

# CANADIAN MENTAL HEALTH ASSOCIATION MUSKOKA - PARRY SOUND

## ANNUAL REPORT 2021-2022



Canadian Mental  
Health Association  
Muskoka - Parry Sound  
Addictions and Mental Health Services



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**127**   **36**  
Staff   New Hires



# PRESIDENT'S REPORT

The Canadian Mental Health Association, Muskoka-Parry Sound (CMHAMPS) Board and agency, continue to battle the challenges of COVID-19, while dealing with constantly shifting restrictions. On behalf of the board, I want to extend my heartfelt appreciation and thanks to Executive Director, Diane Brown-Demarco, her leadership team, staff and volunteers for their dedication and hard work!

The board held its AGM virtually on June 25th and, on the same day, held its first board meeting for 2021-2022 where I was voted in as board chair with Patricia MacPherson stepping down as chair and acclaimed as vice chair, along with Krista Holmes who was acclaimed as secretary-treasurer.

Over the past year we said goodbye to four dedicated board members – Marta Mirecki, Tish Bonney, Michael Walters and Patricia MacPherson. Upon Patricia's leave, board director, Janet Patterson was nominated and acclaimed as vice chair. The Nominating, Risk and By-Law Review Committee kept busy advertising, interviewing and recommending prospective board members. This work resulted in welcoming and acknowledging Andrea Lindsay, Ivan Kottner, Laura Laaksonen and Stanley Moulson as new board members.

Due to the pandemic, the agency engaged in limited in-person interaction choosing instead to host virtual community events, conferences, education sessions and board meetings.

With board and agency endorsement, the leadership team secured several education sessions this year including Indigenous delivered workshops on Healing and Trauma; Cultural Competency & Allyship; agency recognition honouring National Truth & Reconciliation Day; staff training sessions on Deep Democracy – Reigniting Resilience; and Board Governance Training with Reg Wilson (two sessions).

Other achievements included becoming a lead agency for the new Youth Wellness Hub in Parry Sound; engaging

in Capillary Consulting for the COI program review and reviewing and setting the new strategic plan. Additionally, RFPs went out in search of a new auditor and banking services; CMHAMPS engaged with CMHA Ontario on ways to strategize and advocate for community resources and in a pilot project, that engaged other CMHA branches, called Community Business Intelligence.

Finally, the agency participated in community events and fundraising initiatives including The McKellar Fundraiser, McKenzie Bauer Fall Classic, GAP Program and Spin the Lakes.

The AGM is planned for September 16th, 2022 in Parry Sound, with the assistance from the AGM Planning Committee. This year's theme is Land Base Healing and the committee is engaging with our Indigenous community to seek guidance on how to respectfully deliver this theme.

With the board's support and endorsement, our executive director attended a pre-budget consultation hosted by the Parliamentary Assistant to the Minister of Finance and was attended by Norm Miller and both hospital executives.

Ending on a wonderful note, the board and staff received news from Accreditation Canada, that CMHAMPS has been accredited with Exemplary Standing under the Qmentum Accreditation Program! On behalf of the board, I congratulate the entire team, staff and volunteers for their commitment to providing safe, high quality mental health and addiction services.

In closing, I am sure I speak for all when I say we are looking forward to better days ahead, so we can all meet again, as a board, in person.

Sincerely,  
Joan Edwards Karmazyn,  
Board Chair



# EXECUTIVE DIRECTOR'S REPORT

2021-2022 has most definitely been a challenging year for CMHAMPS.

As the COVID-19 pandemic raged around us, we've all felt the impact of this significant event in our lives. Despite the challenges of working through this incredible time in our history, CMHAMPS has continued to provide critical mental health and addiction supports in our community to the highest quality standards possible.

Our Emergency Preparedness plan continued through the entire year, and we learned to quickly adapt, adjust, and change in response to public health and provincial guidelines. Health and safety continued to be our utmost priority, ensuring everyone had knowledge, resources, and supports to protect themselves, families, clients, and communities. CMHAMPS continued to provide in-person, office based, and in-community care as required by our clients. We also became very comfortable with remote and virtual services where appropriate.

With the help of the COVID-19 vaccines to provide protection against illness, and rapid antigen tests to help reduce the spread, we began to contemplate our return to office-based and in-person services. We made sure that throughout the year, staff unable to work for reasons related to COVID-19, were appropriately supported so no staff would feel the need to work while ill or isolating.

