
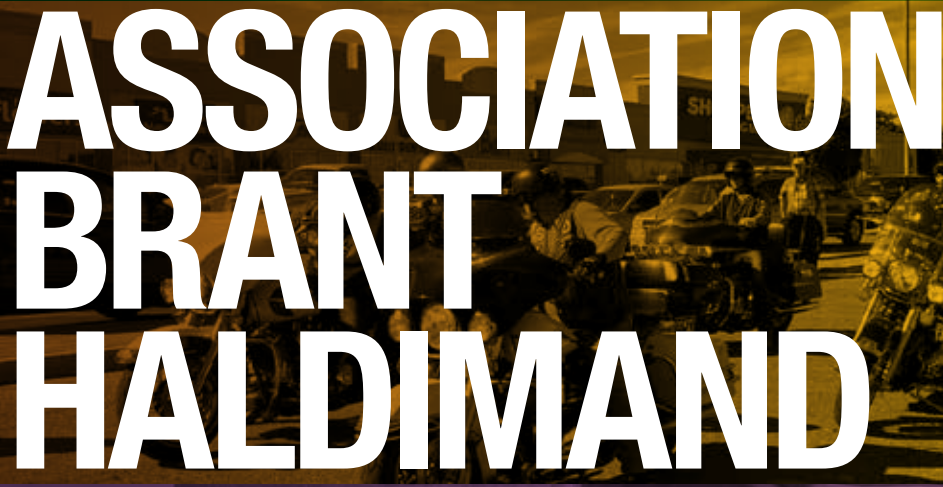


CANADIAN MENTAL HEALTH ASSOCIATION BRANT HALDIMAND NORFOLK ANNUAL REPORT 2021-2022



Canadian Mental
Health Association
Brant-Haldimand-Norfolk

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BOARD PRESIDENT & EXECUTIVE DIRECTOR'S REPORT

MILESTONES.

Every year at this time, we think about the last 12 months and try to capture the highlights and the key focus areas by the agency. We reflect and ask ourselves; where did we spend our time and energy and what were the outcomes? In addition to dealing with COVID-19, Accreditation Canada came on site in October 2021 and conducted another survey of the operations of the agency. The result was Accredited with Exemplary Status. That means we met most of the required operational practices. To that we say, keep up the great work everyone.

The agency was heavily involved in two exciting initiatives throughout 2021-2022. One was prescribed and the other was voluntary. The prescribed activity was our ongoing participation in the development of the Ontario Health Teams (OHTs), and the other was the early development of a local multiservice HUB in Brantford. The OHTs focused their work on operations and governance, both of which CMHA was very involved. Our agency was involved in three OHTs due to our broad service area, and fortunately due to the smaller size of both Haldimand and Norfolk's OHTs, these two groups agreed to join other OHTs. Those service areas are now split between Brant and Norfolk with Haldimand aligned with Hamilton's OHT. The governors for the Brant-Norfolk OHT have met many times and are looking at an effective model of collaborative governance. Meanwhile, the executives work on other operational initiatives. If all goes as planned, one day the care pathways for those with mental health issues will be greatly improved.

Our involvement in the voluntary initiative of developing a local service HUB is super exciting. The result would be a group of health and social service providers all under one roof with the ability to improve access for services for clients who need it the most. Both have long roads to completion, but the outcome will be worthwhile.

Another less exciting but significant focus area over the last year was our transition from a server-based computer system to a cloud-based more secure IT system. According to our IT director, we have moved into a new era in technology. As with all electronics, there is a learning curve, and although we are not yet fully transitioned, we have seen some of the benefits of the new system already. To infinity and beyond...?

STRATEGIC PLAN 2019 – 2023

Our strategic plan implementation continues. During the year, a Strategic Planning Standing Committee of the board was established to ensure the plan's strategic directions adhere to a workplan and timeline. The main priorities continue and the directions are all interwoven into our quality improvement plan. Quarterly reports are provided and culminate into an annual report.

QUALITY IMPROVEMENT PLAN

Our 2021-2022 quality improvement plan was key in meeting some of the required operational practices by Accreditation Canada. Huge progress was made towards meeting many of the objectives as outlined, however, upon another review of the plan, it was agreed upon by the QIC that our plan was far too enthusiastic to be achieved in 12 months. Therefore, an updated plan that is more focused has been developed and approved for 2022-2023.

BOARD OF DIRECTOR'S SUPPORT

The agency is exceptionally pleased to have a wonderful group of volunteers who help lead the agency from a governance model. Board members displayed considerable flexibility and resilience and functioned effectively in a new virtual environment during this time of great uncertainty. The agency is fortunate to have them as board members and we thank each one for their unselfish contributions.

