



Canadian Mental
Health Association
Muskoka - Parry Sound

ANNUAL REPORT

2022
2023



CANADIAN MENTAL
HEALTH ASSOCIATION
MUSKOKA-PARRY SOUND

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Thank you, CMHA Muskoka-Parry Sound, for helping me realize my potential. You are angels among the community.



**Canadian Mental
Health Association**
Muskoka - Parry Sound

Board of Directors

Joan Edwards-Karmazyn – *Chairperson*
Janet Patterson – *Vice-Chairperson*
Krista Holmes – *Secretary*
Larry Brassard
John-Paul Graham
Kyla Holmes
Laura Laaksonen
Andrea Lindsay
Stanley Moulson
Sandra MacLennan



VISION, MISSION, 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.



VALUES

CORE VALUES

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

TEAM VALUES

- Trust
- Respect
- Communication
- Teamwork

ADVISORY COMMITTEES & COUNCILS

INDIGENOUS PROGRAM ADVISORY COMMITTEE

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, Lisa Ross

Shawanaga First Nation: Ann Oombash, Lisa Geroux

Wahta First Nation: Sherry Byrne, Kristan Sahanatien

Wasauksing First Nation: Shane Tabobondung, Kellie King, Deb Pegahmagabow

COUNCIL OF CONSUMER/SURVIVOR AND FAMILY INITIATIVES PROGRAM ADVISORY COMMITTEE

Joan Edwards-Karmazyn

Carol Marshall

Charles McKinnon

Polly Plested

Robin Steele

MESSAGE FROM BOARD CHAIR

The only constant in life is change and during the past three years, our board and agency has certainly risen to this challenge! As the planet continues to be impacted by COVID-19, we remain steadfast to our goals to improve access, operational excellence, and critical, thoughtful leadership. We've learned to pivot and adapt to client-centred models of service. We've built resilience while preparing and responding to the growing demands of our community. On behalf of the board, I extend my appreciation and huge thanks to Executive Director, Diane Brown Demarco, her leadership team, staff and volunteers for their dedication and hard work!

Last fiscal, we followed COVID-19 General Infection Control guidelines, permitting us to hold in-person meetings and gatherings again. These included board and staff meetings, 1-1 client and groups, and educational sessions and conferences. Board committee meetings continue to use a hybrid model (MS Teams or teleconference/ in-person) as they are more convenient and cost effective.

We've engaged in several successful activities including the board Ownership Linkage session held with HANDS – The Family Help Network; and, B'saanibamaadsiwin's 21st Wellness Gathering Day at Wasausking First Nation. Public awareness and fundraising events included Spin the Lakes in Muskoka, Ridge Classic Golf Tournament in Parry Sound and seats at two Muskoka and Area Ontario Health Team tables (Collaborative Steering Committee and Advisory Council).

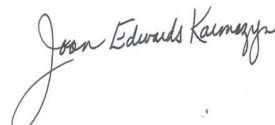
We've actively advocated on mental health and addictions services for clients where government decisions and mandates were tabled, and we'll be well represented at two upcoming conferences: the Indigenous Health Forum in Orillia, and Ontario Mental Health First Responders Conference in Mississauga.

Overall, the board continues to ensure up-to-date governance, by-laws and policies which reflect our priorities. This includes two new committees: the Finance Standing Committee and Ontario Not-for-Profit Corporations Act Ad Hoc Committee. We'll be conducting an ED annual performance review in May and the board's own Accreditation Canada Board Quality Improvement Survey.

The 2021-22 AGM was held in September 2022 with the theme Land Based Healing which introduced alternative and cultural healing towards mental health and addiction. Thanks to B'saanibamaadsiwin, for assisting as lead for the AGM Planning Committee. The upcoming 2022-23 AGM is on June 23rd in Huntsville. The theme is Loneliness to which we have lined up great speakers and workshops.

This past year we said goodbye and thank you to four dedicated board directors – Kyla Holmes, Andrea Lindsay, Laura Laaksonen and Stanley Moulson, and warmly welcomed Max Ascenzi, returnee's Larry Brassard and John Paul Graham, and former agency employee, Sandra MacLennan!

In closing, we look forward to better weather and better days ahead so we can meet again as a board, in-person.



**Joan Edwards
Karmazyn**
Board Chair



MESSAGE FROM CEO

2021-2022 has been a year of change for Canadian Mental Health Association, Muskoka-Parry Sound (CMHA MPS).

As the COVID-19 pandemic eased its grip on our lives, we began to experience increased contact and connections with the people in our lives. Staff and clients slowly began to adjust to in-person services and working in an office setting. We began to meet in small groups and enjoyed a few larger groups and events. Life seemed to resume some sense of normalcy in that respect, but we still felt the devastating impact of this event in our lives. Addiction and mental health challenges became more prevalent in our communities and the human resources impact on our staff certainly compromised our ability to respond as effectively as we would like. Despite these challenges, we continued to find ways to provide increasing services and exceed targets in many key programs.

One of our most significant milestones was the completion and approval of our new Strategic Plan which will guide the organization and its activities through the next four years. The strategic plan provides the foundation for setting operational goals to ensure we are providing the best possible and most effective services in our communities.

