTATION



- Partner with other agencies to provide transportation (4)
- Review agency transportation policies around distance etc., agency vehicles, (3)
- Advocate for better options in our communities (3)
- Increase knowledge of programs in different communities (3)
- Support/develop innovative programs like rent-a-bike (2)

### HOUSING & HOMELESSNESS



- Advocate for more safe, affordable housing, work with landlords and community partners to increase community stock of safe, affordable housing (5)
- Consider whether we could provide housing (4)
- Work to raise community awareness of the need, both on our own and with other partners (3)
- Advocate for other forms of housing supports such as Seniors' respite care, transitional housing, supportive housing, etc.

### ADDICTIONS/ADDICTIONS SERVICE



- Public education to reduce stigma (5)
- Addictions education for all staff (5)
- Advocate for additional programs and services in our communities such as counselling inside and outside CMHAFF, mobile services, safe injection sites (4)



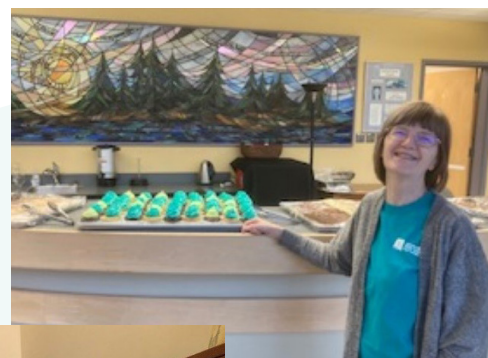
# OUR PROGRAMS



During 2022/23, DMHSOAP worked to serve 741 individuals throughout the Kenora and Rainy River Districts. In the past year, the average age of individuals who received our services was 76 years of age. Sessions have continued to be primarily in the older adult's home, but are also arranged at the office, in hospital, or virtually.

## DMHSOAP Community Outreach

The easing of COVID-19 restrictions allowed us to gather and provide presentations, attend health fairs, and engage in outreach opportunities. DMHSOAP is committed to serving the seniors of the Kenora and Rainy River Districts, as well as providing education and training on issues that are important to older adults.



## THE DISTRICT MENTAL HEALTH SERVICES FOR OLDER ADULTS PROGRAM

The District Mental Health Services for Older Adults Program (DMHSOAP) is a specialized team of professionals who are trained to provide geriatric mental health services to seniors with a serious mental illness.

Services are provided by twelve caring and qualified Geriatric Mental Health Workers that are located in: Atikokan, Fort Frances, Dryden, Sioux Lookout, Red Lake, and Kenora. We have welcomed a few new additions to our team and have seen a number of office relocations to accommodate new staff and new partnerships. This fall, DMHSOAP was delighted to have their first in-person meeting since the start of the Pandemic. We learn, laugh and make invaluable connections by meeting together.



*Patricia dropped off tokens of appreciation and reminder of DMHSOAP services for the Atikokan physicians and nurse practitioners.*

*Jane - Celebrating Mental Illness Awareness Week 2022 in Dryden.*



*Norma attended the Active Living Fair in Rainy River.*

## DMHSOAP COMMUNITY OUTREACH



*Bonnie and Philip showcasing the Dementia display during Mental Illness Awareness Week in Dryden.*



*Janet Loney a member of the Living Alone Group with Jolene who presented "Social Connections and Your Health" in Emo.*



*Karleigh represented DMHSOAP at the Seniors Active Living Fair at the Sister Kennedy Centre in Fort Frances. Over 70 seniors and community partners were in attendance to discuss mental health and wellness.*

## Enhanced Care Program- DMHSOAP

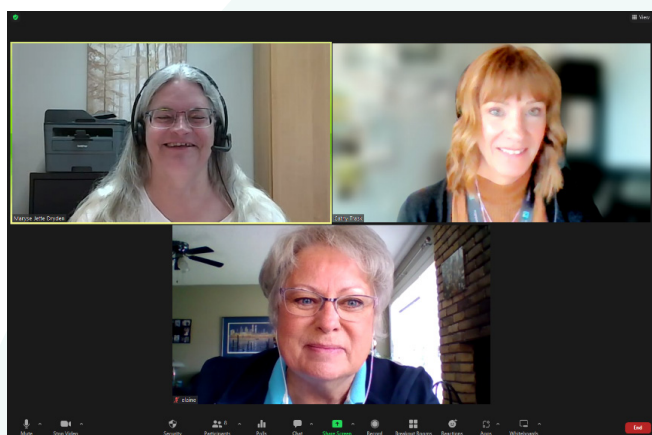
The EC Program supports care partners to manage the stress and complexities of caring for a person living with dementia. It includes evidence-based skills-training, emotional support interventions and experiential learning. Participants will learn problem-solving techniques to manage the behavioural and psychological symptoms of dementia, which can

improve emotional regulation, self-efficacy, and intimacy between care partner and care recipient while reducing care partner burden and depression.

