



2021-2022

Canadian Mental Health Association
Colchester East Hants Branch

ANNUAL REPORT



Canadian Mental
Health Association
Colchester East Hants
Mental health for all

A COMPREHENSIVE SUMMARY OF
OUR YEARLY PERFORMANCE,
PROGRAMS & SERVICE

Contents



Page

- 03. Meeting Agenda
- 04. Minutes of Annual General Meeting 2021 - July 13, 2021
- 06. President's Report
- 07. Executive Director's Report
- 09. Program Report - The Club
- 12. Program Report - Independent Living Support (ILS)
- 13. Program Report - Willow House
- 15.. Program Report - Youth Outreach
- 18. Program Report - Community Outreach
- 20. This Year's Highlights
- 21. Board of Directors



Meeting Agenda

Welcome

AGM Report Dedication

Minutes of 2021 Annual General Meeting – July 13, 2021

President's Report

Audited Financial Report – Grant Thornton

Appointment of Auditor 2022-23

Executive Director's Report

Program Reports – Presentation by Club Manager

Nomination Report

Meeting Adjourned



**Minutes
Annual General Meeting
July 13, 2021**

Present: Tom Taggart, Nick Bell, Tammy Hamlin, Rick Williamson, Holly Grue, Susan Henderson, CMHA Staff, Jeff Martin (representing Grant Thornton), Sam Madore, Staff of EHFRC, Hilda Little, and Andy Williamson.

Regrets: Peter Bakes, Anja Willems, Rob Landry, Terry Leier, and Andrew Lake

1. Welcome and Call to Order

Tom Taggart, as President, called the Annual General Meeting to Order at 12:04 pm.

2. Minutes of the Previous Annual General Meeting

Susan read the Minutes and no errors or omissions were noted. Tammy Hamlin moved the Adoption of the Minutes from the AGM of July 14, 2020. Nick Bell seconded the motion. Motion carried.

3. President's Report

Tom Taggart reviewed his President's Report and asked for any comments or questions.

4. Financial Report

Jeff Martin, representing the Association's Auditor Grant Thornton, was welcomed. He explained that he has been the Manager of the Association's file. He thanked Tricia Murphy and Susan Henderson for their cooperation. Jeff provided an overview of the auditing process and asked for any questions anyone may have. Nick Bell moved for the Adoption of the Audited Financial Statements. Tammy Hamlin seconded the Motion. Motion carried.

5. Appointment of 2021-22 Auditor

On a motion by Treasurer Nick Bell, he moved for the appointment of Grant Thornton as the association's auditor for the 2021-22 fiscal year.

At this point, Jeff Martin left the meeting.



6. Executive Director's Report

Executive Director Susan Henderson presented the AGM Report, highlighting aspects of various programs. She noted her appreciation for the guidance of the Board of Directors and for the hard work of staff, who continue to adapt to the changing expectations of COVID.

Club Program Manager Susan King, and Support Staff Audrey Balsor provided an overview of the Club Programs and Services. COVID continued to demand a flexible approach and both online and pick-up activities were provided, even after the gathering limits began to loosen. These included social groups, support groups, and activities such as walking groups and art journaling. Over the past fiscal year, Club Staff made 800 contacts with 110 unique individuals. Susan King thanked the United Way of Colchester for their support of the Food With Thought Program, the Municipality of Colchester for funding the recreation components of the Club and the NS Health Authority for the financial support to provide core funding for the Club program.

7. Adoption of the Reports

On a motion by Board Member Tammy Hamlin and seconded by President Tom Taggart, the President's Report, the Executive Director's Report, and the Program Reports were accepted. Motion carried.

8. Nomination Report

The Nominating Report was presented by Acting Chair, Susan Henderson. The following Directors agreed to serve as Elected Officers, as follows: President – Tom Taggart, Vice-President – Vacant, Corporate Secretary – James McMorran, Recording Secretary – Vacant, Treasurer – Nick Bell

The following names were submitted for Nomination to the Board of Directors for 2021-22: Tom Taggart, James McMorran, Nick Bell, Peter Bakes, Anja Willems, Andrew Lake, Rob Landry, George Lloy, Richard Williamson, and Kelly Wilson.

No Nominations were accepted from the floor.

On a motion by Board Member Tammy Hamlin and seconded by President Tom Taggart, the Nominating Committee Report was accepted. Motion carried.

