



Canadian Mental
Health Association
Thames Valley
Addiction and Mental Health Services

ANNUAL REPORT
**2022
2023**



**CANADIAN MENTAL
HEALTH ASSOCIATION
THAMES VALLEY
ADDICTION AND MENTAL
HEALTH SERVICES**

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MESSAGE FROM BOARD CHAIR

As I write this message, the sun is shining, and it is a beautiful summer day. In the past weeks, I have been immersed in CMHA TVAMHS activities, including attending the Accreditation opening and closing presentations and working with a team to select our next CEO.

By the time you read this, I am hopeful that we will have announced our new CEO and our organization will be starting a new chapter in its evolution.

In June, as I sat and listened to the accreditors speak about CMHA TVAMHS and the many people they met and the programs they observed, I was so proud of the work leaders, staff, and volunteers do every day, and the many lives touched. The accreditors talked about the passion and dedication of staff, which I have also observed multiple times during my time on the board. Our board members share that passion and commitment, and I am proud to serve with each of them.

I am also grateful to our co-CEOs, Beth Mitchell and Linda Sibley, who have held the wheel throughout our amalgamation, kept the organization steady through the pandemic and will leave an incredible legacy in their wake. CMHA TVAMHS is an extraordinary place because of their leadership, compassion, and care.

Thank you, Beth and Linda, for your guidance, friendship, and above all, your sense of humour – it has been a pleasure working with and getting to know you both. You will be missed.

I'd also like to take this opportunity to acknowledge our senior leaders and extended leadership teams, who continue to find new and innovative ways to support people in our communities. And as always, I appreciate our direct service staff and everyone behind the scenes, including our many volunteers who work so hard to ensure individuals receive the care they need when they need it. My thanks, too, to our partners and allies in the community who support us and our clients daily.

I am so grateful to everyone at CMHA TVAMHS for your work this past year. Thank you for your innovation, enthusiasm, and commitment that makes our community a better and healthier place each and every day.

Heather Bishop
Board Chair

MESSAGE FROM THE CO-CEOs

Moving into our third year, CMHA Thames Valley Addiction and Mental Health Services (CMHA TVAMHS) is realizing our vision formed through the merger of four agencies in early 2021. Our foundation is strong, and we've found our rhythm, delivering exceptional service in partnership with Thames Valley communities.

Regarding integration, CMHA TVAMHS employed the Quadruple Aim evaluation framework to aid healthcare providers in assessing service delivery systems. This framework encompasses client, provider, system, and organizational experiences. We're delighted to share that in each domain, we've not only met but also surpassed our objectives.

We've improved services for those we serve, streamlining intake processes for user-friendliness and consistency throughout Thames Valley. This includes online, toll-free phone, and walk-in options. Crisis services have been revamped, enhancing coverage and immediate support alternatives. Our addiction medicine programs are expanding, offering more clinic times in London and introducing new Withdrawal Management beds in St. Thomas.

We've provided extensive education and development programs for our employees and volunteers. "Your Health Space," a CMHA Ontario initiative, offers stress training and facilitated discussions for chronic workplace stress. Our staff are discovering various internal job opportunities; in the past year, 156 individuals transitioned to new roles, including leadership and other programs. We welcomed OPSEU in October 2022 and anticipate a positive partnership through our first collective agreement by late 2023.

We're committed to collaborating with system and community partners to offer comprehensive services and support. In 2022-2023, we actively engaged in the City of London's Health and Homelessness strategy and participated in various Thames Valley municipality initiatives. Our valued partnerships extend to hospitals, law enforcement, post-secondary institutions, and community-based services, enhancing existing programs and creating new ones.

Following integration, our infrastructure is strong. We've unveiled a new website and intranet, enhancing communication with staff and volunteers. We're planning substantial recruitment changes to foster equity, inclusion, and justice, aiming for a diverse team that mirrors our community's diversity. Our commitment is to an organization that reflects and services our community's needs.

In 2021, we embraced Co-CEO roles to stabilize post-integration. Upon reflection, we're proud of our achievements and excited for future successes. While board, leadership, and partners provide support, it's our dedicated staff that drives us. Our work echoes the saying, "Lose yourself in the service of others." We've affirmed our purpose, forged lasting relationships, and joined a like-minded community sharing our vision: "Resilience for all through positive mental health and freedom from addiction." Thanks for making this journey possible!



Beth Mitchell
Co-CEO

Linda Sibley
Co-CEO

BOARD OF DIRECTORS

CMHA TVAMHS is fortunate to be governed by a volunteer board of directors whose passion, skills and commitment for addiction and mental health contribute significantly to the organization's success.



VISION

Resilience for all through positive mental health and freedom from addiction.



MISSION

Igniting hope and fostering change by providing a continuum of mental health and addiction education, supports, and services.



VALUES

Inclusion | Compassion | Respect | Choice | Collaboration | Accountability

CHAIR

Heather Bishop

VICE CHAIR

Sherry Smith

SECRETARY/TREASURER

Dennis Lunau

DIRECTORS

Nicole Adkin

Amy Cook

Rita Giroux-Patience

Stephanie Johnston

Terri McCartney

Eric Riley

Hardeep Sadra

Tom Warner

HIGHLIGHTS

“The leaps and bounds CMHA TVAMHS has made to offer services in French have been amazing. Recent numbers have shown that we have seen an increase in French-speaking clients receiving support this past year.”

