

# ANNUAL REPORT

## Brant Haldimand Norfolk

# 2023/24



**Canadian Mental  
Health Association**  
Brant-Haldimand-Norfolk  
*Mental health for all*

# Table of contents

**3**

Interim Executive Director's Report

**4**

CMHA BHN welcomes Lynn Hinds as new CEO

**5**

Vision, mission, values

**6**

Programs and services

**16**

Mental health promotion

**18**

Branch news

**22**

Thank you to our generous donors

**23**

Financial statements

## Board of Directors

Secretary / **Jane Eyers**

Chair / **Brian Grice**

Director / **Dana Maddock**

Director / **Melissa Malcolm**

Director / **Joesph Persia**

Treasurer / **Jeffery (Jeff) Ringler**

Director / **Michelle Sartor**

Director / **Brooke Shaw**

Director / **Todd Stepanuik**

Ex-officio / **Lynn Hinds**



# Interim Executive Director's Report

The past year has brought both challenge and opportunity to CMHA BHN and the branch has embraced both!

This past year, the branch bid adieu to its executive director, Mike Benin. Mike ably served the branch in this role for 35 years and we wish him well in his retirement. We're extremely grateful to John Ranger who stepped in on short notice to fill the role while the board undertook the time and effort to recruit a new executive director. John's leadership, passion and commitment have been much appreciated by all the staff and CMHA BHN partners. We also wish John the best in the next phase of his life journey as he begins to enjoy life in northern Ontario.

Amid these changes, the management team and staff have been able to deliver some amazing outcomes. Although not an exhaustive list, a few notable accomplishments are:

- Training and planning for the delivery of a Grief and Bereavement Support Program to be initiated in fall 2024
- Initiation of Anger Solutions Groups, a support option for individuals to learn strategies to adjust their thought and behaviour patterns that lead to emotional dysregulation
- A substantial reduction in the waitlist for Community Support Services – in particular, waits for service initiation are now much shorter
- A partnership with Haldimand-Norfolk Housing and Holmes House to implement a new and updated location for Addiction Supported Housing (ASH)
- A continued partnership with South Coast Wellness in the provision of the Haldimand-Norfolk Dialectical Behaviour Therapy (DBT) program – a very successful and important resource for individuals in our community who are addressing challenges faced by those with borderline personality disorder
- Continuation of a partnership with the Brant-Haldimand-Norfolk Rapid Access to Addiction Medicine (RAAM) Program, a program that services Brant, Haldimand & Norfolk counties with timely, accessible and integrated treatments focused on addiction and concurrent disorders
- Despite the challenges of a lack of funding, the agency continues to operate in a fiscally-responsible manner

On behalf of the management team, I thank all the staff for their valued commitment to this meaningful work of serving those in our community who have come to rely on and benefit from the mental health and addiction supports we have the privilege of delivering.

Respectfully submitted,

**Claudia den Boer**  
Interim executive director  
CMHA Brant Haldimand Norfolk

# CMHA BHN welcomes Lynn Hinds as new CEO

CMHA BHN is pleased to announce the appointment of Lynn Hinds as its new CEO, effective August 2024.

The ED Recruitment Committee and board of directors selected Hinds for the role after a thorough recruitment process. Hinds is recognized as a mission-driven, results-oriented, seasoned health system executive with transformative leadership abilities, as well as skilled relationship management, critical thinking and complex problem-solving skills.

Hinds' has a solid background in leadership within the health and community service sectors. She served as vice-president of health equity and priority populations with Ontario Health where her portfolio included mental health and addictions. Prior to this, she served as director, planning and integration, with the Southwest Local Health Integration Network, as well as district executive director of community support services and external relations with VON Canada.

Hind's qualifications include an honours bachelor of environmental studies and political science, and master of environmental studies and community development, both from York University. She has also completed the community health leadership program from the Rotman School of Management at the University of Toronto and has the Certified Health Executive designation through the Canadian College of Health Leaders.