9. Adjournment

The meeting was adjourned at 12:53 pm on a motion by Tammy Hamlin and seconded by Treasurer Nick Bell

President CMHA CEH – George Lloy

Acting Secretary – Susan Henderson



President's Report

I am pleased to submit this year's President's Report, having stepped into this position just a few months ago after the resignation of Tom Taggart, following his win as a MLA (Congratulations Tom!)

There is much to learn about community-based mental health, and where our place is both as partners with the more formal system and in meeting the mental health needs of individuals. The impacts of COVID-19 and the Mass Casualty continue to manifest themselves, and we are seeing the results in those we support. The prevalence of anxiety and depression, as well as decreased overall well-being have caused us to see increased numbers of individuals accessing our supports, as well as increased numbers of individuals presenting in crisis.

Our branch of the Canadian Mental Health Association is a dynamic one, with programs and services across the spectrum of mental illness. I am proud to represent the Board of Directors which consists of passionate individuals who are keen to improve the experience of accessing mental health supports. With their guidance, along with staff and system partners, I am excited about the months and year ahead and what we can action together.

My appreciation as well to our community which continues to support us. We could not do all we do without you!

I look forward to the coming year and its challenges and successes. One goal among many is to continue to increase awareness of our programs and services, as well as on-going support for our Building Campaign.

Sincerely,



George Lloy
President CMHA CEH



Director's Report

In reflecting on the past year (and my 12th!), I must admit I have a mix of emotions. Although change can be good, it can also create its share of stress, and the past year has not been without either.

COVID 19 continued to impact the ability to deliver in-person programming in 2021-22. Staff continued to work hard to adapt and change, and continued to be creative in program delivery when we could not meet in person. Although we felt we had little choice and wanted to keep our folks as safe as possible, we also understood that the lack of social opportunities could be detrimental to positive mental health. This was hard on support staff who always want to do the best we can for those we support.

Like many not-for-profit organizations, we did not escape the staffing challenges that impacted the sector. Illness, increased stress, changing workloads, and opportunities beyond the organization meant a higher than normal staff turnover. Lois Walker and Holly McCormick, two long-term CMHA employees, left for new experiences, which meant a significant shift in the Management Team this year. Megan Boudreau has joined us as Staff Supervisor, and staff changes in other programs have meant new energy and ideas, and we are seeing the positive impacts of this.

Our services continue to be in demand, and we were, and are, concerned with the number of individuals who are presenting with more complex needs. We are seeing the impacts of 2 years of COVID, a series of tragic community events and the lack of predictability on both whom we support and on our support staff.

We have been frustrated on many occasions in trying to accompany an individual in accessing the clinical, more formal system. Staff are being challenged to work with individuals in crisis and this is leading to fatigue. We are looking for a soft landing for the individuals we support and an answer for the distress they find themselves in.

One response to this has been to engage staff in professional development opportunities. Thanks to a grant from the Mental Health Foundation of Nova Scotia, staff members received training in resiliency development, stress management and workplace mental health. These programs are now being delivered in locations outside of Truro/Bible Hill and will expand over the next fiscal. This training was delivered by CMHA Nova Scotia Division. We continue to work to challenge barriers in access to mental health care. For example, I continue to sit as Co-Chair on the Northern Patient's Advisory Group and we are active in community advocacy in areas related to mental health and wellbeing.



Thankfully our community continues to be supportive, providing financial support that allows us to meet our goals. One of these examples was the Andy Lewis Golf Tournament held in August of last year. Although COVID impacted our ability to host in-person fundraising events, we did hold two virtual ones Women & Wellness and WalkTall – Men’s Mental Health Event with Theo Fleury. These were both well attended and enjoyed.

I was shocked to learn of James (Jim) McMorran’s passing on November 17, 2021; unaware he was even ill. As a long-term Board Member (including the office of Secretary and President), Jim helped me immeasurably since coming to CMHA in 2010 and supported me in this work with his historical memory and talent for the revision of policy and procedures. This year my report is dedicated to him and his sincere passion to reduce the self-stigma that many feel in their mental health struggles. It was his dream that individuals would feel free from shame and the guilt that often comes with mental illness. It is in his memory that we will continue to work towards this goal.