### EC Program: Feedback from the Participants

*“ Having a loved one with Dementia is a very long grieving process. Understanding that and its association with my own mental health has helped me immensely.*

*“ What was well done included ensuring that we did not come up with solutions immediately for our problems; but, work through alternatives and see what is feasible. Also well done was acknowledging our feelings. The simulations were incredibly done and very effective.*



*Top L-R: Maryse and Cathy, CARERS Facilitators Bottom: Elaine, Simulated Patient.*



# COMMUNITY SUPPORT TEAM (CST)

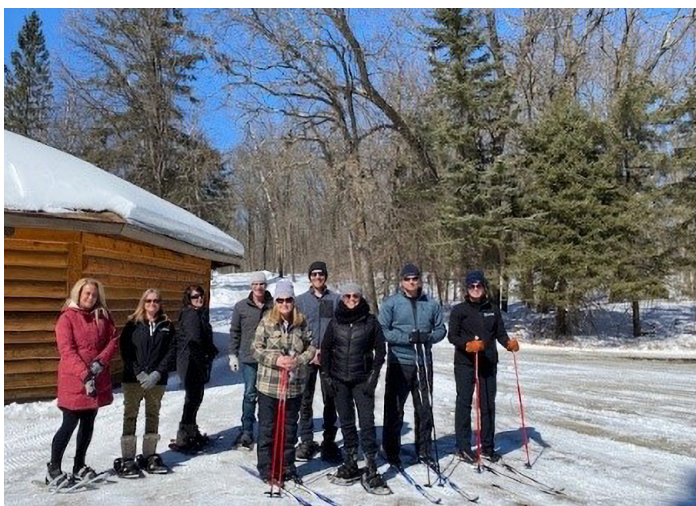


*CST Team picture at Kay-Nah-Chi-Wah-Nung Historical Centre (absent: Janet Schonewille).*

CST had seen another year of growth and change as we progressed through 2022-2023. Two new programs came to fruition in this fiscal year: the first was the Ontario Structured Psychotherapy (OSP) Program and the hiring of Janet Schonewille in Kenora as the OSP therapist; and then the addition of the Remote Care Management (RCM) Program and the hiring of Rikki Kellar in the split role of Remote Care Coordinator and Court Diversion and Support Worker. Both the OSP and RCM are marked by partnerships with regional and community agencies. The OSP program is a 'hub and spoke'

relationship where St. Joseph's Care Group in Thunder Bay acts as the hub that receives and delegates referrals to several service delivery sites throughout the Thunder Bay, Kenora, and Rainy River districts. CMHAFF is the spoke responsible for delivering the OSP therapy to clients in these districts. The RCM is a partnership with the Fort Frances Family Health Team where referrals are made to the program by Nurse Practitioners at the Family Health Team. To learn more about these two new exciting programs visit services page on our website.





While growth was observed this year we also mark change within programs and personnel. This past Spring CST programs began the development of program statements for the Case Management, the Court Diversion and Support Program, and the Housing Subsidy Support Programs. These statements provide greater information about the programs, communicate what can be expected in the delivery of services, as well as clarifying how staff can work with clients to support their individualized recovery. In addition to the statements a recovery goal agreement was developed to allow for the tracking, completing, and celebrating client successes. We look forward to this new process within CST and supporting our clients.

In November of 2022, Paul Sullivan had to temporarily leave his role of Addictions Housing Support Worker. Cortney Caldwell joined the Housing Subsidy Support Program late in March 2023. Cortney is transitioning into the role very well and providing support to clients within the program. A huge thank you needs to be extended to the CST staff who, without hesitation, stepped in to support Paul's clients while we searched for, hired, and oriented Cortney into the role. Thank you!

We were very grateful to celebrate the CST's first Networking Meeting in March at the Kay-Nah-Chi-Wah-Nung Historical Centre. We were also very grateful to have Paul Sullivan join us for the day.



It was a fun day where we were able to enjoy the space, learn about the significance of the area to the indigenous people, and utilize the outdoor space for some snowshoeing, cross country skiing, and atlatl throwing. Thank you to all who helped that day be the success that it was.

## CST IN ACTION



*Preparing for the rush  
– May 4th 2022 Mental  
Health Week BBQ.*

*October 5th Mental Illness  
Awareness Week BBQ –  
Pit boss Paul at work.*



# PSYCHOGERIATRIC RESOURCE PROGRAM (PRP)



*The PRP Team.*

The Psychogeriatric Resource Program (PRP) staff, also known as Mobile Behavioural Supports Ontario (BSO), started out the year comprised of 4 Psychogeriatric Resource Consultants (PRC) and 5 Outreach Personal Support Workers (OPSW), and by the end of it, we gained two more Community PRCs in Dryden and Atikokan, joining our Community PRC already located in Fort Frances, and welcomed back one of our OPSWs from being on maternity leave. Including the PRC Lead, we are now a team of 12.