– Rita Giroux-Patience

“My highlight for the year was the many successes achieved with respect to amalgamation and the legacy organizations coming together with a very strategic focus on people and integrating and enhancing our services.”

– Tom Warner

“A highlight for me this year were the presentations from staff members at our board meetings. Learning more about the many programs we offer including Addiction Medicine and Crisis Services reminded me of the many ways that CMHA TVAMHS connects with people in our community. I am so grateful to be part of this organization and proud of the countless ways we ensure individuals have access to care when they need it.”

– Heather Bishop

“I am so proud to be part of an organization with amazing staff in our communities. Now navigating a post-pandemic climate while continuing to meet the dynamic needs of clients in addition to caring for themselves and their families can only be described as incredible.”

– Amy Cook

RECOGNIZING OUR EMPLOYEES

The CMHA TVAMHS Awards program is an initiative designed to highlight and celebrate staff for the outstanding work they do for our organization and in the community.

The CMHA TVAMHS Heart Award

The CMHA TVAMHS Heart Award is presented to an employee who demonstrates the values of compassion and integrity. This individual goes above and beyond in serving clients, their families, and the community, and serves as a champion of respect, empathy and mental health for all.

This year two individuals were awarded the CMHA TVAMHS Heart Award. The recipients are **Karly McGhie of Crisis Response Team, and Massah Tarawalley from the Crisis Centre and Crisis Stabilization Space.**

Karly exemplifies what it means to be an empathetic and compassionate worker in the mental health and addiction field. Her peers described her as someone who always puts clients and colleagues first, whether it's taking extra time to talk with someone in crisis, ensuring a client has all the information they need, or supporting a colleague after a tough situation without hesitation or frustration. Her nominator admires her and has learned countless skills from her, valuing her unwavering support through the ups and downs of this challenging field.

Massah is highly skilled in counselling and is praised by her clients for being an exceptional listener. Her superb active listening skills and ability to understand unspoken emotions have had a significant and positive impact on her clients. Despite facing challenges with agitated or distressed clients, Massah remains patient and steadfast in her support.



Karly McGhie, Crisis Response Team



Massah Tarawalley, Crisis Centre and Crisis Stabilization Space

The CMHA TVAMHS Innovation Award

The CMHA TVAMHS Innovation Award recognizes a group of CMHA TVAMHS employees who introduce new ideas, services or practices to improve the quality of service, advocacy, administration (including Human Resources, Information and Technology, and Finance), or overall functioning of the organization.

This year's recipient of the award is the **Addiction Medicine Team** (*below*). This team includes the Rapid Access Addiction Medicine Clinic, the Community Opioid Addiction Program, and the Community Withdrawal Support Program.

The team was recognized for their unwavering dedication and incredible ability to turn challenges into opportunities. They expanded relationships with agency programs and community partners, prioritizing client support and engagement. New partnerships include peer support, the Outreach Injection Team, and the Inn in St. Thomas. Their efforts have a positive impact on mental health services in the region.

This team trains and educates community partners about their work and services. They conducted 13 presentations from September 2022 to March 2023, reaching both internal and external groups. Comprised of registered nurses, addiction counsellors, nurse practitioners, and 31 different residents (psychiatry and medical), this highly skilled team exemplifies the agency's core values and commitment to mental health and addiction services.



L-R BACK: Barry Wong, Daniel Zea, Ahmed Mostafazayoud, Rob Gombas, Allison Mackinley, Heather Clark, Steve Jones, Phil Longum
FRONT: Julia Garcia-Weiss, Jarel Calumpang, Holly Mountain, Vicky Talbot, Elizabeth Stacey, Sarah Wolff, Torrie Henderson, Lindsay Wilmot

The CMHA TVAMHS Open Arms Award

The CMHA TVAMHS Open Arms Award recognizes an employee who embodies the values of being welcoming and inclusive through positive actions every day. This individual embraces respects and celebrates the diversity within the CMHA TVAMHS team and communities they serve.

This year, two individuals received this award. The recipients are **Laura Veens, Strathroy Shared Living and Independent Apartments** and **Patti Budden, Community Wellness**.

Laura is described by her peers as someone who embraces and encompasses inclusiveness and welcoming behaviours in her daily interactions. She has worked in many programs at the agency and now uses her experience to help mentor new staff or students by involving them in client meetings and site tours. Laura actively participates in multiple committees and is a fierce advocate for her clients. Additionally, Laura is always there when her colleagues need a listening ear or advice.

Patti is an incredible asset to the team, known for her tireless support, motivation, and reliability. Her willingness to offer help in any situation keeps the team organized and focused. She has been instrumental in the launch of Thrive Institute, our Recovery College, as she wholeheartedly embraced its development and provided ongoing support for volunteers. Her enthusiasm and support have been key factors in its rapid success. Patti's presence makes everyone around her feel supported and welcomed, and her peers feel very fortunate to work alongside her.