Despite these and other challenges, our organization continues to move forward in meaningful ways. This is entirely due to the dedication of staff members and the deep desire to improve the response to individuals who struggle with their mental health. I am very grateful for the passion staff and Board members bring to our branch, and know with your continued support that our year ahead will be a busy and successful one.

It takes a Team to run our branch and have the impact that we do – thank you to each and every one of you! You are sincerely appreciated.

Respectfully Submitted,



Susan Henderson
Executive Director CMHA CEH



Program Report: The Club

THE CLUB offers programming and social opportunities for those living with mental health issues in a safe and supportive environment. Staff encourage members to participate in social, recreational, employment and emotional programming that is offered through the Club and community. The afternoon activities offered through CMHA are open to everyone in the community. To become a Club member there is a simple application and intake process. For more information on becoming a Club member or the services we offer, please contact 902 895 4211 ext. 1.

This year continued to have many challenges and changes to programming due to COVID-19, government protocols & regulations, and vaccine and mask mandates. We continue to follow masking in the building and 6ft distancing to ensure people are safe when accessing our programming and services. In May 2021 with the 'shut-down' of the province, we went to all virtual programming. During this time, we offered one-on-one support (through zoom, phone calls and emails), zoom community mental health support groups, online art programming, online trivia and online mental health programming. By the end of June 2021, we were able to start re-opening to the public again to in-person programming and by the fall most regular scheduled programs had returned to in-person programming. This winter we were able to resume our Auricular Acupuncture - which is quite popular with both club and community members.

Recreation and leisure activities are key components of both physical and mental health. Throughout the year we have been able to incorporate regular physical/ recreation activities into our programming multiple times each week. These recreation opportunities have been a great bridge in teaching our clients about healthy lifestyles and the positive impact they can have on one's mental and physical health. Throughout the year with the help of the grant we receive from the Municipality of Colchester, the loan of recreation equipment (from both the towns of Truro & Bible Hill), the RECC passes (provided by the Rath Eastlink Community Centre), the Cougar Dome & the MacKay family (who graciously has paid for many rec opportunities we participated in at the Cougar Dome) and Leana Todd (and the donation of her time doing various yoga and recreation activities with members) we were able to provide **82 different recreation opportunities to over 240 people last year**. Some of the recreation activities we were able to partake in included; weekly walking groups, Gentle Yoga, our annual trip to Melmerby Beach & the Wildlife Park, and swimming. Participants learned how to play Tennis & Pickle Ball, went to the Golf Range, and many more activities not mentioned.



Below are statistics from the programs and services offered by The Club/
Community Programming:

PROGRAM	# OF TIMES PROGRAM(S) ACCESSED	# OF INSTANCES PROGRAM(S) WERE DELIVERED
Club Morning Social, Drop-Ins, In-House Programing etc (This does not include off-site recreation or online groups)	1012	(mon - fri)
ZOOM Meetings & In-house Community Mental Health Groups	206	71
Recreation & Leisure Programing	241	82
Mental Health Programing (On-line & In-house)	70	47
Auricular Acupuncture	61	12
Artworks Programing (In-house & Take Home Kits)	296	58



Fig 1.1 # of Times Programs Accessed



Our **Food with Thought Program** is generously funded by the United Way of Colchester for the staffing portion of the program and provides essential skills training for our clients that can be transferred to their everyday lives. This program provides meals to clients at a low to no-cost depending on their financial situation. This program encourages socialization with peers during the meal and an opportunity to touch base with staff on a regular basis. Most individuals who come in for club programming begin with the lunch program as food is a great motivator to bring people in the building. Once they are comfortable, many go on to participate in other programming opportunities provided by the club.

We have been able to keep the meals low cost to free as a result of money we received from the Second Chance Harvest and Vibrant Community’s Grant (that also allowed us to buy more shelving for our dry storage goods and an additional upright freezer). These grants help to cover the majority of the costs associated with the day-to-day Club lunch meals as well as provided funding to make freezer meals for individuals that access our services that may need a meal in an emergency situation.

This year we provided 2035 meals to over 150+ people.