Regarding her new role, Hinds stated, "I'm excited to join CMHA Brant Haldimand Norfolk because I'm passionate about positively impacting mental health services and supporting the well-being of our community. This role offers an incredible opportunity to lead a dedicated team in implementing innovative programs and strategies that address the unique needs of our region. I'm eager to collaborate with partners and leverage my experience to drive meaningful change and enhance the quality of mental health care for all."

Hinds resides in London with her husband, two daughters (ages 15 and 12) and her dog and "best boy," Apollo. Her hobbies include walking nature trails with Apollo, reading, travelling and going to concerts and the theatre.

Please join us in welcoming Lynn Hinds to the CMHA BHN community as she starts her tenure as CEO.



**Lynn Hinds**  
CEO  
CMHA Brant Haldimand Norfolk



# Vision, Mission, Values

## our strategic plan for 2025



### VISION

A society valuing human dignity, enhancing and embracing mental and emotional wellbeing for all.



### MISSION

We help people living with mental health challenges on their path to recovery.



### VALUES

Diversity and inclusion

Self-determination

Hope

Collaboration

Social Justice

Advocacy



# Programs and services

## Community Support Services Report

Community Support Services (CSS) continued to provide essential case management services throughout the Brant, Haldimand and Norfolk regions, helping over 1,100 individuals in the fiscal year. With a total of nearly 14,000 face-to-face or virtual visits, our dedicated staff made a significant impact on the lives of our clients.

In the past year, CSS opened 386 new client cases and successfully closed 377. Our staff worked tirelessly to engage clients, addressing a wide range of needs while breaking down barriers to success.

The primary goal of CSS is to provide comprehensive support tailored to each individual's situation. However, a significant ongoing challenge remains: housing. The shortage of affordable housing in our regions continues to be a pressing issue. Many of our clients are unable to make meaningful progress toward their goals without access to stable and affordable housing, which often hinders their ability to improve other areas of their lives.

### GROUP SESSIONS

To further support client needs, CSS facilitated 139 group sessions throughout the year. These sessions addressed various aspects of mental health, housing, life skills and more, offering clients a chance to connect with others facing similar challenges and to gain valuable tools for improving their well-being.

### INNOVATIONS AND IMPROVEMENTS

In response to the increasing demand for services and the waitlist challenges, CSS introduced walk-in services. This new innovation allows clients to receive help on a first-come, first-served basis, providing immediate assistance while they wait for more formal case management. This has proven to be an invaluable resource, reducing the need for clients to reapply or face delays in receiving services.

#### KEY STATISTICS



Total clients served:

**1,100+**



Total visits:

**Nearly 14,000**

*(including face-to-face and virtual)*



New cases opened:

**386**



Cases closed:

**377**



Current waitlist:

**113 clients**



Average wait time:

**1 year\***

*(\*approximately. Down from 2 years)*

# Programs and services

## Community Support Services Report

### PARTNERSHIPS

Collaboration with community partners has been a key driver of CSS's success this year. We're grateful for our partnerships with:

- **RAAM** (Rapid Access Addiction Medicine)
- **South Coast Wellness for DBT** (Dialectical Behavior Therapy) supports
- **SOAR** (Success Overcoming Addictions and Recovering)
- **GRCHC** (Grand River Community Health Centre)
- **Haldimand Family Health Team**

These partnerships have enabled us to broaden the scope of services available to our clients, including access to specialized mental health and addiction support, further enhancing our ability to support individuals in need.

### CHALLENGES AND OPPORTUNITIES

While CSS has made great strides in addressing client needs, there are still many challenges to overcome. The most pressing of these is the ongoing lack of affordable housing. As the waitlist remains high, CSS continues to seek solutions and advocate for better housing options in our communities. We're committed to finding creative ways to support clients during their wait for housing and helping them progress in other areas of their lives as they wait for stable living conditions.

In addition, CSS will continue to expand its walk-in services and enhance partnerships with local organizations to meet the growing needs of the community.