## Psychogeriatric Resource Program

Our PRCs and OPSWs continue to carry out their work in Long Term Care Homes and our PRCs respond to calls and referrals from the Acute Care hospital settings. The addition of the Community

PRCs, has created a new facet of their role, reaching out to and providing education and training with community partners who have staff, caring for individuals with responsive and expressive behaviours. All of this taking place across the Kenora and Rainy River Districts, made up of Dryden, Sioux Lookout, Red Lake, Kenora, Fort Frances, Emo, Rainy River and Atikokan.



*Jodie's retirement.*



*Cheryl's retirement.*

We went from tight protocols around PPE, daily COVID-19 testing and screening, attending and offering training virtually, to fielding regular updates around COVID mandates which were slowly decreasing, alongside increased permission to carry out more face-to-face interactions. The PRP staff, saw service providers come and go, bearing witness to burn-out, staff shortages, and ongoing strain on the healthcare system, and in many cases, our team was the most consistent group of professionals, showing up everyday in their PRC and OPSW capacities. In an environment that benefits from consistency in care, this meant something.

Just before the New Year, announcements were made that in addition to our two new staff members, embedded BSO staff were going to be employed by and housed in the LTC settings we serve, creating a hybrid BSO. The launch of many meetings and new ways of working were on the table.

Our PRCs continued to offer Gentle Persuasive Approach (GPA) training and found themselves able to carry out sessions with live participants, a welcome shift from the virtual platform. OPSWs saw the return of and were able to interact with more family members and community volunteers, which in turn, allowed them to see their clients respond to their living environment as more of a home, rather than an institution. Team huddles, in-services, attendance at responsive behaviour meetings and multi-disciplinary meetings, were on the rise, allowing for a combination of on-line and face-to-face attendance for the team.

The PRP staff said good-bye to three of our colleagues, with two retiring and one who was covering the maternity leave, heading back to school. A long-standing colleague from Thunder Bay, who worked tirelessly with us as the Knowledge Broker through CERAH, was retiring as well, so in conjunction with a BSO all staff gathering, this prompted our first “in-person” meeting since the Pandemic, and the full team met in Dryden to collectively attend virtually.



*PRP team were able to carry out their first “in person” Networking Meeting, in Dryden.*

The PRP staff ensure that when those they serve feel they are unable to effectively work with an individual and are at an impasse, they ‘lean in,’ trying to determine possible routes of engagement, that allow for the autonomy and personhood of their client to unfold, while developing and fostering a relationship of respect and integrity, with care providers they work so closely and alongside with. It is intense, challenging, rewarding and essential work, ensuring best practices and compassionate care takes place. Recommending, trialing, mentoring and reflecting is essential to this work, and the PRP team makes it happen.

### **PRP Networking Meeting:**

In November 2022, the PRP team were able to carry out their first “in person” Networking Meeting, in Dryden. We spent two days together, team building with Kari Chiapetta, as she walked us through the many colourful personalities of our team. In addition, we met with Carlina Marchese, the new Knowledge Broker from CERAH, and shared our roles as well as challenges faced, fostering a new working relationship. This allowed the team much needed time together, with a mix of CMHAFF updates, insights, team discussions, good laughs and great food. Altogether, time well spent!



# SAFE BED PROGRAM



*Rocky inlet trails and fire with the clients.*

The Safe Bed Program has made many significant changes and experienced continual growth since the opening in November 2021. With ongoing collaboration and support of the Rainy River District Social Services Administration Board (RRDSSB), the Ontario Provincial Police and Treaty Three Police, the program continues to be an asset to the community.

Some of the changes and growth involved include a new permanent Lead who brings the experience of being a Unit Coordinator at a Residential Facility and a mental health and addictions nurse. An entirely new schedule was created for the staff, including adding an extra full-time Housing Residential Support Worker (RSW) and one more part time RSW. The Housing RSW has been an asset to clients as they have a housing worker to assist with all aspects of housing and communication with RRDSSB programs during their Safe Bed stay and after discharge. Multiple casuals were hired to ensure coverage could be maintained, at all time for the organization's first 24/7 program. Safe Bed started with two full time rotating Addiction Workers but to provide a better continuum of care to clients this was replaced with one full time Addiction Worker.

Safe Bed had an open house where over 25 different partners from different organizations came to learn more about the program and tour the facility. The Addiction Worker has participated in multiple community partner events with the opportunity to share more information about the program.