One of our greatest challenges included retention and recruitment of qualified staff. Across Canada, Ontario, and within the health care system, we experienced staff leaving the work force. At one point we identified a significant risk to services with over 20 per cent of staff positions vacant. Other challenges faced include a lack of base funding from the province and the wage restraint imposed by the government. We also faced a critical housing

shortage in our communities affecting clients and staff while demand for our services more than doubled over the past two years. Meanwhile, the opioid crisis continues to grow in all our communities.

These issues, although beyond our control, have had significant impact on our ability to successfully recruit staff. The agency worked incredibly hard to fill those vacancies and by the end of the year, we have filled all the leadership team vacancies and reduced staff vacancies to under 10 per cent.

While the pandemic raged around us, CMHAMPS pulled off an amazing success by achieving accreditation with Exemplary Status from Accreditation Canada! This award assures the public, our staff, and board that our services meet or exceed all required quality standards set for agencies like ours across Canada. Greatest appreciation is extended to all staff, clients, families, and board members who participated and supported this work.

As we end this year, we look forward to resuming more and more in-person service and events including fundraising and celebrating our community.

In health and wellness,  
Diane Brown-Demarco, RN, MN  
Executive Director



# MISSION, VISION, VALUES



## MISSION

Canadian Mental Health Association, Muskoka-Parry Sound Branch is committed to hope and recovery through integrated mental health and addiction services. Using effective, innovative partnerships and practices, we provide the highest quality treatment, support, education and advocacy for the people of Muskoka-Parry Sound.



## VISION

Empowering individuals, families and communities to thrive through hope, recovery, wellness and healthy lifestyles.



## CORE VALUES

- Self-Determination and Empowerment
- Social Justice
- Collaboration
- Diversity and Inclusion
- Excellence, Quality, and Innovation
- Accountability

## TEAM VALUES

- Trust
- Respect
- Communication
- Teamwork

## OF SPECIAL NOTE

It is with great sadness that we recognize a much beloved member of the CMHAMPS team. Valerie Kitchen, former program coordinator /Council of the Consumer/Survivor and Family Initiatives passed away on May 30, 2021. As a valued member of our team Valerie will be deeply missed.



# CMHA-MPS BOARD, ADVISORY COMMITTEES AND COUNCILS

## CMHA-MPS BOARD OF DIRECTORS

Joan Edwards-Karmazyn

Krista Holmes

Andrea Lindsay

George Eldridge

Ivan Kottner

Stanley Moulson

Kyla Girard

Laura Laaksonen

Janet Patterson

## COUNCIL OF CONSUMER/SURVIVOR AND FAMILY INITIATIVES PROGRAM ADVISORY COMMITTEE

Joan Edwards-Karmazyn

Lou Liadis

Courtney Murrell

Andrew Fiori

Carol Marshall

Polly Plested

Ivan Kottner

Charles McKinnon

Neil Steenson

## INDIGENOUS PROGRAM ADVISORY COMMITTEE

B'Saanibamaadsiwin – Brad Bowland, Desarae Doolittle

Dokis First Nation – Gwen Dokis

Henvey Inlet First Nation—Louise Ashawasegai

Magnetawan First Nation – Colette Bearman, Teresa Hunt, Sheryl St.Pierre

Moose Deer Point First Nation – Myrna Burnside

Parry Sound Friendship Centre – Delores McKay, Karen Pegahmagabow

Shawanaga First Nation – Josh Pawis, Lisa Geroux

Wahta First Nation – Sherry Byrne, Kristan Sahanatien

Wasauksing First Nation – Deb Pegahmagabow, Kellie King

## VOLUNTEERS

Katy Anderson

Emily Dworak

Irma Hamill

Debbie Johnson

Linda Perreault

Jadah Arokium

George Eldridge

John Hayes

Floyd Ladd

Valerie Sheekey

Dan Daniels

Peter Grikes

Judy Hillis

Frank Lee

Pamela Tremblay

# 2022-2026 STRATEGIC PLAN

The 2022-2026 strategic plan reflects the journey CMHAMPS has traveled and how it will build the journey ahead, address the challenges and needs of the organization, and the ways it will best serve the Muskoka-Parry Sound community.