Respectfully Submitted by:
Susan King – Club Manager

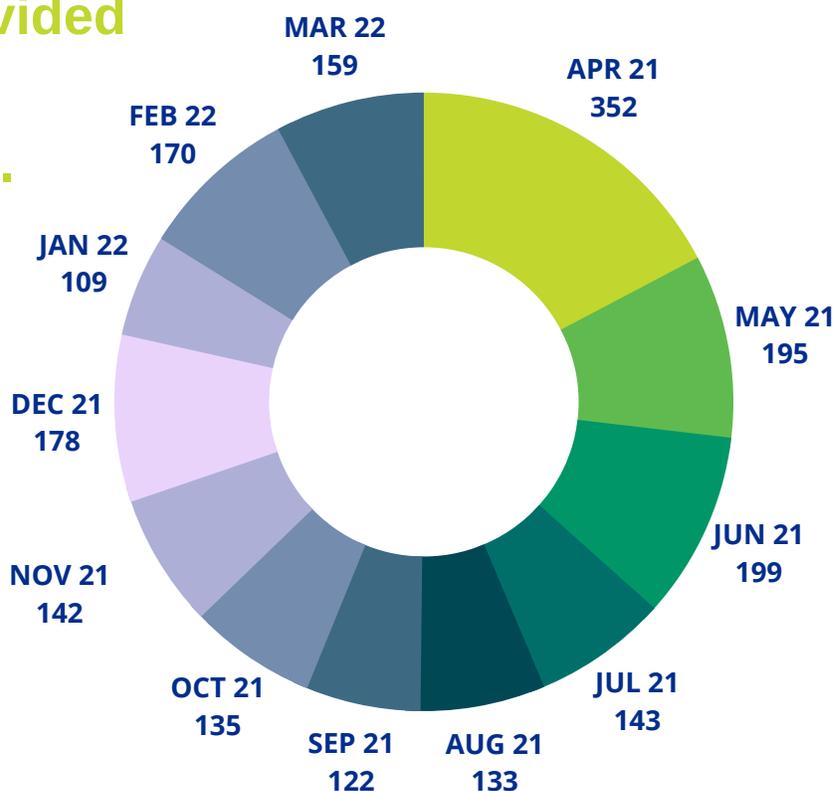


Fig 1.2 # Meals Distributed By Month



Program Report: Independent Living Support

The Independent Living Support Program (ILSP) provides support to people living in the community, who live with mental health issues. Currently, we are supporting 21 individuals through this program.

Financial support for this program is made possible by the Department of Community Services, First Nations Band Councils or private pay.

CMHA-CEH will receive referrals from the Department of Community Services, First Nations Band councils, and other agencies. There is an internal process to ensure CMHA-CEH is the appropriate agency to meet the needs of the applicant. Once they are in the ILS program it is determined how many support hours are needed. ILSP staff support clients in a “do with” rather than “do for” manner in order to promote independence. ILSP staff assists with activities of daily living such as cleaning, budgeting, medical appointments, advocacy, and healthy eating habits, just to name a few.

Into the second year of the COVID-19 pandemic support staff did not show signs of slowing down our support to these individuals as staff would support clients with phone call check-ins, meetings outside with physical distancing, staff would run essential errands on the client’s behalf. Support staff also made sure clients were able to get to all necessary medical appointments and procedures. ILSP Support staff is proud to report that over 95% of supported clients are choosing to be fully vaccinated against COVID-19.

It was announced recently by the Provincial Government that the Independent Living Program will be expanding and we couldn’t be any more excited about this news.

Year-end Totals from April 2021 – March 2022

Carry Over Clients – 22 | Discharge – 1 | Deaths – 1 | New Admissions – 1 | Total - 21



21

Respectfully Submitted by: Michelle Singer



Program Report: Willow House

Willow House provides 24-hour person-centred, mental wellness recovery and supports. It consists of two, three-bedroom co-ed apartments. Our mission is to “assist people who experience mental health difficulties to achieve the highest level of functioning and independence.” Our goal is to meet individuals where they are in their recovery. Support staff assist individuals with their wellness plan and growth towards independence while using a “do with not for” approach in areas of daily living, household responsibilities, professional appointments, budgeting, community relationships and educational/ employment goal setting.

Community-based activities are encouraged on a daily basis. Due to currently having a diverse group of residents with varying ages and interests, group activities are not always possible. COVID 19 continued to impact community access and visitors for residents. Activities were largely limited to in-house and occasional (when permitted), drives with staff. This greatly impacted the resident’s sense of personal freedom.