Safe Bed has started to see a wider demographic of clients, including our first geriatric resident. This brought a whole new set of needs and challenges that the staff were able to adapt to and accommodate. Safe Bed has had a number of youths attend the program, which continues to be a challenge due to the limited amount of services for youth between 16 and 18.



**Number of clients: 26 since March 2022**  
**Average stay: 20.5 days**

The program continues to find innovative ways to get the clients involved in the community, joining walks, organization events, cultural programming and assisting with community partner programs such as processing wild rice or planting trees. We also use the local trails, community gardens and get the clients enjoying nature while including physical activity into our daily schedules.

## SUCCESS STORY



*Client finished 23 booklets towards his high school diploma while staying at Safe Bed, and was asked by the school to be the valedictorian for his year. Client accepted before going to treatment and was granted special permission by the treatment center to have a day pass to make his speech and attend his graduation ceremony. Client has rekindled many of their broken relationships since being discharged from the program. Came to the Safe Beds program from treatment, found housing, has custody of their child again and has been cleared of their charges. Remains an advocate within the community for Mental Health and Addiction and attends many events within the community to support others.*

# MOBILE CRISIS RESPONSE TEAM (MCRT)



The Mobile Crisis Response Team (MCRT) along with the Safe Bed Addiction Worker have participated in training such as crisis intervention for the critical incident stress management team in the Rainy River District. This training was attended by many different community partners from towns throughout the district. The goal was to restart the functioning CISM team in the district to respond to serious /traumatic incidents within the community.



*The Mobile Crisis Response Team (MCRT) responded to 1041 calls in the Rainy River Districts and diverted 127 people away from the Emergency Department this fiscal year.*



MCRT was asked to attend at the St. Mary's Kindergarten Career Day. Kid's say the darnest things!



MCRT participating in the International Women's Day. Just under 100 women participated in the luncheon.



STUFF A CRUISER.



# DISTRICT PEER SUPPORT PROGRAM



*Dryden Community Garden Plot.*



*Dryden Pizza Party.*



*Kenora Members Glow Bowling.*

## Peer Program – Year at a Glance

The Peer Program has kept busy over the last year as we finally opened our Drop-Ins fully (following the pandemic), slowly reducing restrictions and trying to encourage our members to return. Peer staff always take a leadership role in Mental Health Week and Mental Illness Awareness Week BBQ's including this year (Thank you Kyleigh and Philip).

Dryden continued to have a community garden box with lots of member participation. Fort Frances joined in the gardening this year as well.

The monthly newsletters going out to members (and now all clients of CMHAFF) has continued with many great articles, both informative and fun.

As the Drop-Ins have become more active, and the restrictions continue to lessen we have been able to get members more involved, including cooking and baking groups. It is always awesome when we can learn new skills and have fun while we do it.



*Fort Frances Family Health Team Executive Director, Gerri Yerxa donating ribbon skirts to Addiction Peer Support Worker, Adrian Indian for CMHAFF clients participating in Indigenous Healing Ceremonies*

## 469 Groups were offered within our Peer Support Drop-In Centres with the following themes:

- *Creative Activities*
- *Supportive Education*
- *Transportation*
- *Healthy Meals*
- *Peer Socialization*

We continued to provide care packages to our members until January 2023, until our Drop-Ins could be fully opened following the pandemic. We still provide meals every two weeks in each of the Drop-Ins, and snacks when possible during the week.

As of January 2023, each staff provides one educational per month. These are well attended and members have started requesting topics of interest. In January and February 2023, there was 18 educations offered with 97 participants.

For Mental Illness Awareness Week staff participated with community BBQ and Glow walk in Fort Frances, the Coffee House in Dryden and in Kenora provided Hearing Voices that are Distressing Workshop twice (this was offered for the first time in 4 years) and we have had many requests since.

Adrian Indian, our Addictions Peer Support Worker is a valuable team member of the Rapid Access Addictions Medicine (RAAM) team. The number of individuals accessing services has increased a great deal over the last year. In addition to the RAAM clinic, Adrian takes interested individuals from Safe Bed, RAAM and the Drop-In to drumming circles, sweats and healing circles.

Peer Program Staff participated with the Walk on Nov 23, 2022 for National Addictions Week.

Reece Williams has completed the Train the Trainer for the Peer Support Core Competencies (PSCC) Training from the Centre for Innovation in Peer

Support. He will now be the trainer for this program with all new peer staff: the training is 15 modules (30 hours) so that we no longer need to access this outside of the organization.

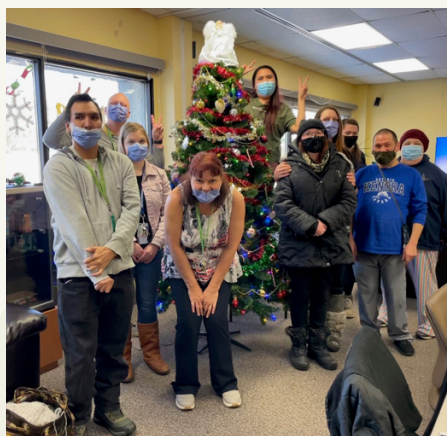
## WHAT'S HAPPENING IN THE PEER PROGRAM?