There are six key areas for focus when defining the future strategy:

- 1 The external environment, which drives the relationship to funding and how the outside world views the organization.**
- 2 The internal environment, that frames the organizational relationships it operates within.**
- 3 The community it serves across Muskoka-Parry Sound.**
- 4 The people who make up the organization and deliver its services.**
- 5 Services offered and delivered by the organization for the community of Muskoka-Parry Sound.**
- 6 Practices that shape the most effective and efficient way to deliver services.**

These six key areas are not mutually exclusive and have strong interdependencies and support each other's success.

With the strategy focusing on the journey between now and 2026, it will also be important to reflect that the journey ahead is one of growth and measured activity across that timeline. As we explore each of the above areas, we will be considering the needs and situations that challenge each area and identifying options to address these through questions posed and clear answers to these, with additional consideration to goals for short-term (2022-23), medium term (2023-2025) and longer term (2025-26 onwards) approaches.

For further information, please visit [mps.cmha.ca](https://mps.cmha.ca).



# 2022-2026 STRATEGIC PLAN



# WHAT CLIENTS ARE SAYING



*“ I was treated with respect, listened to when I had questions and was answered without feeling like I was being talked down to. I highly recommend your services. ”*

*“ The people in your program make all the difference. ”*

*“ Thank you for all of the help you have given me. ”*

*“ I want to thank your staff for all the professional help I've received. ”*

*“ The responsiveness, compassion and support is truly incredible and has helped me in very significant ways. ”*

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## SUPPORTING OUR COMMUNITY



**51,125**  
visits



**1,172**  
telemedicine  
appointments



**476**  
group  
sessions



**3,686**  
individuals  
served

# PROGRAMS AND SERVICES

## B'SAANIBAMAADSIWIN (ABORIGINAL MENTAL HEALTH PROGRAM)

B'saanibamaadsiwin translated means “living a good life “. The Aboriginal Program is committed to practicing First Nation, Inuit, and Metis mental wellness care that is culturally safe. We acknowledge that there is a difference in how you see creation and how others in society see the world. Our staff are committed to building skills, knowledge, and respectful attitudes that lead toward empathy and advocacy for you, your family, and your community. There will be no challenge or denial of your identity. Our services will work together with you in understanding your individual values, customs, and beliefs. We will be helpers on your healing path and will meet you where you are at in your healing without judgment. We will work with you in care planning to reach your goals towards mental wellness. Our program provides assessment, referral, crisis, and counselling services. Direction

for the design, development, and delivery of services is provided by the Aboriginal Program Advisory Committee which represents the First Nation and Aboriginal communities. **For more information call (705) 746-2512 or fax (705) 746-9590.**



## INTAKE SERVICE

Intake services provide a single point of entry for all services of the agency. Follow-up occurs within 24 hours of receiving the referral. Screening is provided in a timely manner with a weekly review of all referrals. If our services are not appropriate to meet the needs of the referral, we provide navigation and support to access the appropriate services with another agency.

## CRISIS INTERVENTION SERVICE

Crisis Intervention service provides a 24/7 telephone support service. Any person interested in receiving service may call. Consultations to hospitals, other emergency services and crisis support in the community is also available. Jointly with the OPP, mobile crisis response and outreach provides crisis intervention within the community setting to those at risk.

**24/7 Crisis Number:** 1-888-893-8333

## COUNSELLING SERVICES

**Counselling Services** provide assessment, individual counselling, treatment planning and group counselling for mental health and addictions. Services may also include psychiatric consultation. Community consultation/liaison can be made available to other organizations on issues related to addictions and mental illness. This service also provides community education to increase awareness of addictions and mental health issues.

**Concurrent Disorder Services** supports people experiencing both a mental illness with a co-occurring addiction-related issue. Counselling is primarily delivered within a group format including psychoeducation, treatment and facilitated self-help groups. Individual counselling including assessment, treatment planning and case management are delivered on a case-by-case basis.

**Gambling Services** support people who are concerned about their own or someone else's gambling. An assessment will be completed to ensure appropriate treatment interventions. Individual as well as group counselling is offered.

**Opioid Program** counselling and support is available to anyone who is concerned about their use of opioids. This includes individuals who are prescribed Methadone or Suboxone. Individual counselling, referrals to other services and harm reduction supplies are available. Counselling is also available for women who are pregnant and using substances or parents who are using substances and have children 6 years and under.

**Harm reduction:** Our offices offer harm reduction supplies to the community through a confidential and low barrier process. We also offer naloxone and naloxone training.