GRATITUDE

The annual report often highlights the people who are front and centre in the agency, such as the most common faces at community events, fundraisers, and more. But this time, we want to give a huge shout-out to the people in the agency that you don't often see. First, we want to acknowledge two office cleaners who worked every week during the pandemic to ensure our offices were healthy and safe. Thank you, Crystal and Shelley, for your ongoing commitment to safety and the protection of the agency stakeholders. We also want to acknowledge Kelly in Finance. Another hard-working dedicated employee who is key to the agency with financial duties being provided and submitted on a timely basis, but who is not front and centre in the annual report pictures or stories. Thank you, Kelly, for your outstanding work.

CLOSING REMARKS

We wish to express our heartfelt appreciation to various stakeholders; our employees; the board of directors and committee members; our tenants and clients; volunteers; placement students; caregivers; donors; community partners, and CMHA Ontario Division. Thank you for being involved with Canadian Mental Health Association Brant, Haldimand, Norfolk (CMHA BHN) Branch as we work together to improve the lives of those living with mental health issues.



Mark Solomon
Board President



Mike Benin,
Executive Director



BOARD OF DIRECTORS

Board President: Mark Solomon

Vice-President: Kevin McGilly

Treasurer: Eric Harrop

Secretary: Francis Dykstra

Ex-Officio: Michael Benin

Board Members:

Lynn Dale

Stephanie Dinsmore

Katheleen Ellis

Dana Maddock

Alex Morris

Joseph Persia

Alfred Spencer



RENT SUBSIDY HOUSING

Over 190 combined individuals in Brant, Haldimand and Norfolk counties are now supported by CMHA BHN's housing rent subsidy programs.

With an increasingly difficult goal of helping people to be able to find, access and maintain affordable housing, rents continue to rise and available stock decreases sharply. Without this program, many people would have ended up living on the street.

Haldimand Norfolk Housing



90
housing units
provided



110
tenants
supported



30
applicants on
the waitlist

CRISIS STABILIZATION BED PROGRAM

Due to the COVID-19 pandemic, some service restrictions occurred at the Crisis Stabilization Bed (CSB) program this past year.

CSB is in its 14th year serving the province of Ontario. This residential service supports persons 16 years or older who are experiencing a mental health crisis. As a voluntary program, supports are provided without charge and clients can stay in a crisis bed for up to seven nights.

This year, a total of 168 admissions resulted in an occupancy of 1,065 nights. There are six beds in the house, but only five beds were open for service due to pandemic restrictions. We adhered to the guidelines from public health and recommendations of the local Infection Prevention and Control (IPAC) hub, to keep everyone safe.

Our team includes eight full time/12 relief mental health workers, a team lead and case manager. We also have a food coordinator to prepare meals and snacks for our clients. A staff Retreat Day occurred in the spring of 2022 to enhance and celebrate the strength of our team.

Clients work on their self-identified goals during their stay. Common areas of support include employment, addiction, housing, legal assistance and improved health. The CSB works with local community partners, out-of-region services and CMHA internal programs to assist clients to meet their needs.

In April 2022, we incorporated two safe beds for Norfolk OPP referrals. Safe bed clients can stay for up to 30 days.

We are constantly amazed at the resiliency of our clients and look forward to supporting even more people in the upcoming year.



1,058
days of service
provided



82
referrals made
for individuals to
other community
services



30
people assisted
to find shelter

168 individuals were admitted including
140 new guests and **28 repeat users**

COMMUNITY SUPPORT SERVICES

Despite the challenges presented this past year with COVID-19, our Community Support Services (CSS) continued its excellent service to the individuals we serve despite lockdowns and restrictions.

The agency improved and expanded its virtual support capabilities for CSS workers as this was the primary method of client contact during last year. All CSS staff can perform their duties in a remote/virtual capacity (i.e., Zoom meetings, phone appointments, remote access, etc.). Clients appreciated the ability to maintain support and communication during the pandemic, and feedback has been positive. Despite the challenges, we are proud to say we've supported over 1,300 individuals by providing almost 19,000 contacts. As was the case last year, staff focussed on providing a crucial safety net to isolated clients and wherever possible, continued to work on coping strategies and goals that were still achievable or planning for work to be done when restrictions lessened.

Haldimand-Norfolk CSS continues its involvement as a formal partner with the region's Dialectical Behaviour Therapy (DBT) program in conjunction with CAMHS (www.camhs.ca). Brant CSS was able to reinstate the weekly OASIS (Concurrent disorders) group in partnership with St. Leonard's. It began virtually and plans to move to live meetings soon.

Newer funding for Justice Housing case managers provides supports to the Brant Safe Bed Program and a beneficial link with Court Support Services.

Although outreach support and presence at our remote office locations had to take a hiatus during Covid, we are looking forward to resuming those important partnerships with our communities in 2022.