COVID-19 did hit our residents and staff, leading to challenges in ensuring protocols were followed and that an appropriate staffing component was maintained. Luckily it was short-lived, thanks to the diligence of all involved.

Activities that have taken place within Willow House range from playing cards, board games, movie nights and joint suppers as well as Birthday celebrations for residents that involve a meal of their choice and when allowed, inviting family and friends on-site for a visit.

Residential Support Staff support residents to accomplish the goals of their Individual Support Plans (ISPs) as well as achieve personal growth and development. Willow House was able to provide a successful transitioning point to our residents within the last year.

"do with not for"

OUR ONGOING SUCCESS HAS INCLUDED:

Transition to or from residence in Willow House - Over the past fiscal year, we have had 4 new residents move in, all of whom moved from other communities. Three previous residents have moved on to Independent Living situations in Truro, Halifax and Antigonish. Sadly, one of our residents became missing and was found deceased. This naturally had a profound impact on staff and residents and continues to do so.

Employment within the community or through project 50 - Two residents worked in the Project 50 Employment program. Project 50 is designed for individuals to gain experience and employability skills to re-enter the workforce and earn an extra \$50 a month aside from their regular income.

Increased community involvement - This area was limited this year due to the impacts of COVID but now that the province is re-opening we hope that this area can get back on track. Several residents routinely visit businesses in the community, go for walks and go to the community for shopping and treats.

In summary, it has been another challenging year for both residents and staff. The fear and uncertainty that COVID brought created increased fears for everyone, as well as restrictions on visits and time with friends and family. Staff rose to the challenge, working overtime and double shifts whenever necessary. Staffing shortages caused additional strains, however, we feel that this is improving with a number of new staff joining our Team. For example, Holly McCormick, a 16-year employee and Manager at Small Options, left to enjoy a career at Futureworks. Nadene Mahar has been hired as her replacement. Changes, even positive ones, can cause additional stress and this has not gone unnoticed.

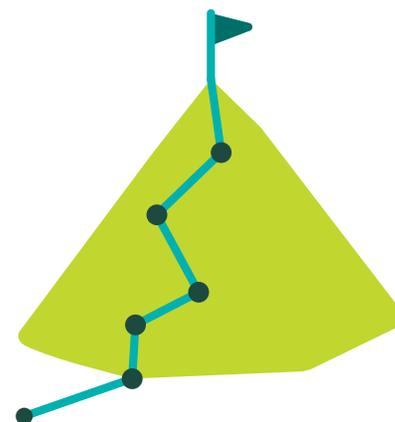
A sincere thank you to everyone for the patience and hard work that has gone into keeping everyone as safe as possible over the past year. The trusting, supportive relationships that evolve as a result are our reward, and the success of each resident is our success as well.

Respectfully Submitted by:
Susan Henderson for Nadene Mahar
Willow House Manager



Program Report: Youth Outreach

The Youth Outreach Program is a community-based program that offers both short-term and long-term support for the social, financial, emotional, mental, and physical health goals of youth up to the age of 24. This program is funded by the Department of Community Services, Nova Scotia. The program is committed to meeting the basic needs of youth while focusing on harm reduction and cultural competency. The program recognizes that youth experience complex challenges that require collaborative support from various people, family members, friends and community service agencies; with the youth actively participating and maintaining autonomy throughout the entire process.



The Youth Outreach Program is designed to meet the following goals:

- Improved physical, cognitive, spiritual and emotional health
- Increased hope and optimism about the future
- Resilience/ability to cope in times of stress and crisis
- Self-esteem and self-confidence
- Positive connection and engagement with the community and cultural supports, services and activities
- Positive, healthy relationships and boundaries with peers and adults
- Understanding of consent
- Positive behaviours and the use of strategies to reduce the risk of harm
- Increased feelings of safety
- Improved achievement of academic or vocational success
- Access to basic needs, stable housing and concrete supports in times of need
- Problem-solving, life and communications skills (including media literacy)
- Increased ability to identify and pursue personal needs and goals
- Opportunities and support to exit sexual exploitation/trafficking

Our Youth Outreach Workers ensure support is given to youth based on the individuals' unique needs and goals. The services we provide use a strengths-based, trauma-informed approach that is constantly improved through regular training and education opportunities.