Laura Veens, Strathroy Shared Living and Independent Apartments



Patti Budden, Community Wellness

The CMHA TVAMHS Beth Patterson Leadership Award

The CMHA TVAMHS Beth Patterson Leadership Award honours a leader who exemplifies exceptional dedication, advocacy and compassion for CMHA TVAMHS participants. The recipient embodies inclusiveness, collaboration and teamwork. They serve as a voice of calm and reason in difficult situations while passionately advocating for those who cannot speak up for themselves. This leader ensures accountability from staff, while commanding respect through their steadfast, humorous, and kind leadership approach, welcoming all without judgement.

This year two individuals received the leadership award. The recipients for this year's award are **Christine Sansom, Director of Medical Services** and **Shawna Bergsma, Manager of Crisis Stabilization**.

Christine is a leader who prioritizes the well-being of clients, always asking “how can we help the client today.” In the past year, she has led significant expansions and created new programs in her portfolio. Her teams admire her advocacy, mentoring, and excellent communication with staff. They feel empowered by her trust and understanding of their work and appreciate the strong relationships she has built with community partners, including LHSC. Christine loyalty, compassion, and grace make her a leader who genuinely cares for both her staff and clients.

Shawna is recognized as a dedicated and compassionate leader. She is highly skilled, leads by example, and often solves problem with her incredible ingenuity. Under her guidance, the Crisis Centre’s program has flourished, fostering inclusivity and providing shelter and connection for many individuals in need. Shawna’s team feels supported, heard, and inspired by her leadership style, which motivates them to excel in their work.



Christine Sansom, Director of Medical Services



Shawna Bergsma, Manager of Crisis Stabilization

The CMHA TVAMHS I-CARE Award

The CMHA TVAMHS I-CARE Award celebrates a relief employee who demonstrates the values of compassion and accountability. The CARE acronym stands for Compassion, Accountability, Relief, and Excellence.

This year’s recipient is **Donna Barton, Relief Cleaner, Strathroy.**

Donna is a valued colleague known for her diligence, self-awareness, and unwavering dedication to her responsibilities. Her peers feel lucky to have her as a part of their team and she contributes to a warm and welcoming atmosphere at the site. Donna’s positive attitude shines through as she greets clients and staff alike. Her colleagues deeply appreciate her presence and the significant contributions she brings to the site.



Donna Barton, Relief Cleaner, Strathroy

SERVICE RECOGNITION 2022 – 2023



5 Years

Jodie Boyd
Kathryn Callahan
Heather Clark
Kate Clarysse
Toni Doody-Syrett
Elizabeth Dundas
Lorraine Fay
Tony Friesen
Antonella Giancola-Thompson
Trish Glenn
John Hardy
Lisa Jarvis
Rechelle Jesso
Jaimi Jimmy
Steve Jones
Kelsey Maseo
Beth Mitchell
Miranda Mitchell
Meghan Moore
Diane Morrow
Camille Nelson
Helena Nimick
John Prtenjaca
Joanna Rodger
Victoria Shanks
Christine Smith
Vicky Talbot
Mark Thibodeau
Christina Vannelli
Laura Wenhardt
Toni Zapata



10 Years

Melanie Archer
Kristy Bell
Denise Bradford
Peter Bramer
Shannel Butt
Jessica Carswell-John
Ed Cook
Heather Dawe
Bob Dhillon
Nathan Fluit
John Hay
Heather Hounsell
Alexandra Inguanse
Roxanne Libbey
Lisa MacPherson
Karolina Michalak
Paul Miszczyk
Mike Simmons
Ashley Taylor



15 Years

Sabrina Andrews
John Debruyn
Susan Forbes
Daniel King
Nikki Lavoie
Kim Poole
Amparo Ribero
Caroline Schneider
Rose Timmins
Moirra Vince
Rhona Walsh



20 Years

Afsaneh Azari
Carrie Ferris
Pam Hill
Kathy Vansickle



25 Years

Chris Babcock
Lisa Cousins
Kelly Crescuolo
Dean McLeod



30 Years

Tracy McGinnis

The Seamless Intake Process

In June of 2022, the Innovation team was established to lead the creation of our First Contact process within the newly integrated CMHA TVAMHS.

The Innovation team at CMHA TVAMHS is comprised of representatives from various program areas and regions. Their primary purpose is to collaborate and use their expertise to develop and implement new pathways for the First Contact form. This team serves as champions of the implementation process in their respective program areas and regions, being the go-to individuals for questions, feedback, and information regarding the new pathways.

The Innovation team established new definitions for First Contact and Intake. First contact is the term used to describe what happens when an individual connects with the agency for the first time. This could be through a phone call, website, walk-in, or referral, allowing the individual to be connected to the program level where intake can happen.

The Innovation team led the creation of the First Contact form on our website (cmhatv.ca/start), which launched in September of 2022. Each team member represented their program area to define the necessary information and criteria for referral to their programs. This client-directed approach minimizes the need for clients to repeat their story, fostering rapport building at the program level. The First Contact form ensures a standardized access and screening point for all individuals looking to connect with CMHA TVAMHS. When this form is submitted, the program area will follow up with next steps, which often include intake.