# ASSERTIVE COMMUNITY TREATMENT TEAM (ACTT)

ACTT is a multidisciplinary team that provides client-centred, recovery-focused mental health treatment and community-based rehabilitation. This is an intensive program for clients whose mental illness has seriously interfered with their lives and requires long-term treatment to support independent living

in the community. ACTT is available to individuals who are 18 years or older and experiencing complex mental illness challenges. Priority is given to people living with schizophrenia, schizoaffective disorder, and other psychosis-related disorders.

# CASE MANAGEMENT SERVICES

**Case Management Services** is available to people 16 years or older who are experiencing serious mental illness and/or addictions. Case management helps with:

- Daily living and meeting basic needs (housing, financial)
- Brief and longer-term support
- Life skills development
- Developing coping strategies
- Employment/vocational and social activities
- Navigating the mental health and addiction systems

- Referrals to other community resources and coordination of support
- Symptom and medication management
- Crisis prevention, intervention, and management
- Health promotion and teaching with a focus on recovery and wellness
- Family counselling can be provided for those who are supporting friends or family with mental health and/or addiction issues
- Dual Diagnosis (mental illness and developmental disability) specialized services are also available



## EARLY INTERVENTION PSYCHOSIS PROGRAM

Early Intervention Psychosis Program provides early identification, intervention and treatment for individuals experiencing their first episode of psychosis to establish a system of support that will allow them to proceed with their life goals and maximize opportunities for personal development. It also provides service through community outreach and assertive attempts to engage individuals and includes the provision of family support and education.

## YOUTH ADDICTION SERVICES

Youth Addiction Services provides counselling to youth who are misusing substances. Counselling is offered with a Harm Reduction approach, respecting the choices, and promoting safer use and options that help minimize the risk of substance use. Support is also offered to youth who are impacted by someone else's use. Common supports offered include moderation, abstinence, alternative coping, self-exploration, advocacy, and connection to community supports and resources. Service may include individual support, groups, outreach in schools and community. Case management support is also available for youth in Muskoka for anyone up to and including 25 years of age.

## SUPPORTIVE HOUSING

The Supportive Housing Programs provide financial rent supplements to people who live with an addiction and/or a serious mental illness that are involved with the criminal justice system, experience homelessness, are at risk of becoming homeless or are

marginally housed. Support from an addiction or mental health worker is provided for each person participating in the program. Clients must be willing to receive on agency support while receiving financial support.

## DIVERSION AND COURT SUPPORT SERVICES

Diversion and Court Support Services are available to adults with mental health needs and/or developmental disabilities who are in contact with the legal justice system. This program helps divert people who have a mental illness or developmental disabilities from entering the justice system, and/or provide mental health support within the legal

justice system. Services may include mental health assessment, court support and diversion plans when appropriate; psychiatric consultation and diagnosis, crisis response/emergency services, facilitating access to safe beds, referrals, and links to social, education and employment supports, and support for family members/support networks.

## WALK-IN COUNSELLING CLINICS

### NORTH SIMCOE MUSKOKA WALK-IN COUNSELLING CLINICS

Walk-in Counselling Clinics provide free single session counselling on a drop-in basis and offers quick access to support for individuals, couples, and families. No pre-registration is required. This service was suspended during 2021-22 due to COVID-19.



## RAPID ACCESS ADDICTION MEDICINE (RAAM)

A RAAM Clinic is a fast-access, low barrier clinic for people 16 years or older struggling with alcohol or opioid use. Services include anti-craving medication for alcohol use disorder, suboxone induction and stabilization for opioid use disorder, one-to-one counselling supports, harm reduction supplies and

support, trauma-informed care and transition back to primary care for ongoing support when stable.

Thanks to additional funding from Ontario Health, RAAM has increased its hours to five days a week to serve clients in the Almaguin region.

## WITHDRAWAL MANAGEMENT SERVICES DAY/EVENING TREATMENT PROGRAM

The Day/Evening Treatment program is a partnership between Mamaway Wiidokdaadwin Indigenous Interprofessional Primary Care Team, CMHA Simcoe County, and CMHA Muskoka Parry Sound. The 4-week virtual program supports people 18+ with

substance use goals. The program harmonizes Indigenous and non-Indigenous approaches to support growth and healing. **To register, contact 705-721-9554.**

## WITHDRAWAL MANAGEMENT PROGRAM

The Mobile Withdrawal Management Service balances Indigenous and western approaches to support growth and healing for those 16 years of age and older. This service helps individuals with mental, emotional, physical and spiritual health as they withdraw from substances. The program is for those

who have no anticipated complex withdrawal, have managed mental and physical wellness and have a support person who can be present for the first 5-7 days of the withdrawal. Self-referrals and referrals are welcome through the central referral line at: 705-721-9554.