We are delighted that the Department of Community Services has continued to provide us with the ability to support youth into their mid-twenties (24). Where other provincial and regional services often terminate when the person turns 18, our services support them through significant life challenges that often occur later, such as living alone for the first time, attending post-secondary school, finding work, accessing health care, and food insecurity and navigating complex adult relationships.

During the past year, The Youth Outreach Program continued supporting local youth with modified group programs (for social distancing due to Covid-19) and individual support. Unfortunately, many group-based programs were put on hold during the lockdown. Even so, we continued to have frequent contact with youth via phone, email, social media and meeting individually when possible. In the spring of 2021, the regional lockdowns had mainly ended, and we could get the following programs back up and running: Food with U, Youth Drop-In, U-Conversation and Tabletop Games. We also joined The Club in some activities, including Golf, Nature Walks and the Artworks program.

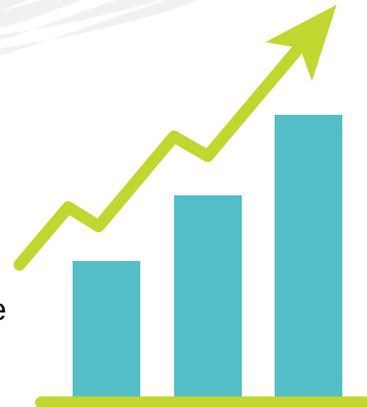
Also, this spring, the program saw a change-over of employees, with two new staff being hired for the vacant Youth Outreach Worker positions. Myself, Sarah Mulligan, and my colleague Chloe Trites started working in the department at the end of March. Both have diplomas in Social Services (Conestoga College & Nova Scotia Community College) with backgrounds and experience working with youth.

We chose to make outreach and public awareness of top priority this spring. Therefore, we contacted schools across Colchester and East Hants and offered to set up Mental Health Outreach Tables for students to access during lunch breaks. As a result, we met with students at **Bible Hill Junior High, South Colchester Academy, Redcliff Middle School, East Hants Rural High, and Central Colchester Junior High**. In addition to our outreach tables, we also presented "Mental Health 101" talks to over 150 students at these schools. The information we gave was well received and has indicated rising interest in mental health resources for youth.

Many youths who access our support services have been referred to us by a concerned parent/guardian, teacher, community service provider (e.g. Futureworx) or directly from a caseworker at the Department of Community Services. Youth also self-refer to our programs voluntarily.



We have seen an influx of youth looking to access our services this spring (2022). **As Covid-19 restrictions continue to be lifted, we anticipate that participation in our programs will continue to grow.** We are aware that local youth are most interested in programs that offer the opportunity to socialize, eat food and play games. While participating in these programs, we ensure that they have the chance to work on the goals outlined for the Youth Outreach Program (mentioned earlier) in a safe and supportive environment.



Respectfully Submitted by:
Sarah Mulligan, Youth Outreach Worker



Program Report: Community Outreach

The Community Outreach Worker is an Outreach position of CMHA CEH. The primary role of the position is to assess and support mental health needs and provide the navigational, accompaniment and referral services that are needed.

Often individuals experienced barriers that impact access to the supports and services that will help them to live an improved life.

This can be a variety of things and is defined by the client. For example, due to the support of the Community Outreach Worker, we were able to assist with food security and assess for mental health deterioration, and two clients were able to receive full sets of teeth from the “SMILE” Program.