The next step for the Innovation team is to work with our Information and Technology team to create an internal version of this First Contact form, which includes using Artificial Intelligence to get people to the right program more efficiently.

Innovation Team Members

Sarah Aalbers: Manager, Access and Crisis Intervention Programs

Afsaneh Azari: Community Wellness

Jody Boyd: Peer Support

Jordan Cline: Brief Support - Strathroy

Jeremy Curtis-Wells: Access Team Lead

Bob Dhillon: Housing - Elgin

Nathan Fluit: Crisis Services - Elgin

Aneta Galczynski: Transitional Case Management

Lori Griffith: Director, Crisis and Access

Heather Hounsell: Manager, Mental Health Medicine and Consultations

Josh Klaver: Manager, Withdrawal Management

Joey McClatchey: Manager, Specialized Case Management

Jacqui Mitchell: Transitional Case Management - Exeter

Larissa Oke: Crisis and Outreach - Oxford

Katelyn Pilon: Information & Brief Support

Sarah Rickwood: Supportive Housing

Barry Wong: Manager, Addiction Medicine

A YEAR OF RENOVATIONS BRINGS RENEWAL

After a year of renovations, in June 2022, we were excited and honoured to reopen the doors of our 648 Huron Street location, now equipped with 10 Crisis Stabilization Space beds. This facility is designed to support individuals experiencing mental health or addiction concerns. With a maximum stay of up to 72 hours, the 10-bed facility offers individuals with their own bedroom, a communal kitchen and lounge area, and access to mental health and addiction workers onsite 24/7.

The Crisis Centre retains its warm, welcoming, and accessible space with a new waiting room complete with colourful artwork developed by youth from the Black, Indigenous, and People of Colour community. Since its inception in 2015, the strength of the Crisis Centre's work is in our partnerships, where we work collaboratively and creatively to address gaps and ensure continuity of care for all individuals. The team has strong partnerships with the police and paramedics in London and the post-secondary schools through our Campus Crisis Support satellites.

In June 2022, an intimate open house and ribbon cutting ceremony celebrated the completion of renovations. Leadership, community partners, and dignitaries attended, viewing the newly renovated space and additions. We heard messages from Co-CEOs Beth Mitchell and Linda Sibley as well as our Board Chair Heather Bishop. LeeAnne Plain, a housing stability worker, delivered a land acknowledgment, and impact statements were shared by Jodie Boyd and Finn Black. Notable attendees included Camille Quenneville and Joe Kim from CMHA Ontario; Lee-Ann and David Berlet; Pablo Tovar of Stereo Caliente Entertainment; architect Tim Castle; MPP Peggy Sattler; Doug Albion from LHSC; Bill Chantler; and Chief of Police Steve Williams.



MINISTER OF HEALTH VISITS CRISIS CENTRE

In September 2022, the Minister of Health Sylvia Jones visited and toured the Crisis Centre in London, Ontario. The visit followed a conversation between her office and CMHA Ontario about our facility. Lori Hassall, VP of Services and Supports, and Lori Griffith, Director of Crisis and Access, gave an insightful presentation on services provided at the Crisis Centre. They highlighted collaborations with community partners and the impact it has on the healthcare system. With a focus on emergency department diversion, partners from LHSC, St. Joseph's, London Police, Middlesex London Paramedics, and the City of London joined leaders from CMHA TVAMHS in a meaningful discussion on how we work together to break down barriers to support individuals in need.



NEW VIRTUAL ADDICTION SUPPORT FOR YOUTH

One of our newest programs launched, Crossing Bridges is a confidential, virtual, safe space for young people aged 12-24. The program launched publicly in March 2023 and was developed in partnership with CMHA Huron-Perth Addiction and Mental Health Services and CMHA TVAMHS. Its development was augmented with direct feedback from and engagement with young people.

Its mission is to break down barriers for young people seeking support and services to address substance use and behavioural addiction. Services and counselling aim to create a safe space for all youth, where they can reflect on and process their thoughts and feelings without judgment. Our approach to counselling is strengths-based, trauma-informed, and person-centred.



Care is offered virtually through the Crossing Bridges website, which helps reduce certain barriers to service. Clients engaged with the program are connected virtually with an addiction counsellor. After conducting a comprehensive assessment and collecting information on substance use and/or behavioural addiction/s, counsellors work closely with each client to create a personalized plan. This plan incorporates services provided by partner agencies alongside one-to-one counselling. We recognize the value of harm reduction and fostering safety while supporting young people to have choice on their path to recovery – whatever that looks like to them.

All services offered through Crossing Bridges, including addictions counselling, are free. This program was made possible by the financial support from the Ontario Ministry of Health.

To learn more, please visit crossingbridges.ca.

EXPANSION OF FRIENDLY CALLERS PROGRAM

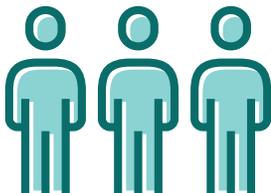
Launched in spring 2023, the Friendly Callers 2SLGBTQ+ Senior Support Program is an exciting expansion of the existing Friendly Callers Senior Support program. This initiative offers virtual support to adults 55+ living in Elgin, Middlesex, and Oxford counties through weekly check-ins over the phone with trained volunteers.

