

ANNUAL REPORT

CMHA Muskoka-Parry Sound

2023/24

Recovering and Thriving



Canadian Mental
Health Association
Muskoka - Parry Sound

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“

*You have helped
me and others
significantly.*

”



Vision, Mission, Values



Our mission

CMHA 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.



Our vision

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



Our values

Core values

- Build therapeutic relationships that are based on respect, trust, and compassion
- Self-determination and empowerment
- Social justice
- Collaboration
- Diversity and inclusion
- Excellence, quality, and innovation
- Accountability

Team values

- Trust
- Respect
- Communication
- Teamwork

CMHA-MPS Board, Advisory Committees and Councils

Board of Directors

Joan Edwards-Karmazyn – Chairperson
Janet Patterson – Vice-chairperson
Sandra MacLennan – Secretary
Larry Brassard
Ivan Kottner
Max Ascenzi
Shaun Kruger
Emma Latka
Krista Holmes
Katherine Somerset
Randy Robb

Welcomed: Shaun Kruger, Emma Latka, Katherine Somerset, Randy Robb

Goodbye: John-Paul Graham, Krista Holmes, Katherine Somerset, Ivan Kottner

Council Of Consumer/Survivor and Family Initiatives Program Advisory Committee

Joan Edwards-Karmazyn
Carol Marshall
Charles McKinnon
Polly Plested
Ivan Kottner
Colette Stapleford

Indigenous Partners Advisory Circle

B'Saanibamaadsiwin

Brad Bowland, Desarae Doolittle

Dokis First Nation

Gwen Dokis

Henvey Inlet First Nation

Louise Ashawasegai

Magnetawan First Nation

Michelle Moses

Moose Deer Point First Nation

Melissa Williams, Rene Nyland

Parry Sound Friendship Centre

Delores McKay, Desire McQuabbie

Shawanaga First Nation

Ann Oombash, Lisa Geroux

Wahta First Nation

Sherry Byrne, Kristan Sahanatien, Christine Cox

Wasauksing First Nation

Shane Tabobondung, Kellie King,
Deb Pegahmagabow



A Message from the Board Chairperson

The board of directors of CMHA-MPS continued to remain steadfast in their governance role over 2023-24, serving to contribute to the deliverance of our mandate and goals of providing and improving access and operational excellence to our clients, families and communities of Muskoka and Parry Sound. I would like to extend on behalf of the board much appreciation and huge thanks to our executive director Diane Brown-Demarco, the leadership team, staff and volunteers for all of their dedication and hard work successfully delivered while facing many challenges daily over this past year.

The board engaged in several successful activities including our annual community education and ownership linkage sessions, including with the District Municipality of Muskoka Council; the District of Parry Sound Social Services Administration Board; and the West Parry Sound Health Centre Board. As well, we continue to have seats at two Ontario Health Teams with the goal of advocating on behalf of the agency on matters of concern effecting mental health and addiction services for our clients. The agency and the board were well represented at various educational sessions and conferences over this year, including the CMHA Ontario governance symposium.

The 2022-23 annual general meeting was held in June at the Active Living Centre in Huntsville. The theme was 'Let's Talk: Loneliness' and was a very successful and informative day of learning about loneliness and its impact across the lifespan. On behalf of the board, a huge thank you goes to the AGM planning committee volunteers, presenters and attendees. It was a great day of community and learning.

This past year, we have said goodbye and thank you to three dedicated directors – George Eldridge, John Paul Graham and Krista Holmes, and warmly welcomed Emma Latka, Katherine Somerset, and returnee, Shaun Kruger.

In closing, it has been a very productive year for the board.



Joan Edwards Karmazyn
Joan Edwards Karmazyn
Board Chairperson

A Message from the Executive Director

This has been a great year for CMHA-MPS. We're very fortunate to have an amazing group of volunteers serving on our board of directors and this provides solid direction and leadership for our organization. Despite continuing human resources challenges, we continue to meet and exceed most targets for service delivery across our programs.

We were grateful to receive a five per cent base funding increase across all Ministry of Health-funded programs, and this has all been directed to staff wages. With this investment, we were able to stabilize our workforce and increase staff retention.

In 2023-24, we were continued to work closely with our partners and have increased the amount of nurse practitioner services supporting two of our most highly-complex programs in Muskoka. This is an innovative way to bridge the gap created by lack of psychiatric resources in our community. We were also thrilled to partner with Ontario Provincial Police in all of our districts to provide Mobile Crisis Response Teams.

CMHA-MPS is looking forward to the grand opening of an office location in Gravenhurst in 2024 that will provide space for client services in the community where there's a demonstrated need.

We'll continue to advocate for new investments into our mental health and addictions services across Parry Sound and Muskoka.