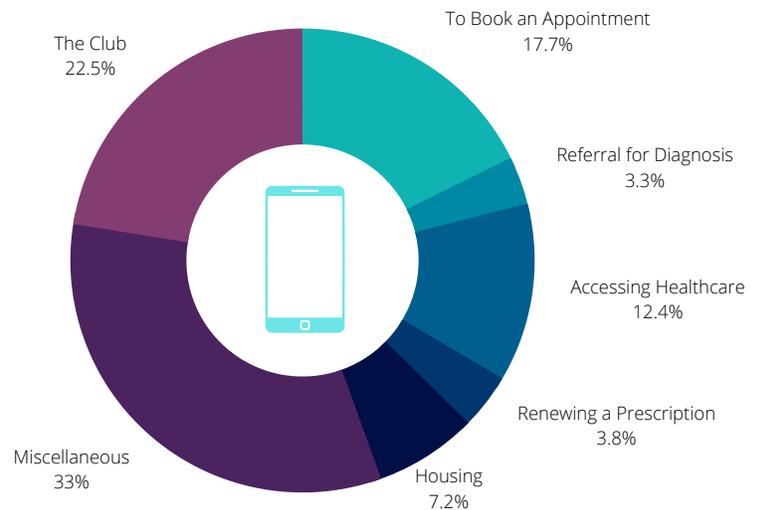


Fig 2.1 Reason for Calling Community Outreach

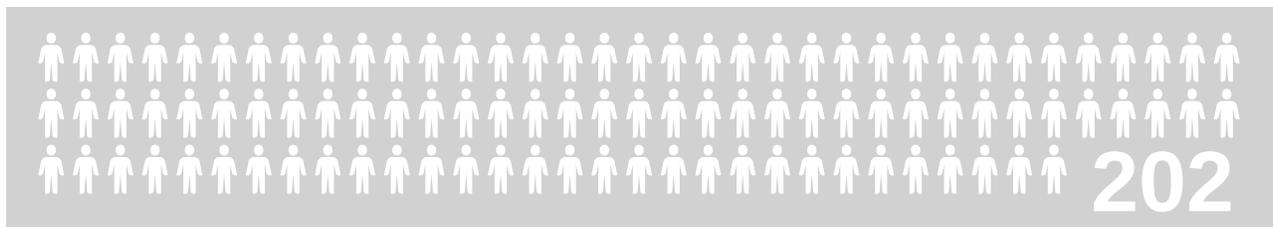


Fig 2.2 # of Unique Individuals who Called our Community Outreach Worker

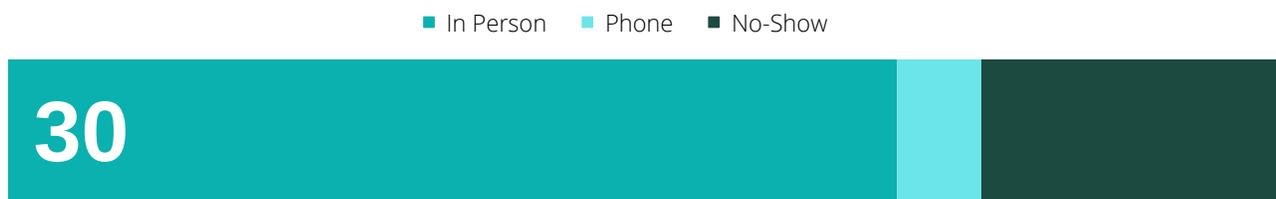


Fig 2.3 Total # of Client Intakes Completed



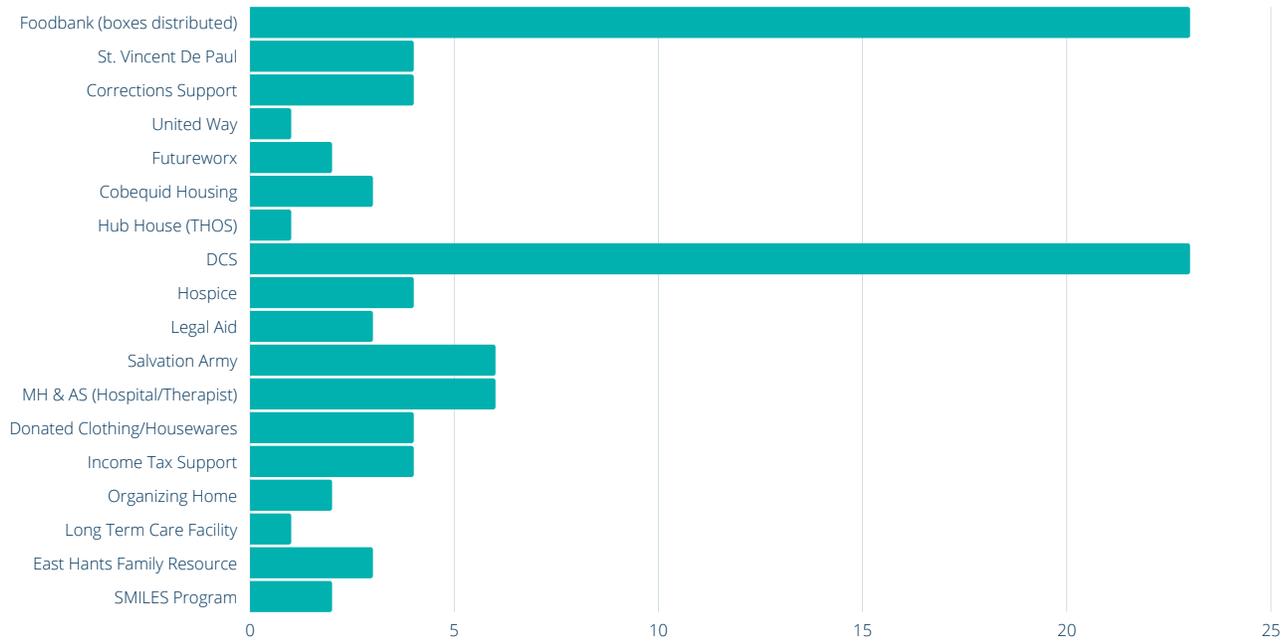


Fig 2.4 # of Referrals to Partner Organizations

The Community Outreach Program is funded in its entirety by the Karen Lake Foundation. We are very grateful for this support, as this program supports individuals who have limited to no financial means, and who are typically not being supported by any other organizations.

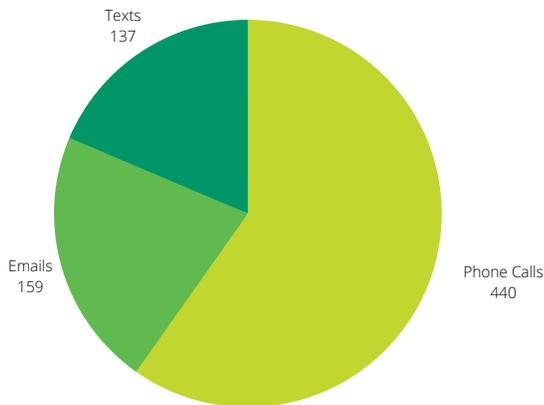


Fig 2.5 # Calls, Texts and Emails Made by our Community Outreach Worker

With the continued stressors on the financial, and therefore, mental health of individuals in our community we expect that the demand for the support and services of the Community Outreach Worker will only increase.

Although the work is difficult at times, it is also rewarding when we know we have helped an individual towards a more self-sufficient and satisfying life.

Respectfully Submitted by:
 Susan Henderson on behalf of Cindy Reid
 Community Outreach Worker

This year's Highlights



001

On October 16, 2021, a special ceremony was held to dedicate this bench, designed by Andrew Falls & built by Rob MacCormick, to the memory of Lucas Austin. The bench stands as a reminder that mental health and addictions do not discriminate and can impact anyone.



002

During the early months of 2022, **Fundy Textile & Design Ltd**, a local apparel producer, designed and sold Mental Health Awareness clothing as a fundraiser for our branch of CMHA. It was a great success and we hope to partner again in the future



003