### LOOKING FORWARD

As we look ahead to the next fiscal year, CSS is committed to:

- **Reducing waitlists:** We'll continue to streamline processes and introduce new initiatives to ensure clients receive the support they need more efficiently.
- **Expanding housing solutions:** We'll work closely with local governments, housing authorities and community organizations to advocate for and create more affordable housing opportunities.
- **Strengthening partnerships:** Our collaborations with local services and agencies will remain a cornerstone of our success, ensuring we can offer a holistic range of services to clients.

The entire CSS team would like to express our sincere gratitude to our clients, partners and the community for their support over the past year. Together, we continue to work toward a stronger, more resilient community. We look forward to the opportunities and challenges the next year will bring as we continue to provide compassionate, effective support to those in need.

This report reflects CSS's ongoing commitment to providing top-quality support, improving client outcomes and strengthening community connections. Thank you for being part of our journey.

# Programs and services

## Mental health Court Services Report

CMHA BHN Court Services provide court support for persons with self-identified or diagnosed mental illness who 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 are 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.

Referrals have remained consistent with a small drop (-3) in referrals received for the year. Court Diversion offers a six-month alternative to criminal sanctions for people with mental health and addictions concerns, a 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. There has been an increase in mental health diversions accepted by the crown attorney and an increase in successful completion of diversions.

Brantford, Simcoe and Cayuga courts have adopted a permanent hybrid model with individuals appearing in person and by Zoom video. The court services team continues to support individuals for in-person and virtual court appearances.

### **DURING THE 2023-24 FISCAL YEAR:**

**New referrals to Court Support and Mental Health Diversion:**

**209**

**Discharged from service:**

**172**

**Direct supports to individuals and their families:**

**5,135**

*(combination of face-to-face and telephone/virtual)*

**New mental health diversions started:**

**69**

**Mental health diversions successfully completed:**

**61**

# Programs and services

## Supported Housing Report

### RENT SUBSIDY HOUSING PROGRAM – BRANT

In Brant, we supported 110 tenants through our rent subsidy programs working with 61 private landlords. However, workers in the housing programs are finding it increasingly challenging to support individuals, particularly in accessing and maintaining affordable housing. With the ongoing rise in rent, and significant decrease in available housing stock, it's difficult to provide the necessary support. Without this program, many people would have ended up being homeless.

In Brant, we supported **110 TENANTS** through our rent subsidy programs working with **61 PRIVATE LANDLORDS.**

#### BRANT HOUSING NUMBERS



tenants supported:

**100**



individuals on the wait list:

**260**



units provided:

**86**

#### HOUSING PROGRAM – HALDIMAND NORFOLK BY THE NUMBERS



housing units provided:

**78**



tenants supported:

**91**



# Programs and services

## Crisis Stabilization Bed Program

The CSB Program is celebrating 16 years of providing residential support to persons experiencing a mental health crisis. We assist clients to work on their self-identified goals and offer post-discharge case management support.

The CSB operates four crisis beds for self-referrals and two safe beds for Haldimand-Norfolk OPP referrals. The program had 136 admissions last year, resulting in a total occupancy of 1,088 nights.

The CSB admires client resiliency, meaningful collaboration with service providers and the dedication of our team.

**"I WAS TIRED AND DULL COMING IN, BUT STAFF UPLIFTED ME AND HELPED ME GET MY PRIORITIES STRAIGHTENED OUT."**

**"I AM MUCH MORE CALM, HEALTHY AND WELL-RESTED NOW."**

**"THE BEST PLACE I'VE EVER STAYED."**

**"I LOVED THE STAFF. SUPPORTIVE AND HELPFUL."**

The program had **136 ADMISSIONS** last year, resulting in a total occupancy of **1,088 NIGHTS.**



# Programs and services

## Brant Safe Beds

Brant Safe Beds (BSB) has successfully completed its fifth year of operation, continuing to provide a voluntary, short-stay program for individuals in immediate mental health and addiction crises. Our mission remains steadfast: to support, empower and advocate for individuals facing urgent challenges, offering a safe and welcoming environment as they work toward recovery.