Both Brant and Haldimand Norfolk CSS teams continue their formal participation with the Rapid Access to Addiction Medicine (RAAM) service in all three counties. Our team attends to RAAM (in person or virtually) every weekday with mental health case management services to users of RAAM. If you would like more information about RAAM, visit www.RAAMclinics.com.

CMHA has formally developed a Quality Improvement Working Group, which is comprised of managers and front-line staff from various programs (including CSS). The table is focussed on improving waitlist management and the "continuum of care" model – making efforts to streamline services and supports to increase our service capacity while continuing to provide the right amount of support needed by each individual client working towards their recovery.



1,300
individuals
supported



19,000
contacts
provided

BRANT SAFE BEDS PROGRAM

The Brant Safe Bed Program (BSB) is a residential program for people with mental health issues. The mission, developed by our staff team states: As a voluntary short stay program, we are here to support, empower, and advocate for individuals who are in immediate mental health and addiction crisis.

After a graduated opening in October 2020, we had six beds open for the 2021-2022 fiscal year. We are anticipating our seventh fully accessible bed to open in the coming year. In this, our first full year of operation, BSB hosted 96 clients for a total of 1,147 days. With the easing of some COVID-19 restrictions, we were able to extend the stay from 14 days (imposed by Public Health) up to the planned 30 days which enabled us to help achieve the goals clients identified upon admission.

Our Safe Bed team is comprised of a manager, team lead, peer support worker (seconded from Helping Ourselves through Peer support and Employment (HOPE)), mental health workers, case managers and a concurrent disorders worker (seconded from St. Leonard's Community Services).

Our guests are presented with many challenges, including mental health issues, homelessness, addictions, involvement in the justice system, lack of income, impacts of trauma, domestic violence, and medical issues. The Safe Bed team works diligently to address these issues while in the program and establishes connections (both internal and external) to assist them once they leave.

There are numerous measures in place to ensure the safety of our guests and staff. Our partnerships with police, HOPE, Grand River Community Health Centre, St. Leonard's, RAAM, Brant Community Healthcare System, City of Brantford, and Brantford Commons Pharmacy have made this program possible. We look forward to the reduction in COVID-19 restrictions so that we can expand the internal supports that we offer clients to align with the program's original vision more closely.



96

clients supported over



1,147

days



MENTAL HEALTH COURT SERVICES

CMHA BHN Court Services provide court support for persons with self-identified or diagnosed mental illness and are in conflict with the law. Regardless of whether clients have active criminal court matters, are having their matters diverted through our Mental Health Diversion Program, are on probation, or being released from custody, Court Services case managers assist individuals, and families, to navigate the criminal justice system and access mental health supports in their community. Supports may include links to a family physician, psychiatrist, counselling, housing, financial options, and help obtaining identification and health cards. The goal is for improved mental health and avoidance of future involvement with the criminal justice system.

Mental Health Court Services continued to adapt to changes within the Ontario Court of Justice as the Covid-19 pandemic persisted across the province. A slight increase in referrals compared to last year reflects more than double the referrals for Mental Health Court Diversion. Mental Health Court Diversion offers a 6-month alternative to criminal sanctions for people with mental health and addictions concerns, developmental disability, or an acquired brain injury who have come into contact with the law for minor offenses. By diverting these individuals from the court system, the program helps redirect them back into medical or community support systems.

Although there are some in-person court proceedings taking place at the Brantford, Cayuga and Simcoe court houses, virtual court remains to highlight the importance of having those regular and in person touch points with clients who are without phones or stable addresses.

209 new referrals to Court Support and Mental Health Diversion; and

138 were discharged from service

435 individuals served with approximately

5,633 direct supports to individuals and their families (combination of face-to-face and telephone/virtual)

73 new mental health diversions started, and

65 others successfully completed



AFFILIATED COMMITTEE – HUMAN SERVICES AND JUSTICE COORDINATING COMMITTEE

Human Services and Justice Coordinating Committees (HSJCCs) are a coordinated membership of local service providers who are tasked to find solutions to the problem of the criminalization of people with defined unique needs at varying intersections with the justice system. There are two local committees: Brant local HSJCC and Haldimand Norfolk local HSJCC. The local HSJCCs meet on a quarterly basis to discuss issues specific to the area.

Justice Housing



79

referrals



64

individuals receiving services



1,240

direct supports to individuals and their families (combination of face to face and telephone/virtual)

ALTERNATIVES SOCIAL RECREATION

Alternatives Social Recreation program provides a range of social and recreational activities. Daily programming promotes recovery and empowerment for individuals participating in the planning and delivery of activities.

Alternatives Social Recreation, as with so many programs during COVID-19 was greatly affected. The staff continued to find inventive way to stay contacted with clients including daily check-in phone calls, Zoom group meetings and activities, Facebook, delivering art supplies, and more.