### New Pathways to Living Well – January and February 2023

Peer Support Worker Mary Petersheim ran a 6-week workshop going through the New Pathways to Living Well with material put together by Pauline Hyatt, Director of Services. It was a great time of discussion and interaction and hands-on activities. The group was very interactive and very open and involved in the discussions. Staff and participants benefitted from the course.



## CHRISTMAS IN THE KENORA DROP-IN



In Kenora early December, we had a Christmas decorating party with our members and the Challenge Club staff and members. We had pizza and decorated the Drop-In and set up a Christmas tree. The members and the staff enjoyed themselves as always.

Peer Support hosted a Christmas dinner before we closed for the Christmas week. Unfortunately, the Kenora Peer Drop-In was very short staffed in December. Thankfully staff from the other programs all joined the peer staff to ensure the members had a great Christmas dinner. Go team!



## GARDEN GROWTH = INNER GROWTH

**There is more than just worms in our dirt!**



**“Harvest time can also boost your mood and help keep depression at bay!**

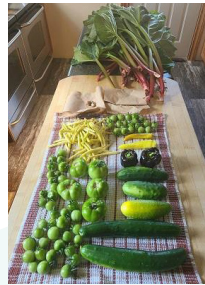
The Fort Frances Peer Drop-In, did an abundance of outdoor gardening and growing during the 2022 summer months. Tending to plants in the garden, getting our hands in the soil and nurturing a variety of flowers and fresh produce. But did our clients realize, they were also nurturing their own health and well-being in the process?

Starting from scratch, the Peer group did everything from building the garden box; measuring, cutting and placing down landscaping fabric; shoveling and moving soil; taking a trip to the greenhouse, to pick out their own flowers and veggies; planting, maintaining, weeding and watering the garden. Our

group soaked up the vitamin D from the sunshine and learned a few things together, when it comes to plants and garden care.

After weeks of hard work and dedication to our outdoor space, we were rewarded by our first harvest and members were able to take home the “fruits of their labour”. The Drop-In Centre was also able to make delicious cold pasta salads and have an abundance of healthy veggies to snack on.

Healthy fruits and vegetables kept on coming all season long, and our mood (and bellies) were reaping all the benefits. Clients enjoyed themselves and are excited to get started on the 2023 growing season, using our ever-expanding knowledge and self-growth paired with physical growth of the garden.



**“Did you know, playing in the dirt, actually has antidepressant properties?”**

## PEER TEAM

The staff were able to gather together in person for three days to participate in our annual Networking Meeting. With staff spread out great distances geographically, this is a great opportunity for staff to bond with each other forming relationships that will support them throughout the year while learning new skills.



(Absent: Linda Garrison)

# CMHAFF IMPACTS THE KENORA AND RAINY RIVER DISTRICTS



*Our Inaugural Steps Against Stigma.*

## STEPS AGAINST STIGMA

### HOW IT BEGAN.....

In 2013, employee Christina Hahkala began her own wellness journey by walking and then eventually joining in 5k walk/runs in her hometown area. She would participate in these events either by herself or with her kids and then she asked her friends to join in as well. During her wellness journey she saw an advertisement for a 5k walk/run in Oakbank, MB in honour of a mother's son who died by suicide and she was holding this event to raise awareness for

mental health and to fight the stigma associated with it. Read more at: [Andrewdunn.org](http://Andrewdunn.org)

Once Christina saw this advertisement, she started thinking about how CMHAFF could start their own 5k walk/run to bring awareness to mental health and wellness and to continue the fight against the stigma in her own community. She brought the idea forward to the Director of Services of CMHAFF and he wholeheartedly supported the idea and gave the thumbs up for her to go ahead and start planning. Christina reached out to her colleague Kristi Albright to join forces with her to help bring her dream to fruition and the first Steps Against Stigma Walk/Run was born in Fort Frances in the Fall of 2013.

At first, the Steps Against Stigma Run was held during the daytime every year during Mental Illness Awareness Week (MIAW) from 2013 to 2016. Our inaugural 5k Walk/Run had approximately 50 enthusiastic participants and was very successful with an increase in numbers each year. The wheels were always turning on how we could make it even better and in 2017, Kristi came up with the idea of a glow walk and we decided to change things up and we turned the Steps Against Stigma into a Glow Walk and the event was held in the evening instead. We invited participants to come out in their best "GLOW" costumes and we have been lighting up MIAW ever since. This past event was our 7th Annual Walk/Run (unfortunately, we missed couple of years because of the pandemic).