The challenge of recruitment and retention of staff across our agency continued to have a significant impact. We began the year with a vacancy rate of over 20 per cent and we managed to whittle that down and fill key leadership positions. Our efforts to support provincial advocacy for base funding has resulted in a 5 per cent increase in funding which will provide a much-needed salary adjustment for staff. This will in turn increase recruitment potential.

We have worked hard over this past year to improve and expand on partnerships in our communities to improve care. We have launched our Mobile Withdrawal Management Services in Muskoka and Mobile Crisis Response teams in both Parry Sound and Muskoka. We are looking forward to partnering to provide nurse practitioner supports for clients with severe mental illness and early psychosis as an innovative solution to gaps in psychiatrist capacity.

We also continue to celebrate the work of our Indigenous Mental Health and Addictions program; B'saanibamaadsiwin. We are grateful for this partnership with our First Nation communities in Muskoka and Parry Sound and look forward to our ongoing relationships. We continue to work towards truth and reconciliation goals and seek to be an effective ally in every possible way.

In health and wellness, Miigwetch,



**Diane Brown-
Demarco, RN, MN**
CEO



PROGRAM & SERVICES

CMHA MPS is committed to hope and recovery through integrated mental health and addiction services. We provide the highest quality treatment, support, education, and advocacy for the people of Muskoka-Parry Sound. The full range of programs and services are listed below. For further information, visit the CMHA MPS website.

- Intake Service
- Crisis Intervention Service
- Counselling services
- Concurrent Disorder Services
- Gambling Services
- Opioid Program
- Assertive Community Treatment Team (ACTT)
- Case Management Services
- Early Intervention Psychosis Program
- Mobile Crisis Response Team
- Withdrawal Management
- Youth Addiction Services
- Supportive Housing Programs
- Diversion and Court Support Services
- B'saanibamaadsiwin (Indigenous Mental Health Program)
- Seniors' Mental Health Program
- Adult Protective Services
- Partner Assault Response (PAR) Program
- Back on Track (Ontario's Remedial Measures Program)
- Council of Consumer/Survivor and Family Initiatives (COI)
- Road to Recovery Home
- Become a Volunteer



SERVING OUR COMMUNITY



54,932

visits



3,943

individuals served



796

group sessions

VOLUNTEER PROGRAM

This year, we had a tremendous group of volunteers providing their time and talents to CMHA MPS. Amazingly, volunteers drove 16,358 kilometers and devoted 347 hours of their valuable time to support CMHA MPS. Volunteers continued to play a vital role on our agency board, Aboriginal Program Advisory Committee and the Council of Consumer Survivors and Family Initiatives Program Advisory Committee contributing XX hours of administrative and committee time. Thank you for all the volunteers who have given their time and expertise to support CMHA MPS clients.



2022-2026 STRATEGIC PLAN



2022 - 2023 OPERATIONAL PLAN

STRATEGIC PRIORITY	4-YEAR STRATEGIC OBJECTIVE	2022-2023 OBJECTIVE	OUTCOME
Advocacy and Reducing Stigma	COI Program Development	Develop Program QIP	COMPLETED
	Peer Support Program Development	Develop Program QIP	IN-PROGRESS
	Public Awareness Plan	Develop RDC QIP for public awareness	ON-HOLD
	Advocacy for Indigenous Services	Promote with OH Central Indigenous services	PRESENTATION COMPLETED
	Continued Advocacy for Housing Solutions	Identify stakeholders; develop annual objectives	IN-PROGRESS
Funding and Government	Funding Advocacy	Meet quarterly with MPP; Ontario Health; CMHA Ontario; MHA Centre of Excellence; others	ONGOING
	Fundraising	Develop fundraising goals	ONGOING
Presence and Recognition	RDC	Develop awareness goals	ON-HOLD
	Website Upgrades	Update current information	NEW WEBSITE LAUNCHED; ONGOING UPDATES CONTINUE
Organizational Design	Ensure organization structure remains effective	Consultation and review with leadership team semi-annually	ONGOING
Demonstrating Core and Team Values	Reinforce agency core and team values	Guarding Minds Survey	COMPLETED ANNUALLY
Cultural Competence	Indigenous Cultural Safety Training	Achieve 80% attendance	COMPLETED
Indigenous Communities	Engaging with Indigenous Communities within Territorial Boundaries	Staff will participate in provincial Indigenous committee	IPAC EFFECTIVENESS
	Indigenous Program Advisory Committee	Ensure full community engagement	COMPLETED AND ONGOING
Rural and Small Town Culture	Ensure Transportation	Increase volunteer capacity	ONGOING
	Ensure Access	Mobile staff (including technology to support mobility); Partnerships; Shared Office Space with other services	ONGOING