We saw a decline in membership to around 95 individuals due to the pandemic, but we're on the rise again since reopening. Other numbers include over a 1,000 phone contacts over the year and 156 face to face contacts and referrals remain ongoing.



COUNSELLING PROGRAM

The program continues to engage through individual and group counselling and is slowly moving back to in-person sessions. For individuals not comfortable meeting face-to-face, virtual counselling is still available.

The program supports community members struggling with anxiety, depression, personality disorders and more. Modalities such as Cognitive Behaviour Therapy, Dialectical Behaviour Therapy and Acceptance and Commitment. Therapy is used in group and individual formats.

Individual counselling was predominately virtual, with approximately 400 phone contacts and with direct face-to-face contacts increasing weekly since we reopened to the public in April. We have managed to run six separate groups, 10 weeks in length, for 36 individuals.



SUSTAINABLE EMPLOYMENT INITIATIVE

The Sustainable Employment Initiative (SEI) continues to assist people who suffer with their mental health and are seeking paid employment.

Now that the office has re-opened, we meet job seekers in-person or virtually. The form of the meeting depends on the comfort level of each individual.

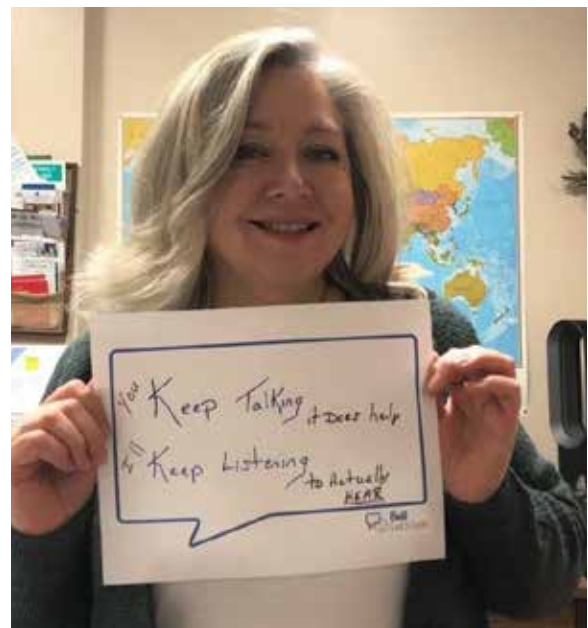
With the governing body being FedCap, the SEI program can provide funds to assist job seekers with employment-related expenses such as work shoes, clothing, bus passes and even short-term training.

Incentives are offered to clients who continue to work 21 hours per week and over. This comes in the form of a gift card when milestones are reached, which is a welcome incentive. Support is offered even after the person has obtained work to help maintain the job and continued success.

The assistance offered includes resume and cover letter writing, job searching, interview skills, interpersonal skills, problem solving and of course

an empathic ear to let individuals know they are not alone in their struggles.

Work, rather than unemployment, is recognised as being good for your mental health. Working provides purpose, structure, additional income, social interaction and the feeling of living a full life.



WORKS FOR ME

The Works for Me program supports clients in finding and maintaining paid or volunteer employment or education. This year we served **37 clients** with **575 contacts**.

This poem was written by a client who is a recent “graduate” of the program.

Written by Ev Principato Writing as Ann Ev / Lynn Ev

A Tangible Tomorrow - From where I was to where I am

*Numerous traumatic experiences, left me dysfunctional and distorted
Spending years hiding and avoiding, with overwhelming panic and stress
Head spinning and all-night pacing, brought no safety, just sleepless waste
Devoured by anger and fear, but a raised voice or siren and my heart would race*

*The time-consuming journey, taking me from where I was to where I am
Was possible, because of the CMHA Counsellor’s mental wellness program
At first, I spewed, mostly nonsensical words, lacking any sense of self or worth
But she took the time, to allow me to slowly change, adapt, and accept my truth*

*Bit by bit, together, we conquered the terror and horror of my past
All the anxious thoughts, triggers, and feelings, were gently addressed
Eventually we taught, the me who was, the greater possibility to believe
That fears and worries could be reconciled, providing a chance to achieve*

*So now, I am a PSW Graduate, a writer of plays, poems, tales, and more
I socialize, and promote my published novels, not just one, but four
How grateful I am, and always will be, to the Brantford CMHA team
Whom granted me, a counsellor and a friend, and a tangible tomorrow.*

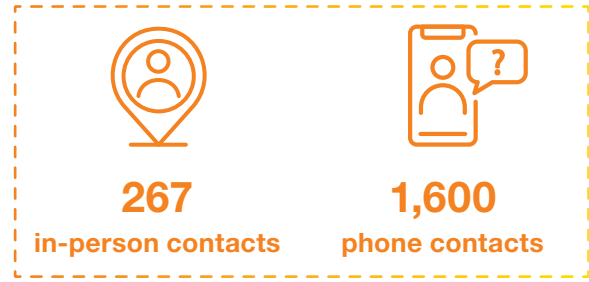


PEER SUPPORT

Peer support workers seconded by Helping Ourselves through Peer support and Employment (HOPE) continues to provide invaluable assistance to case managers. Their knowledge and lived experience lend an

important perspective in client care. They help to strengthen coping skills for anxiety and depression as well as provide other essential support in client recovery.