## BACK ON TRACK (ONTARIO'S REMEDIAL MEASURES PROGRAM)

Back on Track provides individuals convicted of an impaired driving offence or people who have received administrative driver's license suspensions access to individual Assessment and Follow Up and group Education/Treatment services.

## SENIORS' MENTAL HEALTH PROGRAM

In partnership with North Bay Regional Health Centre, this program provides community-based mental health assessment, diagnosis, and treatment recommendations for people with age-related mental health issues in the District of Parry Sound. This program works in collaboration with clients, families/care givers, family doctors and community



partners. It also provides education and consultation to community partners and other professionals. This program is supported by an interdisciplinary team that includes members from psychiatry, nursing and social work based at the North Bay Regional Health Centre. **For more information or to make a referral call (705) 789-8891.**

## PARTNER ASSAULT RESPONSE (PAR) PROGRAM

**The PAR program** is a group education/counselling program for participants who have been mandated by the court to attend the program in response to a criminal charge involving domestic violence. The 12-session program is funded by the Ministry of the Attorney General – Victim and Vulnerable Persons Division. The program provides participants with an opportunity to examine their beliefs and attitudes towards domestic abuse, and to learn non-abusive ways of resolving conflict. PAR programs aim to enhance victim safety and hold participants accountable for their behaviour.

The program also provides victims/partners updates around participant's attendance in PAR, safety planning, support, and referrals to community resources.

### FOR MORE INFORMATION, PLEASE CALL:

#### **Muskoka:**

Tel: 705-645-2262 ext. 1291 // 1-800-245-5036

#### **Parry Sound:**

Tel: 705-746-9114 // 1-866-829-7049

# ADULT PROTECTIVE SERVICES

## PROVIDES:

- Services to individuals who live with a developmental disability, reside within the Muskoka-Parry Sound area and are 18 years of age or older
- Referrals to the service can be made by the individual or someone acting on their behalf by contacting Developmental Services Ontario at 1-855-376-6376
- Urgent referrals can be made in person, by service providers and/or community members by calling 1-800-563-1990
- Assistance to ensure clients receive the support services necessary to live as independently as possible in the community with all the rights and responsibilities as anyone else, to participate in community activities and community life; to have individual choices and to know their rights. This may include:
  - o Assisting clients in locating and retaining accommodation
  - o Providing support with life skills, financial management and emotional issues
  - o Assisting clients in coordinating medical, dental appointments, etc.
  - o Advocating to ensure rights of clients are not compromised
  - o Assisting clients with the judicial system