2022 - 2023 OPERATIONAL PLAN

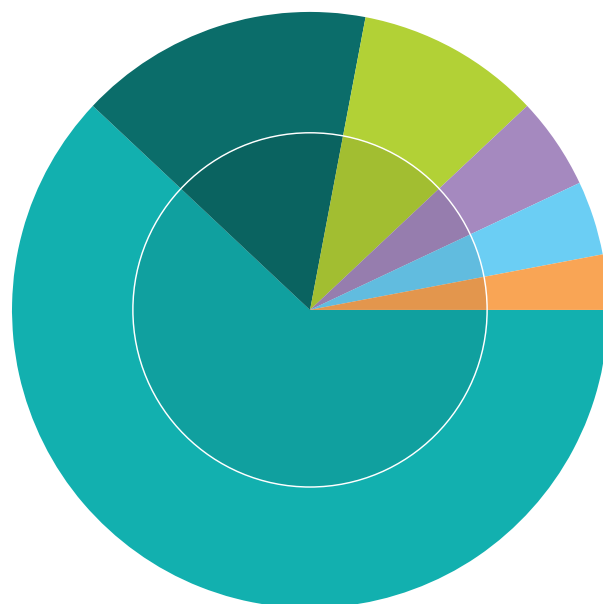
STRATEGIC PRIORITY	4-YEAR STRATEGIC OBJECTIVE	2022-2023 OBJECTIVE	OUTCOME
Advocating for Clients	Focus on Family Engagement	COI Family Survey	POSITIVE RESPONSE
Staff Well-being	Psychological Health and Safety	Establish Work Plan	COMPLETED
	Culture Committee	Establish Work Plan	COMPLETED
Talent Development	Mandatory Training	Identify Core Agency Competency	ONGOING
	Program Training	Identify Core Program Competency	ONGOING
	Recruitment	Development of a strategic recruitment plan	IN-PROGRESS
Cultural Competence Diversity, Equity, Inclusion	Cultural Competence Assessment	Develop strategy to assess agency status	PENDING
	Land Acknowledgement as a Core Value	Review Land Acknowledgement Statement that is meaningful and relevant to CMHA MPS	IN-PROGRESS
What We Do	Housing program review Peer Support Model development	Program QIP	IN-PROGRESS
	Crisis Services Program Development	Program QIP	IN-PROGRESS
	Increase Group/Virtual Activities	Develop a comprehensive Counselling and Treatment Strategy	IN-PROGRESS
Collaborate with Stakeholders	Mobile Crisis Response Team	Effectiveness of partnership	COMPLETED AND ONGOING
	Mobile Withdrawal Management	Effectiveness of partnership	COMPLETED AND ONGOING
	Board Partnership Linkages	2 events annually	COMPLETED
Indigenous Community Services	IPAC Self Determination	Develop program development priorities	IN-PROGRESS
In-Person Activities	Accessible, adequate space	Identify space needs and develop plans to address identified needs	ONGOING
Virtual Activities	Technology	Plan for Client Portal	IN-PROGRESS

FINANCIAL REPORT

Revenue

total: \$16,817,081

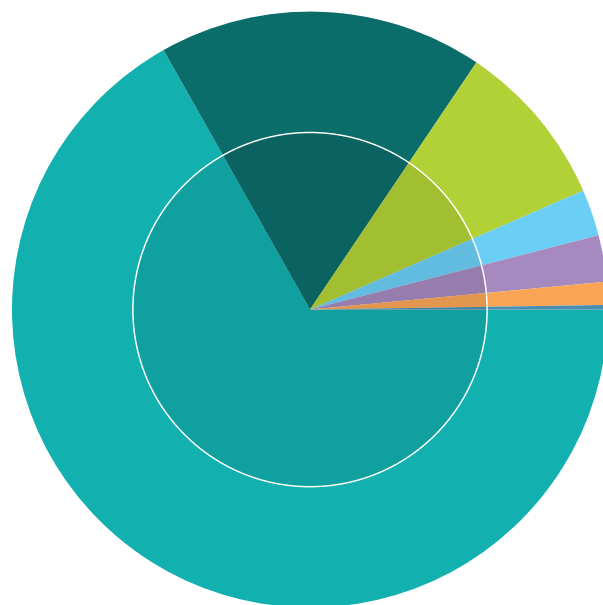
Ontario Health Global Base Allocation	\$10,387,388
Ministry of Health Base Allocation	\$2,649,634
Other Funding/Revenue	\$1,788,660
Rental Income	\$783,894
Ontario Health One-Time Funding	\$725,764
Recoveries from External/Internal Sources	\$482,341



Expenses

total: \$15,547,705

Salaries and Benefits	\$10,364,302
Building and Grounds Expenses	\$2,740,096
Supplies and Sundry Expenses	\$1,355,427
Contracted-out Expenses	\$397,887
Session Fees	\$385,736
Equipment Expenses	\$265,297
Physician Compensation	\$38,960



Year ended March 31, 2023

Staff Numbers



139 staff
49 hires
42 departures



86% of staff are First Aid and CPR certified



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CANADIAN MENTAL HEALTH ASSOCIATION MUSKOKA-PARRY SOUND

SUNDRIIDGE 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

FOR MORE INFORMATION:



 cmhamps.ca

 CMHA Muskoka-Parry Sound

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 @cmhamuskokaparrysound

Charitable Status Number: 1408188899RR001



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