During the 2023-2024 fiscal year, BSB admitted 173 clients, who collectively stayed for a total of 1,546 days. Each individual's stay is an opportunity for healing, growth and support as they navigate their crises. Our team, consisting of skilled staff, continues to embody our mission of providing compassionate care and fostering a sense of safety, dignity and respect.

### PROGRAM ENHANCEMENTS

This year, BSB introduced group sessions as part of the comprehensive support offered to clients during their stay. These sessions have received very positive feedback from participants, helping them to connect with others who are facing similar challenges. Through these groups, clients were able to explore aspects of mental health, addiction recovery and personal development in a supportive, collaborative environment.

In addition to group work, clients were connected to case management, peer support and concurrent disorders workers after their discharge, ensuring their recovery continues even after leaving the program. This multi-disciplinary approach allows for continuity of care and better long-term outcomes.

### STAFF AND COMMUNITY ENGAGEMENT

Our staff continues to demonstrate exceptional care and dedication, providing the highest level of service to every individual who enters the program. The positive feedback from clients reflects the compassion and expertise of our team, which includes case managers, peer support workers, concurrent disorders specialists and other vital roles.

BSB remains committed to community engagement and maintaining strong partnerships with local organizations. These collaborations help us provide a more comprehensive support network for individuals both during their stay and after they leave the program.

### LOOKING FORWARD

As we look ahead to the next fiscal year, we remain focused on:

- **Enhancing program offerings:** BSB will continue to expand and refine group sessions and other supportive resources to meet the evolving needs of our clients.
- **Increasing collaboration with community partners:** Strengthening our partnerships with local mental health and addiction services is a priority to ensure clients receive holistic care.
- **Improving client outcomes:** By providing continuous support after discharge and expanding our resources, we aim to help individuals build lasting recovery and improve their overall well-being.

BSB has made significant strides in the past year, marking another successful chapter in our mission to support individuals in crisis. We're incredibly grateful to our staff, community partners and clients for their ongoing dedication to the program. As we move forward into another year, we remain committed to fostering hope, dignity and healing for all who come through our doors.

Thank you for being part of our journey to better mental health and recovery for all.



# Programs and services

## Sustainable Employment Initiative Report

The CMHA SEI program was ranked No. 1 in Brant, Hamilton and Niagara for clients successfully retaining employment for one year after obtaining work.

Sheila Robertson, the program staff was the winner of an award at the Fedcap conference in April. Sheila was No. 1 in Brant, Haldimand-Norfolk and Niagara for clients retaining their employment – a big accomplishment for such a large catchment area. SEI is a unique program at CMHA BHN, and it's great to see all the hard work paying off with recognition from Fedcap. Congratulations Sheila!

### 2023-24 BY THE NUMBERS



Contacts (in-person visits):

**431**



New referrals:

**30**



Individuals discharged after successful employment:

**27**



# Programs and services

## Works For Me Program Report

The Works For Me (WFM) program has made significant strides in 2023-24, continuing its mission to support individuals in achieving their goals related to employment, education and volunteer work. Throughout the year, the program provided valuable guidance, resources and personalized support to help individuals make meaningful progress in their personal and professional lives.

This past year, the WFM program (0.8 FTE staff) served 38 clients, conducting over 500 visits (both face-to-face and virtual). These interactions focused on helping clients find and maintain employment, pursue educational opportunities and engage in volunteer work. By providing tailored support and encouragement, WFM has helped individuals build confidence, self-efficacy, and the skills needed to succeed in these areas.

The program's focus on employment, education and volunteerism has proven to be essential in helping clients establish a sense of purpose and achieve personal growth. Clients have reported feeling more confident and equipped to navigate challenges, with a deeper understanding of themselves and their capabilities.



**... the WFM program (0.8 FTE staff) served 38 clients, conducting over 500 visits (both face-to-face and virtual)."**

### CLIENT TESTIMONIALS

We're grateful for the feedback shared by clients, which highlights the positive impact WFM has had on their lives. Here are some of the comments we received:

- The program is amazing. I find it super helpful with reassurance as well as tools to use in my daily life, but also helping me feel like I'm not 'crazy.'
- (My worker) listens to what I want and is a good reflective listener. When asked for an opinion on my volunteer activity, she is responsive. Encourages independence and growth.
- "I really feel that I'm heard, and my worker does research and finds things that I'm unable to find.
- "I'm working on a discharge plan with a new sense of self-efficacy, confidence and self-knowledge.