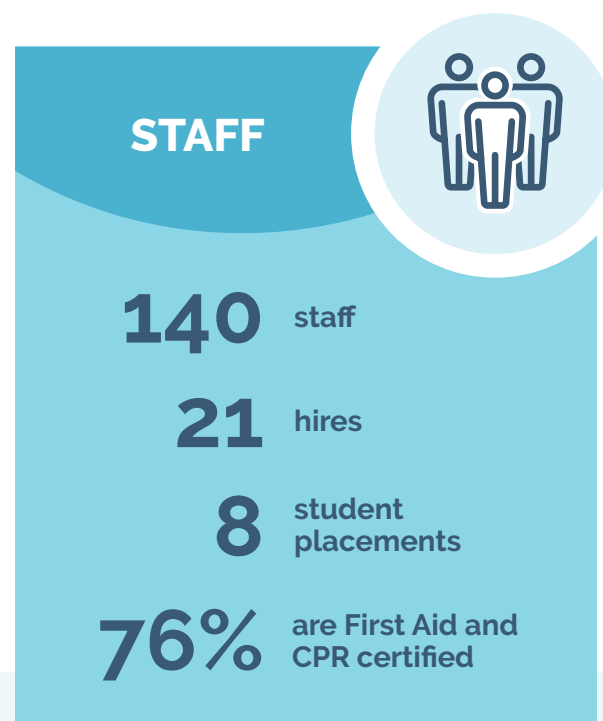
Thank you to our board, staff and volunteers for your unwavering support and dedication to serving our communities in Muskoka and Parry Sound. I'm honoured to work with a group of people with such passion for and commitment to our work. Here's to another inspiring year ahead.



A handwritten signature in black ink, appearing to read 'Diane Brown-Demarco'. The signature is fluid and cursive.

Diane Brown-Demarco, RN, MN
Executive Director

Serving our Community



What our Clients Say



*I always get
A+ service
and care.*

*10/10 – grateful
and appreciative
of the services.*

*I couldn't ask
for anything
more.*



B'saanibamaadsiwin Program Accomplishments

This year, the B'saanibamaadsiwin program has navigated challenges and achieved significant milestones in providing culturally-safe mental health and addiction services to the Indigenous communities.

- **Adaptability and resilience:** Despite the challenges posed by maternity leaves and role changes, our Indigenous mental health and addiction workers have demonstrated remarkable resilience. They've successfully managed to support the eight First Nations communities in our region, ensuring continuous service delivery.
- **Recruitment:** Recruitment has been a notable challenge. However, we're managing to maintain a dedicated team committed to our mission. We continue to explore innovative strategies to attract and retain qualified professionals.
- **Minookmii program success:** The Indigenous stream of the Ontario Structured Psychotherapy program, Minookmii, has excelled this year. Known for its innovations and adaptations, Minookmii has become a leading referral option for clients seeking counselling throughout Ontario. Its success is a testament to the program's relevance and effectiveness.
- **Mobile Crisis Response Team (MCRT) achievements:** Funded from November 2023 through March 2024, MCRT had an outstanding first few months in Parry Sound area. Our culturally-competent B'saani crisis worker has provided excellent support to both Indigenous and non-Indigenous clients, establishing the MCRT as a vital resource in the community.
- **Building valuable relationships:** MCRT in Parry Sound has been instrumental in building valuable relationships with local agencies, communities and community members. These connections have strengthened our collaborative efforts and enhanced service delivery.
- **Community engagement and events:** B'saanibamaadsiwin continues to actively participate in all First Nations community events we're invited to join. This year, we also hosted multiple wellness events, including a special gathering in May focused on feather teachings led by an Indigenous knowledge keeper and feather dressing. Our friends from Wye Marsh enriched the event by educating us about the birds of prey from which the feathers originate.

As we reflect on these accomplishments, we remain dedicated to our mission of providing holistic and culturally-safe mental health and addiction services. We're optimistic about the future and confident that our efforts will be rewarded with continued funding and support.