These check-ins provide emotional support and companionship and connect individuals to community services. The expansion will provide support to older adults in the Thames Valley region who identify as 2SLGBTQIA+. Funded by the United Way Elgin Middlesex and in part by the Government of Canada's New Horizon for Seniors Program, this program will help connect individuals in need to essential care.

Since its inception in 2020, Friendly Callers has support 140 participants with the help of 107 trained volunteers.



140
participants
supported



107
trained
volunteers

“*Getting the calls every week has reduced my sense of loneliness and depression. Before getting the calls, I felt isolated. Most of my siblings have passed away, and I only see my son and daughter now, and they do their best, but it's nice to have someone else who takes an interest. I really look forward to the calls. Knowing my volunteer will call each week makes me feel important and special enough to be remembered. My volunteer is great, we can talk about anything, be honest about life, and we can disagree without feeling hurt!*”

- Friendly Callers Program participant

The team of volunteers trained and supported by mental health and addiction workers are vital to Friendly Callers and help make a significant difference in the lives of our clients. Through this program, volunteers are able to give back to their community, gain new skills, and help improve someone's health and wellbeing.

Thank you to the Advisory Committee for their support and guidance in implementing this program. And, a big thank you to the CMHA TVAMHS team, Jeremy Curtis-Wells, Lila Desjardine, David Da Silva, Lori Griffith, and Frances Hickmott, for their dedication and hard work in launching this program.

Learn more at cmhatv.ca/friendly-callers/.

Funded in part by the
Government of Canada's
New Horizons for Seniors Program

Canada



United Way
Elgin Middlesex

WITHDRAWAL MANAGEMENT PROGRAM OPENS IN ST. THOMAS

On February 21, 2023, CMHA TVAMHS launched a new program with three beds for withdrawal management at 110 Centre St in St. Thomas. Designed to be barrier free and offer a safe space for individuals to withdrawal from substances, the new centre is conveniently co-located with walk-in crisis services and street outreach teams.

During the short-term program, which lasts up to five days, individuals are monitored for withdrawal symptoms and connected to addiction medicine supports. The team helps individuals develop a treatment plan along with community resources information prior to discharge.

During their stay, clients' basic needs are fully met. They are provided with meals that can be warmed up in an air fryer or microwave. The lounge has a TV, board games, basic exercise equipment, a computer for accessing appropriate resources, and a telephone for making necessary calls. Clothing donations are available as needed to ensure clients have essential items. A registered practical nurse and an addiction and mental health worker are available on-site 24/7.

Clients who have participated in the program have given positive feedback, expressing appreciation for its "home-like feel" in contrast to more institutional approaches. Upon completing the program, clients will be given options regarding their next steps. They may transition into residential treatment or receive continued outpatient support through counseling and community-based groups.

As with many programs within CMHA TVAMHS, we actively engage and collaborate with community partners to offer individuals comprehensive wrap-around supports. The Withdrawal Management team continues to develop excellent working relationships with their local community partners including The Inn, St. Thomas Elgin General Hospital (STEGH), Dr. Mai at the Community Health Centre to name a few.

SINCE FEBRUARY 2023:



THE EXETER CONNECTION CENTRE

In Exeter, we collaborate with several community partners to offer mental health or addiction support, ensuring individuals receive the help they need. "The Connection Centre," is a space at the Exeter Pentecostal Tabernacle where the church, Ontario Works, CMHA TVAMHS, CMHA Huron Perth Addiction and Mental Health Services, and Community Support at Huron County come together to support the needs of the community.

CMHA TVAMHS is on site Thursdays from 10 am - 1 pm. The Connection Centre offers individuals daily meals, shower, and laundry facilities, and clothing is offered by donation for free.

In the future, the Early On Program will be joining the Connection Centre, with the church expanding its space, to accommodate offices for community partners. This expansion will facilitate more wrap-around support for individuals in crisis and improve access to local services.

THE IMPACT OF MY SISTERS' PLACE – ANN'S STORY

“We are so happy to have you in our lives Ann.” – Karen, team member at My Sisters' Place

Ann is 74 years old and has been attending My Sisters' Place (MSP) intermittently for the past 14 years. In fact, she remembers the very first day she walked through our doors - July 22nd 2009! She comes to MSP to connect with staff and with other women. “You meet a lot of nice people here. When I'm unable to come because of appointments or because I'm not feeling well, I feel really sad and down. On those days I call Karen (MSP team member) and talk to her” says Ann.

Not long ago, Ann was living with roommates she referred to as family. Her roommates were taking advantage of her financially, leaving Ann with nothing. When Ann refused demands of her money, they threw her out of the shared apartment. With nowhere to go Ann walked the streets at night, trying to keep herself safe.