In January, the **Women and Wellness** event was held (Virtually) and saw many local and provincial attendees join us to listen to guest speakers and to receive special prizes donated by local businesses



004

In December we focused on our 12 Days of Giving Program. During this time we focused on the different ways we show generosity and kindness to others while recognizing how difficult the holidays can be for members of our community



005

At the end of 2021 our Youth Outreach Program published a series of Mental Health videos. Youth Outreach Worker, Laura, was the host and featured special guests to discuss various topics like boundaries, stress management & self-care



006

Our Men's Mental Health Event "Walk-Talk" was held virtually and emceed by local Radio Host James Faulkner. The event was sponsored by CIBC and featured candid discussions about men's mental health and including a segment with our special guest Thoren Fleury.



Nominating Committee Report: Board of Directors

*I am pleased to submit the following names for nomination to the Colchester East Hants Branch of the Canadian Mental Health Association, **Board of Directors** for the year 2022-2023:*

George Lloy
Nicolas Bell
Holly Grue
Richard Williamson
Peter Bakes
Kelly Wilson
Anja Willems
Stephen King
Rob Landry
Andrew Lake
Chris Ripley

*The following have agreed to serve as **Elected Officers** for 2022-2023:*

President – George Lloy
Vice President – Vacant
Secretary – Vacant
Treasurer – Nicholas Bell

Respectfully Submitted,

Susan Henderson – Acting Chair Nominating Committee



2021-2022

Canadian Mental Health Association
Colchester East Hants Branch

ANNUAL REPORT

Thank You!



Canadian Mental
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Mental health for all

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