These comments reflect the program's success in providing a supportive and empathetic environment for individuals working to improve their lives.

### LOOKING FORWARD

As we move into the next fiscal year, the WFM program remains committed to helping clients achieve long-term success by:

- **Continuing to provide personalized support:** By addressing the unique needs of each client, we aim to enhance their confidence and capacity to pursue employment, education and volunteer opportunities.
- **Expanding resources and opportunities:** We'll continue to explore new resources and connections to ensure clients have access to the tools they need for sustained success.
- **Empowering independence:** Encouraging clients to take an active role in their goals remains a priority, allowing them to grow and achieve autonomy in their personal and professional lives.

The WFM program has made an incredible impact on the lives of individuals this year, helping them build confidence, acquire new skills and take important steps toward their goals. We're proud of the progress our clients have made and look forward to continuing our work in the coming year, supporting individuals as they grow, learn and achieve their personal goals.

# Programs and services

## Alternatives Social Recreation Program

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 offers monthly in and out of town trips, volunteer opportunities, guest speakers, crafts, games, meal opportunities and other activities decided on by the members. Referrals remain constant with new members joining all the time and we've maintained a quick pick up from intake.

**79** members

**1,000+** contacts reached  
(454 face-to-face, 685 phone interactions)



## Peer Support Program

Peer support workers seconded by Helping Ourselves through Peer support and Employment (HOPE) continues to provide invaluable assistance to case managers. Their lived experience and knowledge gives a valuable perspective in supporting client care. They help to strengthen coping skills for anxiety and depression as well as provide other essential support in client recovery.

**47** current clients  
receiving supports

Close to **1,000**  
contacts took place  
(575 face-to-face, 329 phone interactions)



# Programs and services

## Family Support Program

The Family Support Program was quite busy this fiscal year. Family members of those living with mental illness require support as well, and this was reflected in the statistics for the year.

The program had 670 individual service recipient interactions and 343 group service recipient interactions.

The Family Support Program offers a monthly group called Families Caring, Families Sharing, as well as the quarterly eight-week NAMI Family-to-Family Education program. In addition, a monthly Survivors of Suicide Loss support is offered to those who have lost a family member or friend to suicide. All programs continued to be well attended in the fiscal year.




**The program had 670 individual service recipient interactions and 343 group service recipient interactions."**



# Mental health promotion

## Mental health week 2024

Mental Health Week 2024 was a great success, with much community engagement and partner events throughout Brant, Haldimand and Norfolk. Flag-raising ceremonies to kickoff the week were held both in Brantford and Simcoe.



**Mental Health Week 2024**

Scan Here

**May 4**

3:00-11:00pm  
**Mask It! Talent & Fashion Show**  
Rosini Lodge  
140 Grey St.  
<https://www.eventbrite.ca/e/mask-it-talent-fashion-show-2024-2-day-pass-tickets>

**May 5**

3:00-11:00pm  
**Mask It! Talent & Fashion Show**  
Rosini Lodge  
140 Grey St.  
<https://www.eventbrite.ca/e/mask-it-talent-fashion-show-2024-2-day-pass-tickets>

**May 6**

10:00am  
**Flag Raising**  
Harmony Square  
89 Dalhousie St.  
Brantford

12:00pm  
**Flag Raising**  
Norfolk County Administration Bldg  
50 Colborne St. S.  
Simcoe

1:00-3:00pm  
**Community Information Fair**  
Royal Canadian Legion Hall  
200 West St.  
Simcoe

5:00-7:00pm  
**Woodview Kick off**  
Doug Snooks  
Eagle Place  
Community Centre  
333 Erie Ave.  
Simcoe

**STRIVE awards**  
Presented at  
Kick off Event!

**May 7**

11:30-12:30  
**Take 5 For Compassion: You'll Flip Over It!**  
Workshop & Pancakes  
Woodview  
643 Park Road N.  
To register:  
cferrell@woodview.ca

5:00-8:00pm  
**Talent Not Required Show**  
By Fortitude Youth Initiative  
Woodview  
643 Park Road N.