*In 2017, Kristi came up with the idea of a glow walk.*





Our most recent CMHAFF MIAW 5k Walk/Run was held on October 6, 2022, and had close to 300 runners/walkers who participated and donated to the Steps Against Stigma Glow Walk. The event was another huge success and keeps growing as we continue to bring the community together to reduce the stigma of mental illness in a fun and positive way. We had 21 businesses contribute by donating prizes or offering to volunteer their time and we are excited and can't wait to see even more participation at our 8th Annual 5k Walk/Run slated for Thursday October 5th, 2023.





# MENTAL HEALTH WELLNESS CALENDAR 2023

We distributed 6,000 copies of our annual calendar to community members throughout the Kenora/Rainy River Districts



## WELLNESS FAIR

CMHAFF hosted a Wellness Fair along with 15 community partners on May 5, 2022, at the Rainy Lake Square in Fort Frances. There were many booths set up providing literature on their programs as well as mental health and wellness information available to the public. Keynote speaker Joe Roberts delivered his inspirational story on how he came back from a heroin addiction, mental health issues and homelessness on the streets of Vancouver to become the CEO of Skid Row.

Thanks to the Kenora Rainy River Child and Family Services, Rainy River District Social Services Administration Board, Riverside Health Care Facilities and Northern Community Development Services (NCDS) who provided a free BBQ lunch to all who came to the Wellness Fair.





# ONTARIO PERCEPTION OF CARE (OPOC)

The Ontario Perception of Care Tool for Mental Health and Addictions (OPOC Tool) is evidence based and reports on the services of our organization and brings the client's voice forward as

a source of evidence to support program, agency and system quality improvement efforts. This year, we handed out 353 evaluations and received back 236 completed forms resulting in a 67% return rate. CMHAFF is committed to providing care that is respectful of and responsive to individual client preferences, needs and ensuring that client values guide all decisions in care.

2022 Client Perception of Care Indicator Questions	Performance Target	Actual YTD
1. The wait time for services was reasonable for me.	100%	95%
8. Staff and I agreed on my treatment and support plan.	100%	95%
12. I was involved as much as I wanted to be in decisions about treatment and support.	100%	95%
14. I was assured my personal information was kept confidential.	100%	98%
31. I think the services provided here are of high quality.	100%	99%

Top Scoring Questions from OPOC 2022	Performance Target	Actual YTD
5. I felt welcome from the start.	100%	98%
18. I was treated with respect by program staff.	100%	99%
32. If a friend were in need of similar help I would recommend this service.	100%	100%

Lowest Scoring Questions from OPOC 2022	Performance Target	Actual YTD
11. I was referred or had access to other services when needed. (including alternative approaches)	100%	79%
16. If I had a serious concern, I would know how to make a formal complaint to the organization.	100%	85%
35. The layout of the facility was suitable for visits with my family and friends (e.g. privacy and comfort level) SAFE BED PROGRAM	100%	78%

# NOTES OF APPRECIATION FROM OUR CLIENTS

“

*The overall experience here helped me greatly. I am now able to have my own apartment, some extra funding to go along with my OW, as well as peer support. The staff here have become my friends.”*

“

*The services provided accommodated my needs to improve my mental health in advance. Each staff contributed to my mental health growth and maintenance in their own way and was muchly appreciated. Their kindness is welcomed. They make me feel confident to have open and honest conversation without judgement. My opinion is respected but also challenged. Everyone is very kind and welcoming. Very clean and welcoming environment.”*

“

*As for me, no change is needed. I could not have come out of this dark hole if it was not for the guidance I received. It helped with anger management, depression and life changing events. Thank you.”*

“

*I was very thankful to see the changes that came with the help of Patricia. I have changed in so many ways. All is great.”*

“

*I have OCD, high anxiety & they have been so wonderful at teaching me how to work with my brain and all the things they have taught me helped me look at things from a different perspective. I don't feel that it needs improvement. Every day was a learning for me. The talking to one another was changeable for me and changed me in ways that I am very happy about it all. The support was excellent.”*

“

*They were very accommodating to my circumstances. Had access to my cultural activities that helped me to maintain my sobriety. They also had programs that they helped me to join (CMHA Peer Support and Court Diversion, etc.). The support workers and staff were absolutely amazing. Everybody was absolutely helpful, accommodating and friendly. The Safe Beds facility was very well equipped, the walls are quite bare so they allowed me to spice it up a little by putting up posters/information. They helped me with supports and connections for other programs that will help me after discharge.”*