B'SAANIBAMAADSIWIN
INDIGENOUS MENTAL HEALTH

2022-2026 Strategic Plan

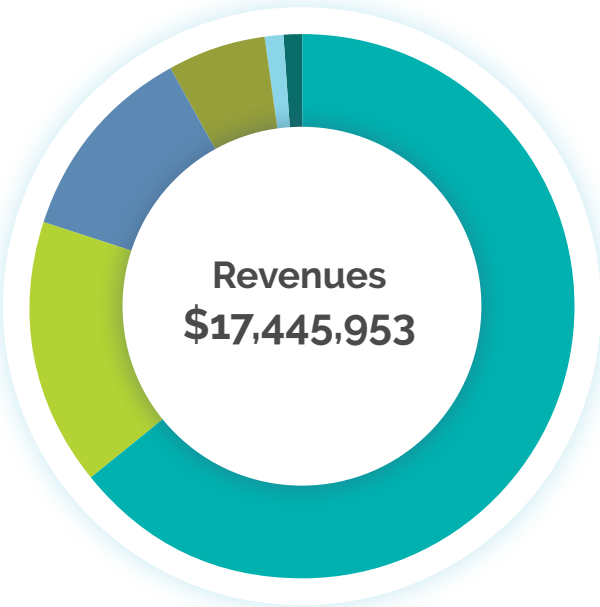


Operational Plan 2023-24

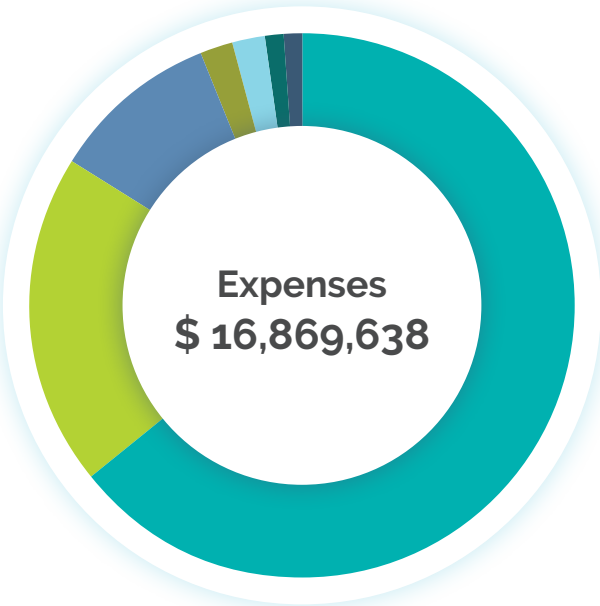
STRATEGIC PRIORITY	STRATEGIC GOAL	2023-2024 OUTCOMES
EXTERNAL ENVIRONMENT	Advocacy and reducing stigma	The agency has developed a public awareness plan and strategy, to increase awareness and decrease stigma within our communities and beyond
	Funding and government	The agency continues to meet with funders and other partners to advocate for increased funding for services in the Districts of Parry Sound and Muskoka
INTERNAL ENVIRONMENT	Demonstrating core and team values	Established regularly-scheduled meetings for leadership and staff to connect; annual retreat days for all teams
	Demonstrating core and team values	Brave Spaces Committee established to support inclusion for staff and clients
OUR COMMUNITY	Engagement - Indigenous	Ongoing partnerships with Indigenous partners
	Engagement - rural and small town	Ongoing community engagement through events and volunteer initiatives
	Engagement - client and families	Annual family retreat hosted by COI
OUR PEOPLE	Staff well-being	The agency's Wellness Committee has completed and implemented a work plan for enhanced staff wellness initiatives
	Staff well-being	Leadership has complete Your Health Space psychological health and safety training; all staff to complete in 2024-25
	Cultural competency/diversity, equity, inclusion	All staff are required to complete cultural awareness/allyship and inclusion training
	Talent development (training)	Key trainings for all staff are being identified to ensure staff receive training required and relevant to their roles/employment
	Talent development (recruitment)	A new HR system and process has been implemented to streamline and improve recruitment efforts of the agency
OUR SERVICES	Collaboration with stakeholders	Successful collaboration with OPP partners to continue Mobile Crisis Response Teams with our communities
	Collaboration with stakeholders	Continued work with community partners to address ongoing opioid epidemic in our communities
	Collaboration with stakeholders	Worked with hospital partners on development and go-live of Seamless app
	What we do - housing	Training on and implementation of SPDAT assessment tool within the agency's housing program
	What we do - EPI	Successful partnership with nurse practitioner clinic (Early Intervention Psychosis team)
	What we do - Indigenous services	Ongoing involvement with local, regional and provincial Indigenous initiatives and activities
OUR PRACTICES	In-person (adequate space)	Successful planning for new CMHA-MPS office in Gravenhurst (opening fall 2024)
	Virtual activities (technology)	Laptops and cell phones provided to clients in order to eliminate technological barriers related to accessing services

Financials

Statement of financial position
Year ended March 31, 2024



Ontario Health base funding	\$ 11,260,216
Ministry of Health base funding	\$ 2,809,370
Other funding/revenue	\$ 2,016,643
Rental income	\$ 1,000,351
Ontario Health one-time funding	\$ 248,346
Recoveries from external/internal sources	\$ 111,027



Salaries and benefits	\$ 11,015,447
Building and grounds expenses	\$ 3,289,901
Supplies and sundry expenses	\$ 1,677,762
Contracted-out expenses	\$ 368,202
Session fees	\$ 258,572
Equipment expenses	\$ 171,852
Physician compensation	\$ 91,902

ANNUAL REPORT

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2023/24



Canadian Mental
Health Association
Muskoka - Parry Sound

Contact us

SUNRIDGE OFFICE

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

BRACEBRIDGE OFFICE

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

As of Oct. 1

GRAVENHURST OFFICE

1100A Muskoka Road South, Unit 1
Gravenhurst, ON P1P 1K9

PARRY SOUND OFFICE

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

HUNTSVILLE OFFICE

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

Charitable #: 1408188899RR001



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cmhamps.ca



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@CMHA_MPS



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