**May 8**

**Chalk It Up! All week**  
Show your support by drawing/writing positive messages and sharing your photos on our Facebook page

1:30-3:30pm  
**Town Hall Meeting**  
Brantford Police  
Brantford Public Library  
3rd floor  
173 Colborne St.

5:30-7:30pm  
**The Wedge**  
An Interconnected System For Developing Personal Doctrine  
Cowen Community Health Hub  
25 Curtis Ave N, Paris  
To register:  
519-442-9834

6:00-7:30pm  
**Hopeful Journeys**  
SOAR Community Services  
Virtual  
register for Link  
519-754-0253

**May 9**

12:00-1:00pm  
**How to Support Someone in an Abusive Relationship**  
Nova Vita Blossom  
Webinar via ZOOM  
Mtg ID: 885 6475 6475  
Password: 184865

1:30-3:00pm  
**Q&A with SOAR & CMHA**  
44 King St Suite 205  
Chalk Building

6:00-7:30pm  
**Everyday Mindfulness**  
by PrimoCare Community  
Family Health Team  
To sign up: 519-442-9834

4:00-8:00pm  
**Smash-It for Mental Health Fun Fair**  
ABEL Enterprises  
447 Queensway W, Simcoe

5:00-7:00pm  
**Artistic Expressions**  
SOAR Community Services  
225 Fairview Dr.  
to register:  
raven.williams@soar.ca

5:00-7:00pm  
**St. Nations Fair**  
Veterans Park  
1799 4th Line, Okanese

**May 10**

10:00-11:00am  
**Gentle Morning Movement and Stretching**  
Grand River Community Centre  
363 Colborne St.  
To register:  
oegibor@grchcc.ca or  
519-754-0777 x 233

10:00am-1:00pm  
**Mental Health Week Closing Event**  
Community Information Fair  
Lions Park Hall  
640 Lock St W  
Dunnville

2:30-4:00pm  
**Hopeful Journeys**  
SOAR Community Services  
in person  
133 Elgin St.  
age 16+

3:30-5:30pm  
**Closing Event**  
Hosted by SOAR and the Brant County Health Unit  
Brantford Public Library  
3rd floor  
173 Colborne St.

**#CompassionConnects**

@BHN MentalHealthWeek



**Let's #GETLOUD**  
Haldimand Norfolk  
Mental Health Week, May 6 - 10, 2024

*Community Events*

and more...

**Information**

**Monday, May 6**  
12 noon  
**Mental Health Week Kickoff**  
Flag raising Ceremony  
Norfolk County Administration Bldg.  
50 Colborne St. S.  
Simcoe, ON

**Monday, May 6**  
from 1-3 p.m.  
**Community Information Fair**  
Royal Canadian Legion Hall,  
200 West St.,  
Simcoe, ON

**Friday, May 10**  
10:00 a.m. - 1:00 p.m.  
**Mental Health Week Closing Event**  
Community Information Fair  
Lions Park Hall, 640 Lock St W,  
Dunnville, ON

**#CompassionConnects**

For more information, call 519-752-2998, ext. 112 or ext. 103

## Ride to Thrive annual charity motorcycle ride

Mother Nature co-operated on this sunny and pleasantly-mild day on Aug. 10, 2024. This annual fundraising event is put on in partnership with Participation Support Services Brant. The event was a great success, and a good time was had by all. Special thanks to Doug Hunt from PSS, the Ride to Thrive Planning Committee, the Brant Naval Veterans Association, Starbucks, all the participating businesses at the ride stops, the prize donors and of course the riders whose support is greatly appreciated!





