



Canadian Mental  
Health Association  
Cochrane-Timiskaming



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**ANNUAL REPORT**  
2017/2018

# Canadian Mental Health Association (CMHA) Cochrane-Timiskaming

## ANNUAL REPORT 2017/2018

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### BOARD OF DIRECTORS 2017/2018

Catherine Simunovic, **Board Chair**  
Richard Witty, **1<sup>st</sup> Vice Chair**  
Sylvia Siemens, **2<sup>nd</sup> Vice Chair**  
Elizabeth Reid, **Treasurer**  
Sarah Stewart, **Member at Large**

#### Directors

Norm Bolduc  
Kelly Killins  
Paul Crombeen  
Amanda Coulas  
Christy Marinig  
Michael Miller

Catherine Simunovic (stepped down in February, 2018)  
Janice Ranger (stepped down in March, 2018)

## MESSAGE FROM BOARD CHAIR AND EXECUTIVE DIRECTOR

Our organization places individuals living with mental illness and addiction at the heart of our work. As you will see in the stories that follow, the staff at the Canadian Mental Health Association (CMHA) Cochrane-Timiskaming Branch are finding innovative ways to provide services to individuals in the context of northern and rural communities. Our organization is continually growing and changing to meet the needs of our communities, as guided by our strategic plan.

We continue to work towards implementing a service delivery model focused on recovery through various projects and initiatives. Classroom and group offerings allow us to reach more individuals seeking services while supporting them in building resiliency and strategies to maintain their wellness. We are also helping them to build organic support systems. We have undertaken important quality improvement projects to support clients' recovery goals and create transition plans between community partners. We have partnered with key organizations in Timmins on Living Space to address chronic homelessness in our community. And we are seeing the positive impact that all of these projects, and the work of our staff, have on people coming through our doors.

CMHA Cochrane-Timiskaming is undergoing changes within the Board of Directors this year. Catherine Simunovic dedicated more than 10 years as a board member and chair and is ready to take on new challenges in the community. We are pleased that Sylvia Siemens, Board Member in the Temiskaming Shores region, has assumed the role of chair in March 2018. We are also pleased to welcome new board members to the table who bring a fresh perspective to our work.

We would like to thank our funders, supporters, staff and those we serve for their continued dedication to creating communities where everyone belongs. It is through their support and effort and CMHA Timiskaming Branch can continue to have a positive impact in our communities.



*C. Simunovic*  
Catherine Simunovic  
Board Chair



*Clark MacFarlane*  
Clark MacFarlane  
Executive Director



## ABOUT **CMHA COCHRANE-TIMISKAMING**

### **Vision**

A community that embraces mental health as a key to well being.

### **Mission**

The Mission of the CMHA Cochrane-Timiskaming Branch is to help people living with, and touched by, mental illness by providing the supports and services needed on their journey to happy and fulfilling lives, while educating and advocating for a caring community where everyone belongs.

### **Our Values**

**Acceptance:** We are a welcoming organization that provides hope to everyone.

**Compassion:** We conduct ourselves in a compassionate, consistent and reliable manner.

**Accessibility:** We provide appropriate linguistic, cultural, geographic and physically accessible services.

**Accountable:** We are fully accountable to all stakeholders.

**Confidentiality:** We ensure confidentiality and the protection of personal information.

**Collaboration:** We build strong relationships with all stakeholders using the principles of integrity, respect and dignity.

**Quality:** we continually develop quality services and relationships through education, new approaches and leading practices.

### **Catchment area**

Temiskaming Shores, Englehart, Kirkland Lake, Matheson, Timmins



## ANOTHER SUCCESSFUL RIDE DON'T HIDE!



**\$10,436**  
**RAISED**



**64 RIDERS**



### Thanks to our Ride Don't Hide sponsors

#### Silver Sponsors:

- St-Cyr & Associates
- Marsh Bay Resort
- Kirkland Lake Gold

#### Bronze Sponsors:

- Timmins Gold Corp.
- Alex MacIntyre and Associates

#### Community Sponsors:

- Heath and Sherwood
- Tahoe Canada
- Kohut Electric Ltd.