With help from the team at MSP, Ann was referred to a transitional housing program where she received ongoing support. Today, Ann is in her own apartment that she shares with her cat, 'Tash'. She loves her apartment and most importantly she feels safe. Most days, Ann arrives at MSP via Paratransit. She enjoys a hearty, nutritious meal with friends and one of the staff members helps her to place online grocery orders that are delivered to her apartment. Thanks to the support provided by the transitional housing program, Ann gained independence and no longer requires assistance with groceries or her bank card.

Drop-in services at MSP are vital to Ann's well-being. She is able to connect with peers and forge friendships. She feels valued by the MSP community and she has stability in her life.



ENHANCING THE RAAM CLINIC

The Rapid Access Addiction Medicine (RAAM) Clinic at 200 Queens Avenue in downtown London has expanded its operation to include Thursdays, providing low-barrier services for substance use disorders in the community. Bringing the total to four days a week, this change is expected to improve outcomes for individuals seeking support.

The clinic's diverse team, including doctors, nurse practitioners, medical assistants, and mental health and addiction workers, now includes a peer support worker with lived experience. This addition has been transformative, providing clients with relatable supports and community-based groups, such as Harm Reduction 101 and Breaking Free Online Community Peer Group to connect with others going through similar experiences and share thoughts and feelings openly.

The RAAM Clinic expanded its operations and remains a trailblazer in research and education. In 2023, Dr. Ken Lee, along with colleagues across Canada, presented their findings on the association between fentanyl use and risk for non-fatal overdose in patients with opioid use disorder receiving different opioid agonist therapies.

Over the past year, the clinic experienced various success stories. One notable highlight involved an individual with no fixed address. Initially, the person actively visited and connected with the counsellor but expressed no interest in receiving supports from RAAM despite indicating substance use. Over time the individual gained the trust of the counsellor and became enthusiastic about seeking support. Through the clinic, they were connected to other resources including housing, which resulted in a significant shift in their outlook on life. They even began to refer others who could benefit from the clinic's supports.



- **London RAAM clinic served 1,608 clients in fiscal 2022**
- **A team of 16, including 9 staff, operates during clinic hours**
- **This clinic holds the record for the most sublocade shots globally**
- **On July 17, 2023, we administered sublocade to our 500th patient**
- **The first sublocade recipient was in October 2019**
- **Peer support workers had 434 service interactions at RAAM**

STREET OUTREACH FOSTERS PARTNERSHIPS & PEER SUPPORT

Devoting over 800 hours to outreach, the Oxford Peer Support Team provided support on the streets, encampment sites, and at partner locations. The team engaged in 1,318 interactions from January to December 2022, serving 130 registered and 234 non-registered clients. Forming partnerships with 10 community agencies and collaborating with 15 Woodstock businesses, the team worked to raise awareness of mental health, addictions, and homelessness issues. Their efforts contributed significantly to supporting vulnerable individuals in the community and fostering understanding about these important topics.

The primary reasons for Outreach contacts included mental health discussions, addiction-related inquiries, homelessness concerns, crisis support, and providing basic needs supplies.

The team also led outreach initiatives including the:

- “Shower Hour” partnership with the Ingersoll Nurse Practitioner-Led Clinic offering hygiene services to clients each week.
- Peer Support Outreach drop-in group at the Ingersoll Public Library supporting participants every week and served as a gateway to services at CMHA TVAMHS.
- Syringe Recovery Program, in partnership with Regional HIV Aids Connection, ensuring a clean and safe community. Seven peers cleaned up 51 syringes and 29 drug paraphernalia items. This also created a low-barrier employment opportunity for individuals who may have challenges securing employment due to substance use or other concerns.

The Street Outreach program also offered valuable professional development opportunities for peers through CAST Canada. This training helped peers navigate peer-to-peer interactions while maintaining personal boundaries for their own wellbeing.

Although the program is now shuttered, CMHA TVAMHS remains committed to sustaining outreach services, advancing community partnerships, and exploring new opportunities in the community. The profound impact of this program on the Woodstock community is a testament to the dedication of the Peer Support Team to creating lasting change and making a positive difference in people’s lives.



364
individuals (registered
and non-registered) served



800
outreach hours provided



1,318
interactions

FUNDRAISING HIGHLIGHTS

The Kevin Kingma Comedy Nights

Kevin Kingma has been tirelessly raising funds for CMHA TVAMHS and the Strathroy community. One of his standout fundraising events is the Kevin Kingma Comedy Nights. This year's event, held on April 8th, raised an impressive \$15,000 on top of the previous year's \$10,000. These funds directly support programs and services in the Strathroy area.

Kevin's motto, "Be the light that helps others see," reflects the significance of laughter and positivity in his endeavours. Through his Comedy Nights, the community gathers at the Delaware Community Centre for an evening filled with non-stop laughter and joy. These events consistently sell out, making a meaningful impact in the lives of others by fostering connections and spreading happiness.

We extend our gratitude to Kevin Kingma for his unwavering commitment to CMHA TVAMHS and the Strathroy community. Together, we can create a more compassionate and supportive environment where laughter and helping others go hand in hand.



Dollar A Day Partners with MHEART

Mental Health Education and Response Team (MHEART) is a collaborative effort between mental health workers and clinicians from CMHA TVAMHS in Oxford County and Woodstock police officers. MHEART responds to mental health-related calls for service, offering immediate mental health support and community referrals to individuals in crisis.