“

*So thankful for the knowledgeable staff. Always there to answer any questions and concerns. I feel my worker knows me well and is sensitive to my cultural needs. I wouldn't hesitate to recommend these services to family and friends and I have done this in the past. As I said, my worker is always ready to answer questions about medication or any other problems. She is very understanding and compassionate when I discuss problems I might have. She is always polite, respectful and listens to my cares and concerns. I am very confident my info stays private.”*



“

*My counsellor listened, really listened. She was able to get the support moving & coming in to help me. It helped me in a daily living. Nathalie is very caring & thoughtful. She is teaching me a lot about my anxiety and how to manage it better. She gives me hope.”*

“

*Tamara is very kind and understanding. She helps me with my thinking issues with calm exercises that I can try and do to relax. She helps me a lot to calm down and listens to my problems. This program is very helpful to me and I appreciate getting it.”*

“

*Nathalie monitored my depression and advocates to my doctor. She made referrals to get us help at home and recently supported us with my husband’s LTC placement. She is a gem. She takes the time to be with us to address our issues of concern. I don’t know what we would have done without her. She’s positive, pleasant, friendly, helpful. She knows how to work with the system; she always had our best interest in mind. Nathalie is so encouraging and inspiring. She is knowledgeable and I appreciate her geriatric expertise. She had a true understanding of my husband’s dementia and my depression plus caregiver issues. I’m so grateful for everything she does for us.”*

“

*I know it’s a good program. If it wasn’t for you guys being here, I don’t know what I would do. Staff are excellent. I know they are there to help and are trying to keep a healthy environment.”*

“

*Helped me to identify the source of my unhappiness. Suggested helpful solutions to help deal with my problems. Provided kind words and reassurance that I was not alone. Gave me great hope for recovery. Gave me a feeling of care and kindness.”*

“

*I like coming to the Drop-In with Ky and Andrea. The Drop-In space is perfect for me. I like the old building and the history.”*

“

*Everything went smoothly & very helpful! Really enjoyed going to the sweats, and other cultural activities. It was a good supported environment. I don’t want to go because it made me feel at home, and supported mentally/physically/spiritually/emotionally. I would highly recommend to others in need of support/pushed in the right direction. I would recommend anyone in need of these services to give Safe Beds a chance to help them gain control of and make a positive plan for their lives.”*

“

*Services provided are life changing and I feel good about everything they have done for me. All the staff are helpful. Staff gives me the confidence that I need. The staff provides support that I needed. I enjoy going to CMHA. Yes, they are helping me in the right direction. I’ve recently moved to Fort Frances and my worker helped me with housing, nurse practitioner, programs and counselling.”*

# STATS

APRIL 1, 2022 TO MARCH 31, 2023



Served

# 1087

Clients

**390** was/were  
new to the  
organization

**294** was/were enrolled  
in multiple programs  
across the organization

# 12,587

face to face visits

# 10,082

Phone/emails

Average direct  
time per visit  
**.80 hours**

## Basic Demographics/ Information

### Referral Sources

Self/Family .....	21%
Mental Health Workers .....	19%
Hospitals .....	18%
Other Community Programs .....	15%
Family Physician .....	14%
Mental Health Program .....	8%
Justice System .....	4%
Other.....	2%



## Presenting Issues on Referral

Symptoms of Serious Mental Illness ....	60%
Other.....	22%
Activities of Daily Living.....	21%
No data.....	16%
Housing .....	15%
Legal.....	13%
Relationship.....	9%
Substance Abuse .....	9%
Addiction .....	8%
Finance.....	7%
Threat to Self .....	4%
Threat to Others .....	3%
Unknown .....	3%
Employment .....	1%

\*Please note that percentages do not add up to 100 as clients/referrals can have more than one issue



# STATS

APRIL 1, 2022 TO MARCH 31, 2023



## Housing Status on Referral

Private Home .....	57%
No data .....	16%
Non-Profit .....	9%
Homeless .....	3%
Long- Term Care .....	3%
Supportive Housing .....	3%
Unknown .....	3%
Other .....	2%
Hospital .....	2%
Retirement Home .....	1%



## Employment Status on Referral

Retired .....	35%
Unemployed .....	32%
No data .....	16%
Employed .....	8%
Unknown .....	4%
Assisted/Supported .....	1%
Non-paid work experience .....	1%

## Age of Clients

10-19 .....	1%
20-29 .....	9%
30-39 .....	9%
40-49 .....	5%
50-59 .....	8%
60-69 .....	18%
70-79 .....	24%
80-89 .....	20%
90 plus .....	7%