#### In-Kind Sponsors:

- Sutherland Printing
- Pettenuzzo's Your Independent Grocer
- Active 1 Source for Sports
- Pharmasave
- Tim Hortons
- B&R Enviro Services

## E-QIP PROJECT – SUPPORTING CLIENT RECOVERY GOALS

CMHA Cochrane-Timiskaming developed a documentation process called Domain Oriented Recovery Record (DORR). DORR is used throughout the client's recovery journey through assessment (OCAN), planning and progress notes. DORR incorporates the following quality dimensions: person-centered, effective, efficient, equitable and timely. In December 2016, CMHA Cochrane-Timiskaming accessed the Excellence through Quality Improvement Project (E-QIP), a resource and coaching support for quality improvement initiatives, to improve the effectiveness of our documentation process.

The baseline data showed that 100 per cent of clients with a recovery plan found it helpful, but that 55 per cent of current clients did not have a recovery plan on file. The initial aim of E-QIP was to increase the number of clients who have a recovery plan to 90 per cent by August 2017. Due to operational considerations, this aim was revised to update the clients' recovery plans every six months. This would ensure that the plan reflects client goals and effectiveness.

The data collection tools used to define the change opportunities were Fishbone, Pareto and Process Map. Some of the change ideas implemented were recovery plan procedures, client postcards, formal check-ins and bi-weekly huddles.

Here are some of the lessons we learned through the application of the Plan-Do-Study-Act process:

- Start small. We began this process with one program at one site.
- Trust the quality improvement process. We were patient and followed the program.
- Include your clients. We are grateful for our clients who participated in meetings and workshops on this project.
- Staff have solutions. Thank you to our staff who created the DORR toolbox.

We are now using Experience Based Design to further capture the client's voice, developing a best practice for documentation and spreading successful strategies to other sites and programs within our organization.