## FOR MORE INFORMATION, PLEASE CALL:

### Muskoka:

Tel: 705-645-6771 // 1-800-245-5036

Fax: 705-645-7473

### Parry Sound:

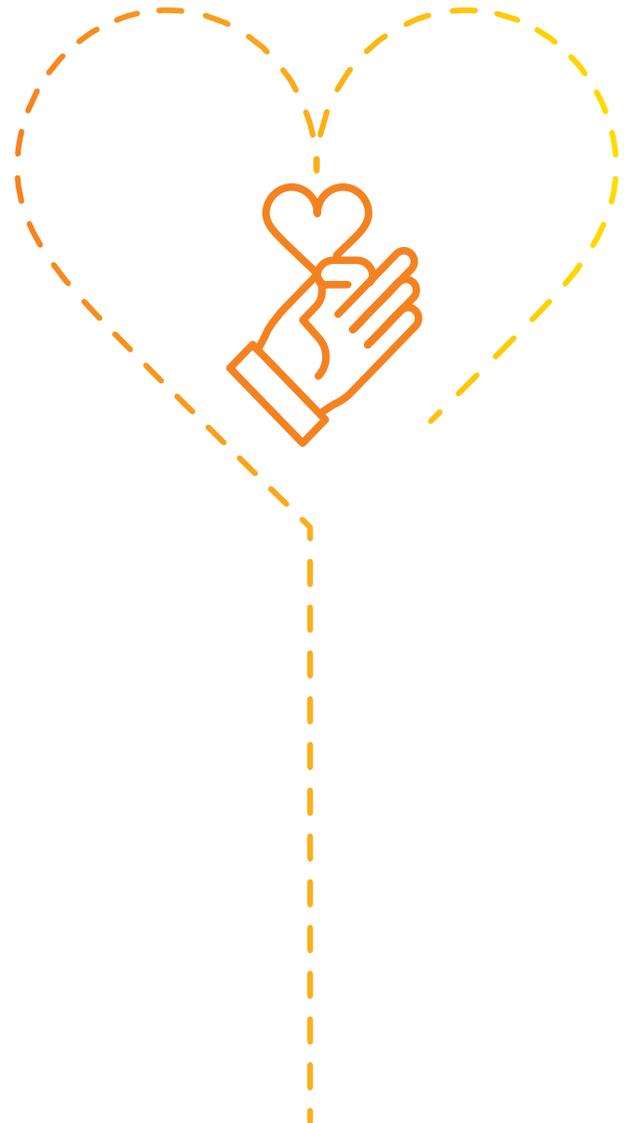
Tel: 705-774-9809 // 1-866-829-7049

Fax: 705-746-1537

### Sundridge:

Tel: 705-384-1424 // 1-866-829-7050

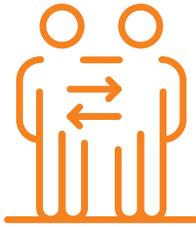
Fax: 705-384-5514



# COUNCIL OF CONSUMER/SURVIVOR AND FAMILY INITIATIVES (COI)

## PROVIDES:

- Peer knowledge and support to individuals living with mental health issues as clients/survivors and/or as family members
- Peer-driven and peer-guided consumer/survivor initiatives and family initiatives in Muskoka-Parry Sound area
- Community education and awareness on mental health issues



## INITIATIVE ACTIVITIES MAY INCLUDE:

- Peer support groups
- Recovery and wellness education (i.e., Wellness Recovery Action Plan)
- Skill development (i.e., social skills, communication skills)
- Resources and advocacy (i.e., information and support on navigating the mental health system)
- Social Recreation (i.e., bowling)

Peer and Family Initiatives are available in different locations across the Parry Sound and Muskoka Districts. **For more information call: 1-866-829-7050 ext. 4280 or (705) 384-5392 ext. 4280.**

# PEER SUPPORTED ROAD TO RECOVERY HOME

The R2R program assists individuals over the age of 18 with complex mental health issues and part of our long term program who are homeless or at risk of homelessness to reside in the community in a stable, affordable, and sustainable housing environment. Peer support staff, and ongoing clinical support staff encourage and support tenants in learning and applying the skills necessary to facilitate recovery and improve quality of life.



## PROVIDES:

- Peer support staff on site
- Skill development (i.e., social skills, communication skills, conflict resolution skills)
- Reintegration into the community/peer groups
- Resources and advocacy (i.e., information and support on navigating the mental health system)
- Social recreation (i.e., bowling)
- Recovery and wellness education (i.e., Wellness Recovery Action Plan)

# VOLUNTEER PROGRAM

Thank you for all the volunteers who have given their time and expertise to support CMHA MPS clients.

We filled 157 volunteer requests (drives only). These volunteers drove 128 kilometers and put in 759 hours of their valuable time. Not to mention, the volunteers that make up our Board of Directors, Aboriginal Program Advisory Committee and the Council of Consumer Survivors and Family Initiatives Program Advisory Committee contributed 1,155 hours of administration and committee time.

**759**  
hours of  
volunteer  
time



**157**  
Total  
number of  
volunteers



**1,155**  
admin  
hours /  
committee  
time



**28,128 kms**  
travelled

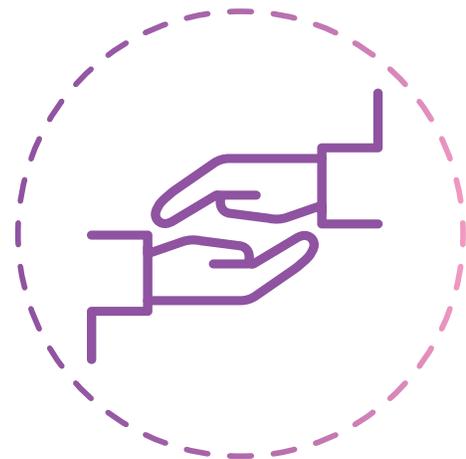


## BECOME A VOLUNTEER

Volunteers give generously of their time, talents, and energy to support the work of CMHAMPS, during the day, evenings and occasionally on weekends throughout the year. Volunteers' interests, availability and preferences are accommodated through a variety of opportunities with the agency.