Average Client Age **64**



## Clients Served - Female vs. Male

Female .....	59%
Male .....	41%

Clients with documented legal status problems **10%**

Clients Served of Aboriginal Decent **20%**

# FINANCIAL REPORT

## REVENUE

### STATEMENT OF OPERATIONS FOR THE YEAR ENDED MARCH 31, 2023

	2023 Budget	2023	2022
Ontario Health North			
Operations	\$5,882,746	\$5,308,047	\$5,037,267
Rent supplement, Program #750	\$81,388	\$81,387	\$81,387
Rent supplement, Program #2014	\$31,127	\$31,127	\$31,127
Forensic MHJ Housing	\$53,900	\$53,900	\$53,900
One-time funding	\$568,769	\$544,351	-
Sessional fees	\$39,310	\$39,310	\$39,310
Pandemic support	-	\$2,460	-
Other Government Funding	\$168,341	\$173,961	\$153,386
Donations	\$10,000	\$59,475	\$33,718
Grant Revenue	-	\$574,699	\$570,174
Ontario Structured Psychotherapy	\$123,738	\$113,546	-
Workshop revenue	\$5,000	-	-
Interest income	\$1,000	\$4,357	\$1,176
Other income	\$52,090	\$60,745	\$43,414
Amortization of deferred contributions	-	\$66,619	\$69,986
<b>TOTAL REVENUE</b>	<b>\$7,017,409</b>	<b>\$7,113,984</b>	<b>\$6,114,845</b>



# FINANCIAL REPORT

## STATEMENT OF OPERATIONS FOR THE YEAR ENDED MARCH 31, 2023

### EXPENSES

	2023 Budget	2023	2022
Amortization	-	\$103,425	\$89,862
Audit fees	\$10,500	\$14,552	\$14,266
Automotive	\$8,500	\$16,842	\$14,526
Computer maintenance	\$24,833	\$18,437	\$34,049
Employee benefits	\$1,077,162	\$1,080,122	\$915,008
Insurance	\$3,000	\$26,265	\$20,922
Membership fees	\$7,500	\$8,250	\$6,000
Office supplies	\$37,750	\$92,428	\$70,984
One-time expenses	\$215,850	\$156,868	-
Other expenses	\$200,800	\$202,871	\$216,792
Professional fees	\$25,000	\$23,463	\$30,989
Program initiatives	\$12,230	\$13,527	\$5,324
Program costs	\$233,704	-	-
Property taxes	-	\$18,156	\$13,425
Rent	\$140,400	\$122,010	\$102,866
Rent supplement, Program #750	\$81,388	\$70,538	\$59,366
Rent supplement, Program #2014	\$31,127	\$37,280	\$10,834
Rent supplement, Forensic MHJ Housing	\$53,900	\$35,398	\$12,621
Repairs and maintenance	\$5,000	\$35,303	\$24,247
Salaries	\$4,457,797	\$4,503,199	\$3,882,747
Sessional fees	\$48,787	\$20,485	\$32,112
OSP Expenses	\$123,738	\$113,546	-
Training and education	\$31,250	\$39,567	\$75,411
Telephone	\$60,250	\$76,453	\$71,754
Travel (Note 9)	\$101,433	\$106,430	\$49,795
Utilities	\$16,000	\$24,652	\$19,937
<b>TOTAL EXPENSES</b>	<b>\$7,007,899</b>	<b>\$6,960,067</b>	<b>\$5,773,837</b>
<b>Excess of revenue over expenses</b>	<b>\$9,510</b>	<b>\$153,917</b>	<b>\$341,008</b>

# ANNUAL REPORT 2022 2023

## CANADIAN MENTAL HEALTH ASSOCIATION FORT FRANCES

 [fortfrances.cmha.ca](https://fortfrances.cmha.ca)

 @CMHAFF

 @cmhafort

 @cmhafortfrances

### FORT FRANCES

#### Administration Office

P.O. Box 446  
414 Scott Street  
Fort Frances, ON  
P9A 1H2  
807-274-2347

#### Programs & Services

P.O. Box 446  
612 Portage Avenue  
Fort Frances, ON  
P9A 3M8  
807-274-2347

#### Safe Bed Program

P.O. Box 446  
324 Victoria Avenue  
Fort Frances, ON  
P9A 2C2  
807-274-2347

### Kenora

c/o St. Joseph Health Centre  
P.O. Box 492  
21 Wolsley Street  
Kenora, ON  
P9N 3X5  
807-468-4699

### Dryden

P.O. Box 525  
52 Van Horne Avenue  
Dryden, ON  
P8N 2Z2  
807-223-8841

### Red Lake

P.O. Box 1244  
51 Hwy, 105 – Lower Level  
Red Lake, ON  
P0V 2M0  
807-727-2162

### Atikokan

P.O. Box 2255  
101 Main Street  
Atikokan, ON  
P0T 1C0  
807-597-2015

### Sioux Lookout

c/o Centennial Centre  
P.O. Box 413  
54 Front Street  
2C-2nd Floor  
Sioux Lookout, ON  
P8T 1A5  
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**Canadian Mental  
Health Association**  
Fort Frances Branch  
*Mental health for all*