



# Annual Report 2012/2013





# A message from the Executive Director

In 2012, Durham Mental Health Services celebrated a very successful 25 years serving Durham Region, continuing a strong tradition of helping people with mental illness recover and move forward with their lives. Though the agency name has changed over time, from Whitby All-Saints Corporation, to Colborne Community Services, and now Durham Mental Health Services, our vision and mission have remained clearly focused on client care and support. We truly believe that "Hope is Essential".

There were many highlights and events over the past year that were successful because of the tremendous support and participation from our many community partners, clients and family members.

Our Board of Directors developed a collaborative Strategic Plan with objectives that will ensure quality and safety in everything we do. Our strategic goals include working towards the Central East Local Health Integration Network's (CE-LHIN) 2010-2013 targets, including:

- Saving 1,000,000 hours of time patients spend in CE LHIN Emergency Departments
- Reducing the impact of vascular disease in the CE LHIN by 10%.

All of our efforts promote the CE-LHIN's Triple Aim: improving the health of the population; enhancing the client experience of care (including quality, access, and reliability); and reducing (or at least controlling) the per capita cost of care.

Through our staff's dedicated hard work, we achieved Accreditation Canada's "Exemplary Standing" status (the highest possible award) at the conclusion of our first Accreditation cycle in June 2012.

Over 150 community partners joined us to celebrate our 25th anniversary and view SkyWorks Charitable Foundation's "Working Life", a documentary about overcoming mental health stigma in the workplace. The screening was followed by a lively discussion, facilitated by Producer/Director Laura Sky and Woman's Advocate Eva Guta.

By joining the Ontario Telemedicine Network (OTN), DMHS is now connected with healthcare sites across the province. OTN has been a superb platform for receiving and delivering educational sessions, reducing administrative costs through virtual meetings, and for clients to remotely connect to other health care services.

As a leader in the mental health community, we must always be aware of what our clients are saying. Listening to their stories and hearing their needs ensures that our services remain client focused. For 25 years, DMHS has championed creative responses to client needs, through sys-

tem integration, strategic collaboration, and strong advocacy. We will continue to do so during this time of financial restraint and health system transformation.

On behalf of Bill Sims, the Chair of our Board of Directors, we invite you to read our Annual Report and share pride in the work we do at Durham Mental Health Services.



**Rob Adams**  
Executive Director

Rob Adams

## Board of Directors

**Bill Sims, President**

**Brad Davis, Vice President**

**Chris Owens, Secretary**

**Clyde Catton, Treasurer**

**Brenda Riviera**

**Kim Glover**

**Lynne Dennis**

**Rob Garnett**

**John Montgomery**



# Celebrations 2012–2013

## DMHS Achieves Accreditation with Exemplary Standing

In June of 2012, DMHS Board and staff were especially proud to receive Accreditation Canada's highest honour, Accreditation with Exemplary Standing.

Accreditation Canada spent three days onsite at DMHS, touring programs, interviewing staff and partners and reviewing DMHS policies and procedures. DMHS met almost 400 separate quality and safety standards, including all of Accreditation Canada's relevant Required Organizational Practices (ROPs).

"This is a milestone to be celebrated," added Suzanne Larocque, Director of Accreditation Canada's Decision Committee. "We congratulate DMHS for their commitment to providing safe, high-quality health services."

Accreditation Canada also recognized a DMHS-Rouge Valley Health System collaboration—Ajax Mental Health Crisis Services: Community and Hospital Collaborative Model—as an innovative "Leading Practice" in healthcare.



**President Bill Sims, Genevieve Corbin and Marion Wright from Accreditation Canada, and Executive Director Rob Adams**

## 25th Anniversary Gala

In November, DMHS board members, staff, clients and partners gathered to celebrate the agency's twenty-fifth anniversary.

The anniversary celebration featured a speech from founding Board President David Sims who reflected on the agency's humble beginning with a single group home and a vision of improving the lives of those affected with mental illness. Current Board President, Bill Sims, noted the agency's growth and the Board's continued focus on the provision of quality mental health services.



**Founding member and past President David Sims**

As part of the celebration, DMHS was proud to host a presentation of *Working Life*, a documentary about overcoming the stigma of mental illness in the workplace created by Producer/Director Laura Sky of SkyWorks Charitable Foundation.

## 2013 Service Recognition Awards

### Celebrating Five Years of Service:

Melissa Power	Lisa Scuse
Donna Davis	Claudette Kellam
Matthew King	John MacDonald
Betty Mann	Barbara Serroul
Juliet Singh	Natalie Werner

### Celebrating Ten Years of Service:

Michelle Levesque	Jennifer Lawson
Lyndsee McKnight	Jennifer Smith
Marcee Van Noord	Lorriane Clarke

### Celebrating Fifteen Years of Service:

Donna Barton	Sheri Rice
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### Celebrating Twenty Years of Service:

Robert Adams	Richard Weatherall
Jack Vanderluit	

Durham Mental Health Services thanks all of its staff for their hard work and outstanding dedication.