The MHEART clinician can often assess and aid in de-escalating a situation while offering advice on the next steps. Throughout Woodstock and Oxford County, the program has been considered an enormous success.

Lynn Wardell, Regional Director at CMHA TVAMHS, shares that the community feedback has been positive while the program has strengthened the association's working relationship with the two police services. In 2022-2023, nearly 600 individuals were supported by the MHEART team.

Recently speaking with Heather Spratt of Dollar A Day, Lynn extended thanks for their steadfast support of \$50,000, which will cover the cost of staffing and an educational component. The Dollar A Day Foundation has a simple mission: to provide adequate funding to front-line mental health and addiction programs across Canada. With proper support, despair can be replaced by hope, dignity, and the opportunity to give back.



Fore Matt: Raising Awareness and Erasing Stigma

In February of 2022, the MD Memorial Golf Tournament was created by the DeCicco and Arcese families to honour the memory of Matthew DeCicco. The tournament registration sold out within minutes, with an eager waiting list of interested players, and the community showed incredible support as sponsors.

The event aims to share stories and memories of Matthew throughout the day and raise funds directed specifically to urgent needs designated for crisis and family support. It was heartwarming to see how much impact a single event can have on a community. The impressive \$30,000 raised in the very first year of the tournament is a testament to the generosity of the attendees and the hard work of the organizers.

CMHA TVAMHS extends its gratitude and congratulations to all involved in executing this event. It takes a lot of effort and dedication to organize a successful fundraiser, and the impact of this event will be felt for a long time to come.

CMHA Thames Valley Addiction and Mental Health Services extend a sincere thank you to all of our community members across the Thames Valley region who are dedicated to supporting us in our mission through numerous contributions that positively impact and make a difference in the lives of those we support.



2022–2023 IN NUMBERS

 **17,364**

CLIENTS SERVED

4,560 Addiction whole region
3,443 Elgin
6,685 Middlesex
2,676 Oxford

 **3,140**

CLIENTS RECEIVING CASE MANAGEMENT SERVICES

748 Addiction whole region
617 Elgin
1,392 Middlesex
383 Oxford

 **1,120**

CLIENTS RECEIVING HOUSING SERVICES

36 Addiction whole region
539 Elgin
458 Middlesex
87 Oxford

 **687**

CLIENTS RECEIVING MENTAL HEALTH COUNSELLING

240 Elgin – Brief
447 Oxford – Walk-in

 **19,274**

CRISIS AND CRISIS RESPONSE INTERACTIONS

6,202 Oxford
11,418 Middlesex
1,654 Elgin

GENDER	ADDICTION	MIDDLESEX	ELGIN	OXFORD	TOTAL
Male	1,990	3,044	2,567	1,758	9,359
Female	1,429	3,490	2,499	2,145	9,563
Gender Non-Conforming	0	0	23	13	36
Trans / Transgender - Female to Male	3	0	32	0	35
Trans / Transgender - Male to Female	4	0	22	0	26
Other	28	153	2	46	229
Unknown	4	934	141	882	1,961

43,034 Calls received by Reach Out Support Line and friendly callers*

621 Calls received by Crisis Call Diversion (including follow up)*

331 Calls received by Tandem After Hours*

3,115 Text forms completed*

**note: completed calls do not include prank/harrasment/hangups or wrong numbers.*



9,208
TOTAL GROUP SESSIONS HELD

1,604 Mental health groups (virtual)
7,354 Mental health groups (in-person)
250 Addiction groups (virtual and in-person)

ADDICTION SERVICES



PRIMARY PROBLEM SUBSTANCES	PERCENTAGE
Alcohol	38%
Perscription opioids (excl. Fentanyl)	13%
Fentanyl	12%
Methamphetamines (Crystal Meth)	8%
Cocaine	7%
Cannabis	6%
None	6%
Crack	4%
Unknown	3%
Amphet. & other stimulants (excl. Methamphetamines)	1%
Tobacco	1%

12% of clients who self-identify being mandated to attend treatment

57% of clients receiving addiction support who report emotional/mental health as a presenting issue

71% of clients who self-report as never injected drugs

TOP 5 PROBLEMATIC GAMBLING ACTIVITIES

1. Internet gambling
2. Slot machines
3. Lottery tickets
4. Instant win/scratch tickets
5. Casino card/table games and sports betting (equal)

1,608 Individuals served at RAAM clinic

444 Individuals served through Community Opioid Addiction Program

SUBSTANCES USED	PERCENTAGE
Non Specified	70%
Alcohol	44%
Perscription opioids (excl. Fentanyl)	17%
Methamphetamines (Crystal Meth)	15%
Cannabis	13%
Cocaine	13%
Fentanyl	12%
Tobacco	7%
None	7%
Crack	6%
Unknown	3%
Benzodiazepines	2%
Amphet. & other stimulants	1%
Heroin/Opium	1%

OUTREACH PROGRAMS



My Sisters' Place (MSP)