# Mental health promotion

## World Suicide Prevention Day (Sept. 10)

Suicide Prevention Brant held activities in Brantford and Paris to mark World Suicide Prevention Day. This group meets quarterly to address suicide prevention in Brantford-Brant, Six Nations at New Credit of the Mississaugas. We were very happy to see all the community support, including representation from City of Brantford mayor Kevin Davis, Brant County mayor David Bailey, Brantford police chief Jason Saunders, OPP Brant detachment representatives, inspector Quenneville and several constables, and Dr. Comley from the Grand Erie Health Unit. All were in attendance on this unseasonably hot and humid day to support this important event.



## Talk Today awareness game

What a fantastic night on Feb. 2 at our awareness game with the Brantford Bulldogs. The arena was filled to capacity and messages about the importance of mental health resonated to all in attendance. It was a great opportunity to both support our beloved hockey team and provide education on our programs and services and mental health. Thanks to the Bulldogs staff for their awesome support for this event!





# Branch news

## 2024 Community Votes award

We were honoured to be recognized once again by our community through Community Votes Brantford. We thank and appreciate all those who voted for us!



## Goodbye John and Richard

We said goodbye to these two beloved gentlemen in August. We thank John Ranger, assistant executive director and Richard Long, housing manager, for their combined 41 years of service. Congratulations on your retirement. You will be missed. Enjoy!



**John Ranger**



**Richard Long**



# Branch news

## Staff years of service award

Several staff received their years of service awards at the staff Christmas party on Dec. 6.

- 20 years Sheila Robertson, Christine Gadsby
- 15 years Lynn Blake, John Harriott, Catherine Gumbley
- 10 years Nicole Haggith, Shelley Panton
- 5 years Kerry Ireland, Sarah Bradley, Hannah Wiersma

Congratulations to all of you!



**Lynn Blake** receiving her 15 years of service award, with Brian Grice, board president.



**Kerry Ireland** receiving her five years of service award, with Brian Grice, board president.



**Catherine Gumbley** receiving her 15 years of service award, with Brian Grice, board president.



**Sheila Robertson** receiving her 20 years of service award, with Brian Grice, board president.



# Branch news

## Client Christmas party

A fantastic night was had by all at the Client Christmas party. Special thanks to The Thompson Band for providing amazing entertainment, our wonderful staff volunteers who go above and beyond the call of duty for our clients, all the prize donors and sponsors, Sydenham Church, and everyone else involved who helped to make the party a great success.





# Branch news

## Emergency Responders Golf Tournament

We had a beautiful day for the annual Emergency Responders Golf Tournament on Sept. 12. The event raised funds for our Brant Safe Beds. Special thanks to Jim Perriera, OPP Brant detachment and his team, the Walter Gretzky Municipal Golf Course staff, all prize donors and event sponsors, staff volunteers, all the players, and everyone else who helped make this event a success.



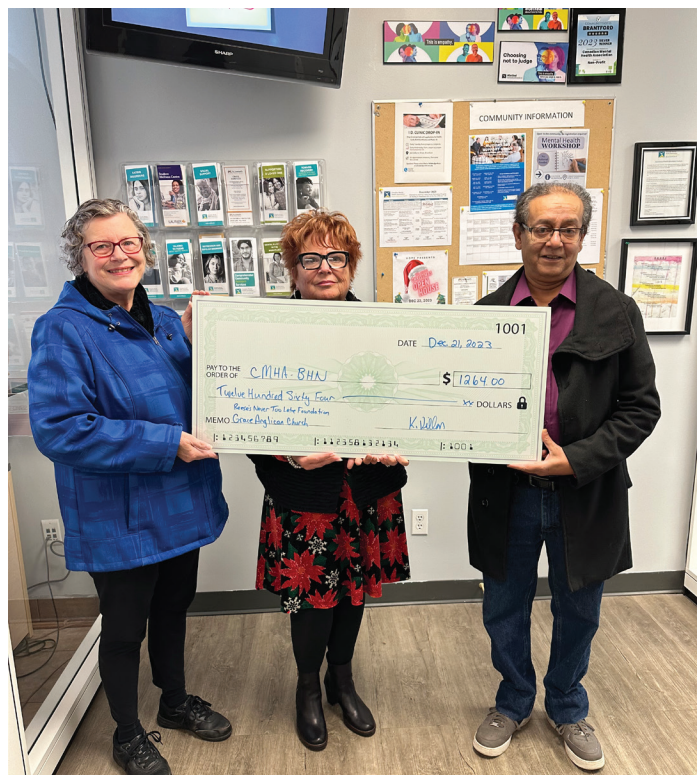


# Donors and Sponsors

Special thanks to the generosity of our donors! Your support is greatly appreciated.