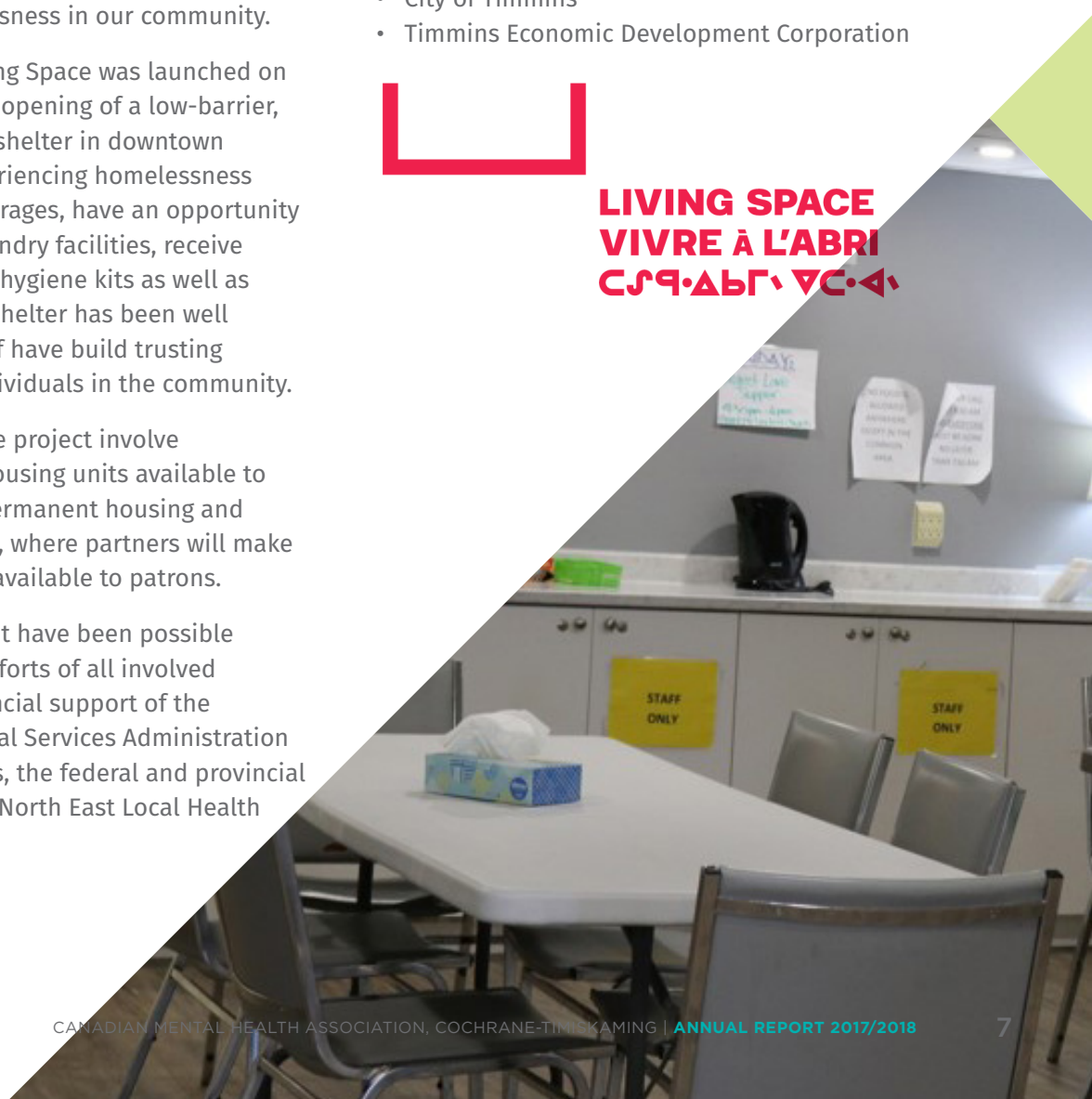
The first phase of Living Space was launched on January 27th, with the opening of a low-barrier, emergency overnight shelter in downtown Timmins. People experiencing homelessness receive food and beverages, have an opportunity to shower, use the laundry facilities, receive donated clothing and hygiene kits as well as spend the night. The shelter has been well attended and the staff have build trusting relationships with individuals in the community.

Living Space would not have been possible without the tireless efforts of all involved partners and the financial support of the Cochrane District Social Services Administration Board, City of Timmins, the federal and provincial governments and the North East Local Health Integration Network.

- Cochrane District Social Services Administration Board
- Canadian Mental Health Association Cochrane-Timiskaming Branch
- Misiway Milopemahtesewin Community Health Centre
- North Eastern Family and Children's Services
- Timmins Family Health Team
- Timmins Native Friendship Centre
- South Cochrane Addictions Services Inc.
- United Way North East Ontario
- Cochrane District Social Planning Council
- Timmins Police Services
- Employment Options Emplo
- City of Timmins
- Timmins Economic Development Corporation



**LIVING SPACE**  
**VIVRE À L'ABRI**  
**CS9.A67.VC.4**



## WOMEN'S SELF-ESTEEM GROUP

The Women's Self-Esteem Group provides a safe and non-judgemental environment in which women share the experiences that have shaped their self-esteem and gain further insight into their recovery journey. As per trauma-informed practice guidelines, this group teaches skills to enhance self-awareness, self-compassion, self-trust, and self-regulation. Participants are provided with strategies to improve self esteem and make behavioural changes.

The group is based on the Cognitive Behavioural Therapy model and participants learn about the connections between thoughts, feelings and behaviours, as well as, how to identify and challenge unhelpful thinking patterns. A variety of mindfulness-based meditation practices are inter-woven into the group's structure for two reasons: To teach participants mindfulness skills as a way to regulate emotions and increase self-awareness and to reconnect participants to their bodies to ensure that those who have experienced trauma feel safe in the group. Other trauma-informed practices are utilized through-out the group to ensure that all participants feel safe enough to connect with each other and the facilitators.