The volunteer program provides opportunities to assist in the delivery of service and enhance the quality of life for people who live with an addiction, serious mental illness, or developmental disability. There are community or site-based volunteer assignments within Muskoka and Parry Sound Districts. A wide range of volunteer assignments include transportation, research, special events planning, reception, administrative support, and direct client support. The agency provides reimbursement for mileage, and there are ongoing volunteer training opportunities. This program provides support to both the volunteer and the staff for the duration of the volunteer assignment.

To learn more about the Volunteer Program call 705-384-5392 or 1-866-829-7050 and ask for the volunteer coordinator. An application form can also be found on our website: [www.cmhamps.ca](http://www.cmhamps.ca).



# OPERATIONAL PLAN 2021-22

STRATEGIC PRIORITY	4 YEAR STRATEGIC OBJECTIVE	2021-2022 OBJECTIVE	INDICATOR & MEASURE	OUTCOME
<b>Committed to Indigenous holistic practice including bridging western science in the provision of mental wellness</b>	Have cultural capacity to support indigenous holistic practices	Staff to receive Indigenous cultural training, introduce AllyShip training	80% of staff to complete ICS training  Leadership team to attend AllyShip training	Achieved!  Further cultural awareness training beyond basic knowledge continues
	Promote self determination of B'saanibamadswin	Engage community health system partners and Chiefs in planning	All communities participate	New director of Indigenous Services appointed
<b>Promote good mental health for clients, families and special populations across the lifespan</b>	Be adaptable and flexible to meet self-determined needs of our communities, clients, and families	Improve increased access to service as needed  Expand use of technology to offer groups through OTN across geography	1. Secure additional services for seniors in PS  2. Become a member of Transgender community committee  3. Survey community, clients, families re extended service hours  4. Introduce addictions/ concurrent disorders group across districts via OTN	1. Resources for seniors achieved with one additional RPN  2. Continue to engage in local transgender committee and support PRIDE initiatives  3. All offices expanded with flexible hours to meet needs  4. Successfully introduced OTN and MS Teams for groups
	Enable practices that involve families in client recovery.	Awareness building within COI and the agency of family groups	Advertising of COI family groups	During pandemic, shifted resources from group to individual peer support

# OPERATIONAL PLAN 2021-22

STRATEGIC PRIORITY	4 YEAR STRATEGIC OBJECTIVE	2021-2022 OBJECTIVE	INDICATOR & MEASURE	OUTCOME
	Build capacity to offer peer connections to clients/families	Implement peer support in ED	Complete proposal to LHIN and MAHC	On hold for implementation due to pandemic  Continued efforts to advocate for funding of peer support within clinical teams and in ED
<b>Continuous quality improvement and client safety</b>	Ensure workplace quality for staff and volunteers	Maintain a process to evaluate program, leadership and governance, identifying areas for improvement, risk and to implement change	Implement national standards for Psychologic Health and Safety including annual survey and QI plan	Achieved!
	Provide safe and effective client services	Maintain a process to evaluate program, leadership and governance, identifying areas for improvement, risk and to implement change	Decrease in adverse events  No lost time due to injury	Achieved!
<b>Increase resources to meet the needs of clients, families, and communities</b>	A dedicated 1.0 FTE with a self-sustaining budget	Successful fundraising efforts every year will secure funding for following year	Fundraising target \$150,000 annually	Achieved prior to pandemic but will need to be reimplemented due to lack of fundraising over pandemic
	Have consumer and staff participation and engagement across all resource development events	Each major fundraising event will have staff and community (consumer, family, public) participation	Staff and community members participation rates	Achieved prior to pandemic