As with every other program, COVID-19 affected face-to-face contacts and work has been done through phone calls and virtual meetings.



FAMILY SUPPORT PROGRAM

Our Family Support Program assisted 492 unique service recipients in the 2021-22 fiscal year. The Families Caring, Families Sharing continued to be offered virtually throughout the year and was well attended. A total of nine monthly sessions were offered, with an average of 10-15 participants attending regularly. Family members were appreciative of the ongoing support and virtual service delivery options available throughout pandemic related office closures.

The Survivors of Suicide Loss Bereavement support group saw an increase in program participants during the fiscal year. By providing the monthly groups on a virtual basis, we saw an increase in numbers from different cities and even provinces, as family members were desperately searching for supports.



QUALITY IMPROVEMENT COMMITTEE ANNUAL REPORT

The Quality Improvement Committee enthusiastically develops a Quality Improvement Plan (QIP) every year and by the time the results are assessed, we realize we cannot possibly meet every dimension of the plan developed. This past year was no different than the past couple years. You'd think we would learn from our past? Regardless, the Quality Improvement Committee members worked hard once again to ensure that the QIP aligned with our three-year Strategic Plan, and although some objectives were scaled back because of the pandemic, many of the primary goals were achieved along with some secondary outcomes in adherence to that approved plan.

If someone was to look at the balanced “stoplight” scorecard for 2021-2022, you would see immediately that only half of it is green with the other half yellow coloured. The explanation for this is that we had great intentions and met some of the established targets, but the plan was once again too lofty. However, that does not mean we did not make some terrific progress towards improvements in the quality of our service delivery. For example, we led some vital mental health system changes by taking a lead in both system management and with the partner's working group under the Ontario Health Teams (OHT). Considerable discussion took place on how to use digital health tools to improve quality with the goal of using technology to expedite electronic referrals and booking appointments. And we also had representatives on the health human resources committee of the OHT to ensure that local agencies collaborated when the community experienced outbreaks and emergencies caused by COVID-19, or to decide on the new staffing composition for the OHT. Although our involvement on these groups may appear arm's length to our own QIP, our involvement in a collaborative approach lays the groundwork for shared accountability for service delivery and quality and directly impacts CMHA's quality of service delivery to our clientele.

In 2021-2022 our agency met the financial and client-related internal domains, but because of COVID-19, some of the group and congregate goals were postponed again this year. An example where remarkable progress was made is regarding the agency's continued adherence to best practices for service provision as recommended by Accreditation Canada and as outlined in their community mental health services requirements. In October 2021, our on-site review took place and the agency achieved a status of Accredited with Exemplary Standing.

Despite another highly exceptional year, the agency managed to make measurable progress towards most of the approved domains outlined in our QIP.

Michael Benin, Executive Director
Katheleen Ellis, Committee Chairperson
Lynn Dale, Committee Chairperson Elect



MENTAL HEALTH PROMOTION

This year, we had the pleasure of adding a new member to our Mental Health Promotion team. Lisa Mackay will be a great help to the work of program. Welcome Lisa!

Several community virtual presentations were offered on the topics of mental health, mental wellness and self-care, workplace wellness, stress management, to name a few. All of these presentations were in response to employees dealing with the strain on their mental health as a result of the ongoing pandemic.

Mental Health Promotion staff received training from CMHA Ontario to become a certified psychological health and safety advisor and facilitator for the In the Know farmer's mental health literacy training. Having trained staff at CMHA BHN will help support various requests coming from community agencies and the agricultural sector.



MENTAL HEALTH WEEK 2021

was a great success. Mental Health Week comes together as a result of a partnership of local and regional planning committee representatives from agencies throughout Brantford-Brant, Haldimand Norfolk, Six Nations of the Grand River and the Mississaugas of the Credit. Although our week-long events were once again offered virtually in 2021, there were a variety of activities in which everyone could participate. All events focussed on the theme of how naming, expressing and dealing with our emotions – even when uncomfortable – can make us feel better.