The group curriculum focuses on self-compassion and self care skills as a way for participants to reconnect to themselves and become aware of the power of self healing. A variety of techniques are used to address the different learning styles. These include group discussions, visual teaching aids, art projects (making affirmations and a personal collage), sharing of personal goals and dreams, written exploratory exercises, informational hand-outs, and reading inspirational stories together aloud to instill hope within the group.

### **Desired outcomes for participants include:**

- A basic understanding of the CBT model and how their thoughts/beliefs influence their feelings and behaviours. Participants learn to feel confident using their skills to intervene in negative thought cycles, so they can prevent problematic behaviours (self harm, addictions, etc.) and engage in positive behavioural changes.
- The knowledge that they are not alone in their suffering and that they have the power to heal and recover. This encourages participants to feel hopeful and motivated about recovery.
- An understanding that despite their life experiences, they are valuable human beings who deserve to be loved and respected. Participants engage in self-compassion and self care skills to promote better mental health and quality of life. The main goal is really to teach participants how to identify, access and utilize their internal and external resources to improve their overall wellness.



## TESTIMONIES FROM PARTICIPANTS:

*I learned that I am not alone. I am not the only person who feels inadequate. You can't predict someone's self-esteem by looking at them.*

.....

*My feelings have a name. I can change my mind and my thoughts. I have to stop putting myself down and start saying good things. I don't have to be perfect to be happy.*

.....

*I am worth it, and I need to take some time for me.  
I need to feel good about me before I can take care of others.*

.....

*I need to look after myself by loving myself. I have many strengths.*

.....

*I have more self-esteem than I thought. I am on the right path.*

.....

*I learnt how my low self-esteem developed, my addiction makes sense to me now. I didn't know why I did the things I did before, why I was always trying to escape. Now I know more. I have some coping strategies I can use now to change my thinking and behaviours.*

## NEW LOCATION **FOR NORTHERN STAR**

Northern Star in Temiskaming Shores has undergone some important changes in the last year. This consumer survivor program was amalgamated with a social recreation program formerly housed at the Timiskaming Health Unit called Rendez-Vous Place. When the mental health and addictions services were transferred from the Timiskaming Health Unit to CMHA, Rendez-Vous Place followed.

The work and collaboration of both program coordinators ensured a successful integration of Northern Star and Rendez-vous Place. The coordinators worked together to reassure clients and to bring both groups together under one roof.

The space that Northern Star had within the CMHA office was too small to accommodate both groups. An alternate, off-site space was secured and renovated. Northern Star moved into its new home in December 2017.

The new kitchen has motivated more members to become involved in activities. It brings a feeling of being “home” and fosters collaboration and participation from members.

Northern Star is an important program to support individuals to learn the skills they need to live independent and fulfilling lives in our community. This program provides support to members, where they can share their stories, and life experience in a supportive environment.



## PEERZONE

PeerZone is a series of 20 peer-led workshops for people who experience mental distress and addiction. The workshops provide a fun, interactive and safe structure for participants to share their experiences, learn self-management and expand their horizons.

PeerZone invites participants to rebuild a more positive story of their lives, offers tools for whole life wellbeing and creates a community of mutual support.

PeerZone facilitators have found a way to engage more people to participate in the workshops. They have started offering these workshops on a weekly basis at Intrepid Place, the social recreation program in Timmins. This change in format has increased weekly participation from one or two participants to up to 15.

Besides working on the material, Peer Zone encourages the group to build a network that supports one another as they work towards their recovery goals.



## COMMENTS FROM PARTICIPANTS:

*PeerZone helped me keep my life together, it helps me understand what my mind is telling me and what my heart wants to know. It gives us tools to grow, to learn, to understand how we feel inside.*

.....