# OPERATIONAL PLAN 2021-22

STRATEGIC PRIORITY	4 YEAR STRATEGIC OBJECTIVE	2021-2022 OBJECTIVE	INDICATOR & MEASURE	OUTCOME
	Efficient and responsive partnerships are developed to respond to acute crisis situations	Evaluate partnership with OPP and hospital	<p>Ongoing monitoring of PS Situation Table</p> <p>Engage community in Muskoka Situation Table</p> <p>Implement RAAM in Muskoka</p> <p>Increase resources in Police Ride Along</p>	<p>PS Situation Table continues to operate weekly</p> <p>Muskoka Situation Table fully implemented</p> <p>RAAM Muskoka fully implemented in partnership with NPLC and expanded to Almaquin</p> <p>Increased partnership with OPP across region including new service in PS</p>
<b>Strengthen our capacity to enhance the system through collaboration and partnerships</b>	Develop and implement a CMHAMPS-sponsored harm reduction/ wellness strategy	<p>1. Obtain management approval for policy and link to agency practice</p> <p>2. Provide community education re: harm reduction and community engagement</p> <p>RAAM clinic established in Parry Sound in May 2019, Bracebridge RAAM in development stages</p>	<p>Develop agency strategy and policy</p> <p>Launch RAAM in Muskoka</p>	<p>Completed Harm Reduction Strategy including policy</p> <p>February 2020: RAAM in Muskoka implemented and expanded into Almaquin 2022</p>
	Coordinated care plans for CMHAMPS clients across all services	TREAT will have capacity to efficiently support coordinated care plans	Staff Training Plan developed	Interprofessional Plan of Care implemented including staff training completed

# FINANCIAL REPORT

## Sources of Revenue

Ontario Health Global Base Allocation	\$9,979,941 [76%]
Ontario Health One-Time Funding	\$91,536 [1%]
Ministry of Health Base Allocation	\$405,798 [3%]
Recoveries from External/Internal Sources	\$786,695 [6%]
Rental Income	\$410,027 [3%]
Other Funding/Revenue	\$1,432,659 [11%]

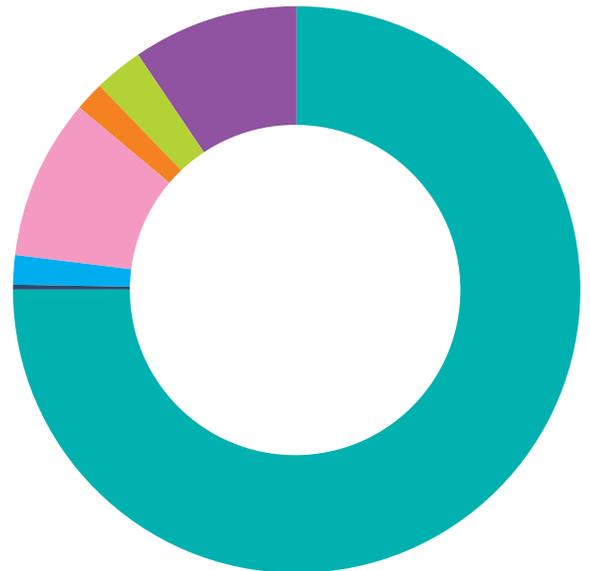
TOTAL \$13,106,656



## Sources of Expenses

Salaries and Benefits	\$9,729,231 [75%]
Physician Compensation	\$43,087 [1%]
Session fees	\$226,501 [2%]
Supplies and Sundry Expenses	\$1,164,267 [9%]
Equipment Expenses	\$234,379 [2%]
Contracted-out Expenses	\$341,838 [3%]
Building and Grounds Expenses	\$1,218,727 [9%]

TOTAL \$12,958,030



Excess of revenue over expenses	\$148,626
Net assets, beginning of year	\$903,689
Net assets, end of year	\$1,052,315

# CANADIAN MENTAL HEALTH ASSOCIATION MUSKOKA - PARRY SOUND

## Contact Us:

### Sundridge Office

87 Main Street, Box 40, Sundridge, ON P0A 1Z0  
(705) 384-5392 or 1-866-829-7050

### Parry Sound Office

60 James Street, Suite 2, Parry Sound, ON P2A 1T5  
(705) 746-4264 or 1-866-829-7049

### Bracebridge Office

173 Manitoba Street, Suite 202, Bracebridge, ON P1L 1S3  
(705) 645-2262 or 1-800-245-5036

### Huntsville Office

8 Crescent Road, Unit 3, Huntsville, ON P1H 0B3  
(705) 789-8891

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Muskoka - Parry Sound

*Addictions and Mental Health Services*