Monday May 3rd	Tuesday May 4th	Wednesday May 5th	Thursday May 6th	Friday May 7th
<p>8:00 AM - 9:00 AM: 8:00 Mental Health Week Committee Welcome</p> <p>9:00 AM - 10:00 AM: Early On & Breast FACS</p> <p>10:00 AM - 11:00 AM: Widow's Support Group</p> <p>11:00 AM - 12:00 PM: Widow's Support Group</p> <p>12:00 PM - 1:00 PM: Widow's Support Group</p> <p>1:00 PM - 2:00 PM: Widow's Support Group</p> <p>2:00 PM - 3:00 PM: Widow's Support Group</p> <p>3:00 PM - 4:00 PM: Widow's Support Group</p> <p>4:00 PM - 5:00 PM: Widow's Support Group</p> <p>5:00 PM - 6:00 PM: Widow's Support Group</p> <p>6:00 PM - 7:00 PM: Widow's Support Group</p> <p>7:00 PM - 8:00 PM: Widow's Support Group</p> <p>8:00 PM - 9:00 PM: Widow's Support Group</p> <p>9:00 PM - 10:00 PM: Widow's Support Group</p> <p>10:00 PM - 11:00 PM: Widow's Support Group</p> <p>11:00 PM - 12:00 AM: Widow's Support Group</p>	<p>9:00 AM - 10:00 AM: Widow's Support Group</p> <p>10:00 AM - 11:00 AM: Widow's Support Group</p> <p>11:00 AM - 12:00 PM: Widow's Support Group</p> <p>12:00 PM - 1:00 PM: Widow's Support Group</p> <p>1:00 PM - 2:00 PM: Widow's Support Group</p> <p>2:00 PM - 3:00 PM: Widow's Support Group</p> <p>3:00 PM - 4:00 PM: Widow's Support Group</p> <p>4:00 PM - 5:00 PM: Widow's Support Group</p> <p>5:00 PM - 6:00 PM: Widow's Support Group</p> <p>6:00 PM - 7:00 PM: Widow's Support Group</p> <p>7:00 PM - 8:00 PM: Widow's Support Group</p> <p>8:00 PM - 9:00 PM: Widow's Support Group</p> <p>9:00 PM - 10:00 PM: Widow's Support Group</p> <p>10:00 PM - 11:00 PM: Widow's Support Group</p> <p>11:00 PM - 12:00 AM: Widow's Support Group</p>	<p>9:00 AM - 10:00 AM: Widow's Support Group</p> <p>10:00 AM - 11:00 AM: Widow's Support Group</p> <p>11:00 AM - 12:00 PM: Widow's Support Group</p> <p>12:00 PM - 1:00 PM: Widow's Support Group</p> <p>1:00 PM - 2:00 PM: Widow's Support Group</p> <p>2:00 PM - 3:00 PM: Widow's Support Group</p> <p>3:00 PM - 4:00 PM: Widow's Support Group</p> <p>4:00 PM - 5:00 PM: Widow's Support Group</p> <p>5:00 PM - 6:00 PM: Widow's Support Group</p> <p>6:00 PM - 7:00 PM: Widow's Support Group</p> <p>7:00 PM - 8:00 PM: Widow's Support Group</p> <p>8:00 PM - 9:00 PM: Widow's Support Group</p> <p>9:00 PM - 10:00 PM: Widow's Support Group</p> <p>10:00 PM - 11:00 PM: Widow's Support Group</p> <p>11:00 PM - 12:00 AM: Widow's Support Group</p>	<p>9:00 AM - 10:00 AM: Widow's Support Group</p> <p>10:00 AM - 11:00 AM: Widow's Support Group</p> <p>11:00 AM - 12:00 PM: Widow's Support Group</p> <p>12:00 PM - 1:00 PM: Widow's Support Group</p> <p>1:00 PM - 2:00 PM: Widow's Support Group</p> <p>2:00 PM - 3:00 PM: Widow's Support Group</p> <p>3:00 PM - 4:00 PM: Widow's Support Group</p> <p>4:00 PM - 5:00 PM: Widow's Support Group</p> <p>5:00 PM - 6:00 PM: Widow's Support Group</p> <p>6:00 PM - 7:00 PM: Widow's Support Group</p> <p>7:00 PM - 8:00 PM: Widow's Support Group</p> <p>8:00 PM - 9:00 PM: Widow's Support Group</p> <p>9:00 PM - 10:00 PM: Widow's Support Group</p> <p>10:00 PM - 11:00 PM: Widow's Support Group</p> <p>11:00 PM - 12:00 AM: Widow's Support Group</p>	<p>9:00 AM - 10:00 AM: Widow's Support Group</p> <p>10:00 AM - 11:00 AM: Widow's Support Group</p> <p>11:00 AM - 12:00 PM: Widow's Support Group</p> <p>12:00 PM - 1:00 PM: Widow's Support Group</p> <p>1:00 PM - 2:00 PM: Widow's Support Group</p> <p>2:00 PM - 3:00 PM: Widow's Support Group</p> <p>3:00 PM - 4:00 PM: Widow's Support Group</p> <p>4:00 PM - 5:00 PM: Widow's Support Group</p> <p>5:00 PM - 6:00 PM: Widow's Support Group</p> <p>6:00 PM - 7:00 PM: Widow's Support Group</p> <p>7:00 PM - 8:00 PM: Widow's Support Group</p> <p>8:00 PM - 9:00 PM: Widow's Support Group</p> <p>9:00 PM - 10:00 PM: Widow's Support Group</p> <p>10:00 PM - 11:00 PM: Widow's Support Group</p> <p>11:00 PM - 12:00 AM: Widow's Support Group</p>