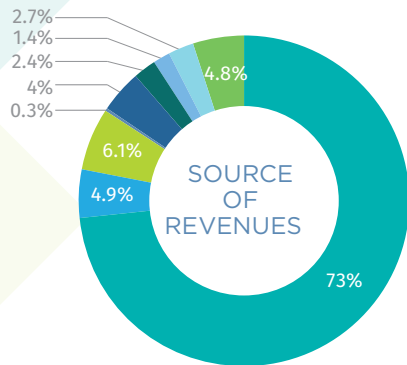
*PeerZone means support to me. A safe place to share how I feel. A good place to get ways to cope. Understanding our minds. A place to share our story.*

.....

*This is the first time I participated in PeerZone. It has helped me to better understand myself. It has also let me better understand others here. I am able to socialize and get picked up in my spirits. I am always elated to see everyone's smiling faces.*

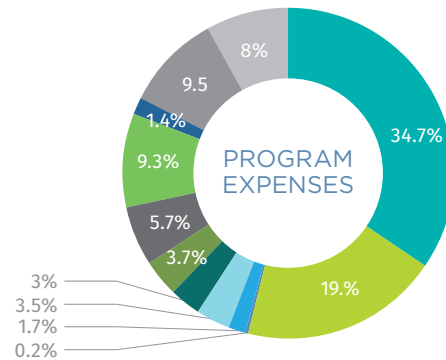
## FINANCIAL

The Independent Auditor's Report will be made available upon request.



|  |              |
|--|--------------|
| North East LHIN                                | \$10,118,877 |
| MOHLTC   | \$671,590    |
| Other Provincial Government                    | \$840,527    |
| Donations                                      | \$37,034     |
| Rental income                                  | \$552,540    |
| Amortization of deferred capital contributions | \$331,828    |
| Federal government                             | \$196,651    |
| District Social Service Administration Board   | \$364,993    |
| Interest and other income                      | \$657,477    |

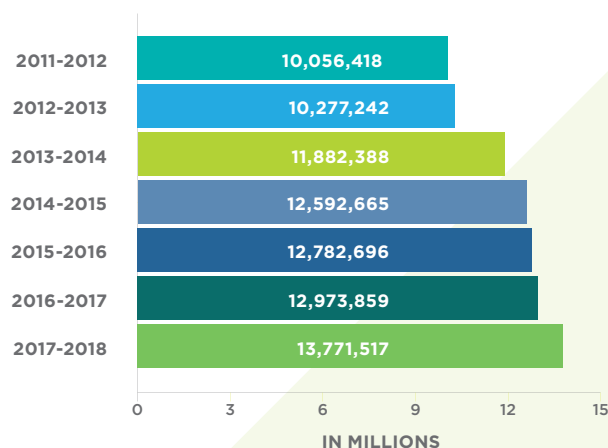
**Total \$13,771,517**



|   |             |
|---|-------------|
| Case Management, Mental Health Counselling & Treatment, Crisis Intervention | \$4,560,373 |
| Assertive Community Treatment Teams   | \$2,545,007 |
| Community Mental Health Clinic  | \$26,518    |
| Early Psychosis Intervention  | \$228,465   |
| Mental Health Court Support   | \$458,319   |
| Social/Recreational, Peer Support   | \$390,725   |
| Psycho-geriatric services   | \$483,992   |
| Addictions Treatment  | \$752,831   |
| Housing   | \$1,221,590 |
| Health Promotion and Education  | \$184,365   |
| Commercial rental   | \$1,243,379 |
| Violence Against Women  | \$1,058,768 |

**Total \$13,154,332**

### REVENUE TREND





Canadian Mental  
Health Association  
Cochrane-Timiskaming  
*Mental health for all*

Association canadienne  
pour la santé mentale  
Cochrane-Timiskaming  
*La santé mentale pour tous*



years of  
community  
ans dans la  
communauté

## Canadian Mental Health Association - Cochrane-Timiskaming

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**Ontario**

North East Local Health  
Integration Network