- 34,811** Visits
- 24,957** Meals and snacks served
- 9,000** Basic needs distributed
- 1,123** Individuals received in-person supports
- 361** Individuals received support via phone
- 125** Christmas dinners served
- 89** Easter dinners served
- 126** Thanksgiving dinners served

London Coffee House

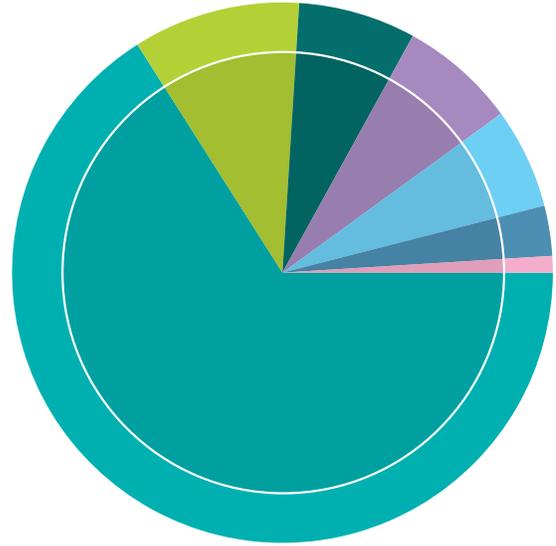
- 59,514** Visits
- 46,003** Meals and snacks served
- 4,522** Basic needs distributed
- 1,007** Individuals received in-person crisis support
- 29** Individuals received crisis support via phone

FINANCIAL REPORT

Revenue

total: **\$49,399,844**

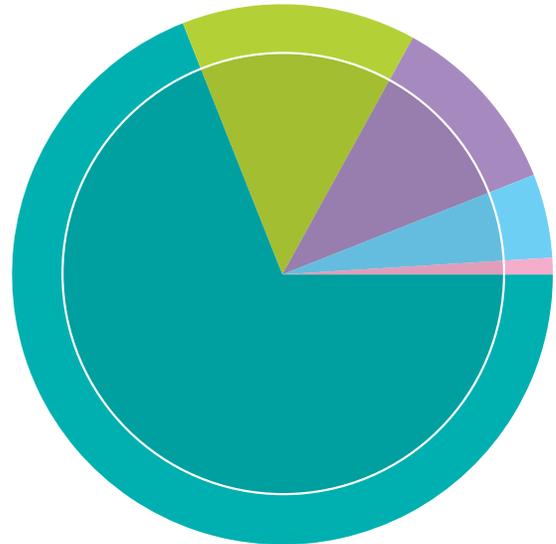
Ontario West Health	32,123,242
Other Revenue*	5,150,112
Ministry of Health	3,672,414
Rental	3,543,224
City of London/City of St Thomas	2,831,919
Donations	1,593,847
United Way	485,086



Expenses

total: **\$49,474,248**

Salaries and benefits	34,352,539
Occupancy	6,993,859
Programs	5,468,425
Operating	2,379,572
Amorization	279,853



*Includes funds amounting up to \$500,000 from a variety of contributors such as the City of St. Thomas, Oxford County, Huron County, Middlesex County, Solicitor General and London Community Foundation.

For full copy of the audited Financial Report, please contact the office.



PEOPLE AND CULTURE

489
Full time staff

72
Part time staff

161
Relief staff

230
Volunteers

ANNUAL REPORT 2022 2023

CANADIAN MENTAL HEALTH ASSOCIATION THAMES VALLEY ADDICTION AND MENTAL HEALTH SERVICES



1-855-855-CMHA (2642)

London Regional Centre & Corporate Services

200 Queens Avenue, Suite 260,
London, ON, N6A 1J3
519-673-3242 x1222

Mental Health and Addictions Crisis Centre

648 Huron Street
London, ON N6H 1Y6
519-434-9191

My Sisters' Place

566 Dundas Street
London, ON N6B 1W8
519-679-9570 x5000
mysistersplace@cmhatv.ca

London Coffee House

371 Hamilton Road
London, ON N5Z 1R7
519-204-4719

Impact Junk Solutions – Social Enterprise

38 Adelaide Street N., Unit 6B
London, ON N6B 3N5
519-808-5237
info@impactjunksolutions.com

St. Thomas Regional Centre

10 Mondamin Street | Suite 109
St. Thomas, ON N5P 2V1
519-673-3242

Woodstock Regional Centre

522 Peel Street
Woodstock, ON N4S 1K3
519-539-8055

Strathroy Hub

21 Richmond Street
Strathroy, ON N7G 2Z1
519-245-0120

Tillsonburg Hub

41 Broadway Street
Tillsonburg, ON N4G 3P4
519-842-9425

Exeter Hub

149B Thames Road West
Exeter, ON N0M 1S3
519-235-0335

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**Canadian Mental
Health Association**
Thames Valley
Addiction and Mental Health Services

Visit cmhatv.ca to view other locations:
Aylmer | Oneida First Nation | Munsee-Delaware
Goderich | Ingersoll

Need Immediate Support in the Thames Valley region:
Call Reach Out 24/7 519-433-2023 or 1-866-933-2023
Text Reach Out 24/7 519-433-2023
Webchat www.reachout247.ca

Charitable Status Number: 118834217 RR 0001