PTSD AWARENESS DAY, JUNE 27

A flag raising ceremony was held in Harmony Square, downtown Brantford to mark Post Traumatic Stress Awareness Day on June 27. Brantford Mayor Kevin Davis and Brant County Mayor David Bailey each spoke to the importance of the day, and Mayor Davis did the honours by raising the flag. Several community members and agency representatives were in attendance and following COVID-19 protocols to mark the day, despite COVID-19 restrictions.



CMHA BHN AND PARTICIPATION SUPPORT SERVICES BRANT MOTORCYCLE CHARITY RIDE

Each year in August, our branch partners with Participation Support Service of Brantford hold the annual Motorcycle Charity Ride. The 2021 Ride received support from the Brantford Lions Club this year and was a great success thanks to loyal donors and riders. We're always hoping for good weather for our ride and Mother Nature certainly cooperated this year. Looking forward to more riders and additional support for 2023!



WORLD SUICIDE PREVENTION DAY

Suicide Prevention Brant, comprised of several community agencies, including our branch, held two flag raising ceremonies on September 10th to mark World Suicide Prevention day. In addition, a week-long campaign was held leading up to the day to engage the community in events to promote suicide prevention initiatives.



Suicide
Prevention
Brant

THE GRAND PARADE

The Grand Parade is a fundraiser for the Grand River Council on Aging, an organization which educates the community and service providers on interests, strengths and needs of seniors. The Mental Health Promotion staff sit on the Education Sub-Committee and provide information pertinent to seniors mental health.

On an unseasonably humid day in mid-September, the CMHA BHN Grand Parade team walked around the city's downtown core to show support for the cause.



BELL LET'S TALK DAY

January 26 is Bell Let's Talk Day, a national initiative aimed at raising funds, increasing awareness, reducing stigma and changing people's behaviours and attitudes about mental illnesses in communities across Canada. The increased profile around mental health issues created by Bell Let's Talk Day provides an opportunity for branches to educate the community and media about mental illness and the valuable work CMHA branches perform every day.

This year, eight CMHA branches in Ontario, including our branch, teamed up to host a virtual panel discussion including a Q&A session with mental health experts and individuals with lived experience. Two panel presentations were offered virtually: one in the morning from 9:30 - 10:30 a.m. and another in the evening from 7:00 - 8:30 p.m.

Moderated by CMHA Ontario CEO Camille Quenneville, these roundtable discussions explored how to keep hope and maintain good mental health during these challenging times. The panel proved to be very enlightening and the hope is to keep the discussion moving forward next year.



STAFF AT CMHA BHN

RECOGNIZING YEARS OF SERVICE

Several employees received years of service awards in 2021-22. Congratulations and heartfelt thanks to everyone for their dedicated commitment to the work of our branch.



Cheryl Vaughan



Cliff Lawrance



Dave Armstrong, Catherine Bomberry
Melissa Fudali, Lynn Petrella
John Ranger, Laura Wickson



Tracie O'Keefe
Jennifer Taylor



Cindy Kemp-Wonzo
Scott Ryan



Sean Bradford, Christy Constable,
Elaine Karmiris, Donna Varao



CLIENT CHRISTMAS PARTY 2021

A Christmas party was once again offered for our clients and their families. Through the hard work and planning of elves, Sheila Robertson and Lynn Petrella, clients enjoyed a fun day filled with merriment, snacks, gifts for the children and of course, the highlight– a visit from Santa and Mrs. Clause. Special thanks to all involved in this event!

Insert Client Christmas party pic here - do we have the original pic? grabbed from Word doc.



GOODBYE CINDY!

We said goodbye to Cindy Kemp-Wonzo, our Court Support and Diversion Manager this year. Cindy was with us for 10 years and was much loved by all. Cindy is taking an early retirement and plans to spend more time with family as well as taking time to relax. Cindy was presented with a very appropriate parting gift...a comfy recliner. We wish you all the best Cindy. You will be missed!



THANK YOU TO OUR GENEROUS DONORS!



On a cold January day, Tim Hortons during their “Tims for Good” campaign generously dropped off coffee and donuts for our staff. It was greatly appreciated by everyone. Thank you to Tim Hortons!