**Tread Forward Merchandise**



**Grace Anglican Church**



**Ron Wreaks**

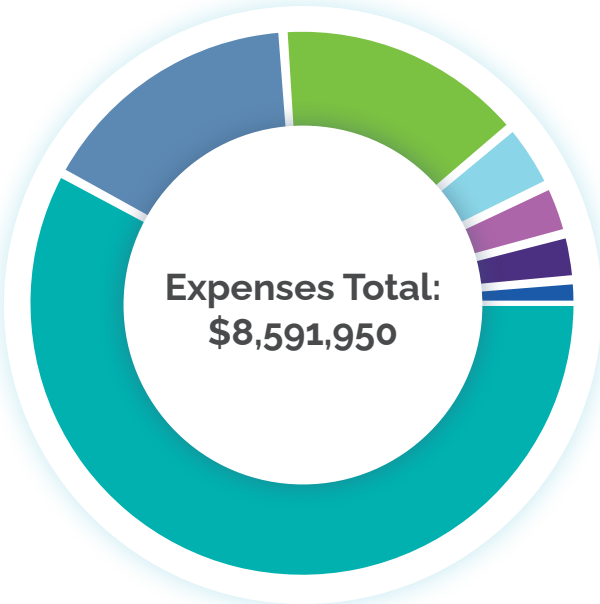


**Your Neighbourhood Credit Union**

# Financial Overview



|  |             |
|--|-------------|
| Ontario Health. . . . .                                | \$6,598,716 |
| Ministry of Health Housing (Rent Supplements). . . . . | \$1,269,034 |
| Fund Type 3 - All others . . . . .                     | \$367,141   |
| Ministry of Health Housing (RGI / PnP). . . . .        | \$199,504   |
| Cost Recoveries (CMHA + HOPE) . . . . .                | \$105,888   |
| Other Revenue (HOPE + Quicklean). . . . .              | \$51,667    |



|  |             |
|--|-------------|
| Salaries & Benefits (CMHA BHN) . . . . .         | \$5,034,492 |
| Operating Expenses (CMHA BHN) . . . . .          | \$1,351,112 |
| Ministry of Health (Rent Supplements) . . . . .  | \$1,269,034 |
| Fund Type 3 (All others) . . . . .               | \$367,141   |
| Salaries & Benefits (HOPE + Quicklean). . . . .  | \$244,310   |
| Ministry of Health Housing (RGI / PnP) . . . . . | \$199,504   |
| Operating Expenses (HOPE + Quicklean) . . . . .  | \$126,357   |

# ANNUAL REPORT

Brant Haldimand Norfolk

# 2023/24



Canadian Mental  
Health Association  
Brant-Haldimand-Norfolk  
*Mental health for all*

## Contact us



[mail@cmhabhn.ca](mailto:mail@cmhabhn.ca)



[bhn.cmha.ca](http://bhn.cmha.ca)



[@CMHABrantHaldimandNorfolk](https://www.facebook.com/CMHABrantHaldimandNorfolk)



[@cmhabhn](https://www.instagram.com/cmhabhn)



[@cmhabranth-n.bsky.social](https://twitter.com/cmhabranth-n.bsky.social)

## Visit us

### ADMINISTRATIVE OFFICE

44 King Street, Suite 203  
Brantford, ON N3T 3C7  
519-752-2998

### SIMCOE LOCATION

395 Queensway West  
Simcoe, ON N3Y 2N4  
1-888-750-7778



Charitable Number: 11883 4191 RR00011