Through a generous donation from the Imperial Oil “Fuel What Matters” campaign, a planning committee



was struck, comprised of CMHA BHN, the Brant Haldimand Norfolk Legal Clinic, Haldimand Norfolk REACH and True Experience, Dunnville, to plan a symposium on the topic of Breaking Barriers: A Symposium on Equity, Diversity and Inclusion Practices in Service Delivery”, to be held in the fall on 2022.



Thanks to all Shoppers stores in Brantford and Simcoe. Together they raised a total of \$5,450.88 for our Branch at their Spring Mingle event.

We appreciate Shoppers for acknowledging the importance of mental health, and the challenges we've all been faced with during the pandemic.



Special thanks to the Country Chip Wagon in Dunnville. A total of 3,000. was raised through a community event held in the fall, with proceeds going to our branch.

The support and generosity of the owners of the Country Chip Wagon was so appreciated.

So if you're ever in the neighbourhood, make sure to drop into their place and savor their delicious food!

Paul and Margot Williamson Foundation

We thank Paul and Margot Williamson for their ongoing support of Mental Health Promotion and Family Support initiatives



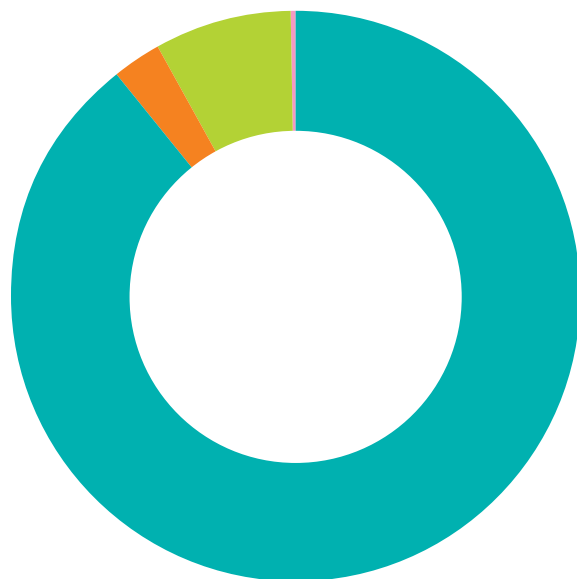
Thank you to the Brantford Walking Club. The group raised funds selling their “I Walk” t-shirts and generously donated a portion of the sales to our branch. The Brantford Walking Club understands how important regular exercise is important to maintaining good mental health.

FINANCIAL REPORT

Revenue

Ontario Health & MOH (Housing)	\$7,472,439 [89.44%]
Other Government Funding	\$222,204 [2.66%]
Interest & Other Income	\$638,182 [7.64%]
Fundraising & Donations	\$22,160 [0.27%]

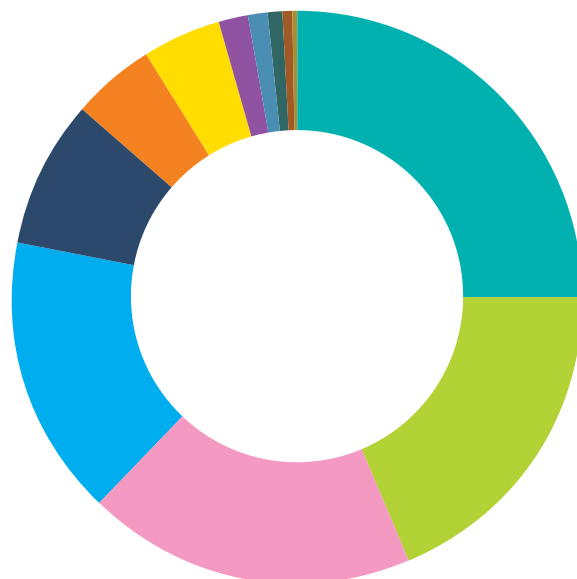
TOTAL \$8,354,985.00



Expenses

Administration	\$1,462,876 [18.47%]
Case Management	\$1,988,822 [25.10%]
Infrastructure Renewal	\$15,771 [0.20%]
Counselling and Treatment	\$78,243 [0.99%]
Vocational/Employment	\$47,878 [0.60%]
Court Support	\$656,269 [8.28%]
Social Recreation	\$133,298 [1.68%]
Crisis Support Beds	\$1,483,036 [18.72%]
Housing Supports	\$1,257,721 [15.88%]
Family & Consumer Initiatives	\$356,491 [4.50%]
Addictions & Treatment	\$60,081 [0.76%]
Health Promotion & Fundraising/Other	\$381,927 [4.82%]

TOTAL \$7,922,413.00



CMHA Brant-Haldimand-Norfolk's Financials for 2019/20 Annual Report

CANADIAN MENTAL HEALTH ASSOCIATION BRANT HALDIMAND NORFOLK

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**Canadian Mental
Health Association**
Brant-Haldimand-Norfolk