# Highlights 2012—2013

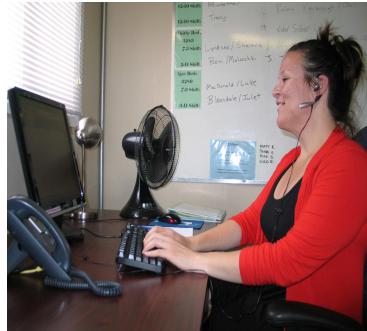
## C.A.L.L. Crisis Access Linkage Line

In 2012, DMHS (which operates Durham Region's community-based crisis response program) enhanced that service by establishing a dedicated C.A.L.L. Centre (Crisis Access Linkage Line).

While the phone number remains the same (905-666-0483 or 1-800-742-1890), callers now have access to information on community resources and support services, answers to general questions about mental health, along with immediate 24/7 crisis support.

C.A.L.L. coordinates DMHS' mobile crisis response team, ensuring timely, in-person support for distressed individuals and families in the community. C.A.L.L. Centre staff can also facilitate a stay in our community crisis beds.

Thanks to the partnership between DMHS and Durham Region's child and youth mental health services—Kinark Child & Family Services, Frontenac Youth Services, and Chimo Youth & Family Services—this line can respond to callers of any age.



## DMHS Teams Up with Bowmanville High School to Stomp Out Stigma

DMHS contributed to a "Stomping Out Stigma" effort at Bowmanville High School (BHS) by speaking to two assemblies about mental health awareness. Organized by S.O.L.E. (Students On the Leading Edge), this project raised over \$400 in donations for DMHS.

S.O.L.E. member Maddy explained, "Before this project, most students didn't think much about mental health and mental illness. The assemblies hit people hard and now

there are a lot more people aware of the issue, accepting of mental illness and ready to provide support." Alana, another S.O.L.E. member, sees "a new openness at BHS as a result of the awareness-raising activities."



## DMHS Proudly Supports the TAMI Coalition

DMHS was recognized by the Mental Health Commission of Canada with a National Mental Health Award for its continued participation on the T.A.M.I. (Talking about Mental Illness) Coalition.

This award-winning collaboration between mental health and youth services, local school boards and individuals with lived experience of mental illness is shaping the future by giving Durham Region's elementary and high school students early education about mental illness and showing them the real faces of mental illness—in other words, people just like them.

## V.A.S.E Voices Against Stigma Everywhere

V.A.S.E. is a group of consumer survivors who change the world by telling their stories.

The best antidote to stigma is contact with individuals who experience mental illness, listening to their personal journeys of recovery and "putting a face" to the topic of mental illness.

V.A.S.E. members are using their personal stories to change attitudes and dispel preconceived notions about mental illness. Drawing on powerful stories, real experiences, and offering presentations tailored to specific audiences, V.A.S.E. builds community, inspires others, draws attention to barriers to recovery and offers real solutions.

In the past year, V.A.S.E. presented at the 5<sup>th</sup> Annual International Together Against Stigma Conference (Ottawa, ON), appeared on Rogers TV's Daytime Durham, and addressed the CE-LHIN Board of Directors. In addition, V.A.S.E. was featured at the 2012 Recovery Breakfast organized by Durham Region's Mental Health and Addictions Network.



# Highlights 2012—2013

## DMHS Builds Capacity to Serve Clients who Experience Both Mental Health and Addiction Problems (Concurrent Disorder)

A major challenge for the mental health and addiction field is building concurrent disorder capacity – that is, becoming better able to respond to the needs of clients who experience both mental health and addiction problems.

DMHS is meeting this challenge, guided by our involvement in Durham Region's Concurrent Disorder Network and Capacity Building Team.

Derik Blanchard represents DMHS on Durham Region's Concurrent Disorder Capacity Building Team and has coordinated DMHS' capacity building efforts.

"About 40-60% of people with a mental health problem will also have a substance abuse problem in their lifetime and vice versa," Derik explains. "This creates a challenge for us as service providers. The goal is a more comprehensive and integrated system that can respond effectively to client and family needs. Concurrent Disorder should be considered the expectation, not the exception."

For more information on DMHS' Concurrent Disorder Capacity Building effort, contact Derik Blanchard at 905-666-0831, ext. 3271 or [dblanchard@dmhs.ca](mailto:dblanchard@dmhs.ca).



Derek Blanchard speaks for the Concurrent Disorder Capacity Building Team



DMHS' Rob Adams and Ontario Shores Centre for Mental Health Science's Sheila Neuburger kick-off the "Grand Slam Challenge." DMHS and Ontario Shores staff and clients joined Durham Regional Police Services to play baseball in support of mental health awareness.

## DMHS has joined the Ontario Telemedicine Network

The Ontario Telemedicine Network is the world's largest collaborative community of telemedicine enabled healthcare sites.

"Telemedicine" allows health service providers and consumers at multiple sites to link electronically, with full audio and video, across a secure connection. The network can be used for administrative, educational and clinical events (such as business meetings, workshops and psychiatric consultations).

Tapping into this network allows DMHS staff and supervisors to access a broad range of educational events, deliver education to sites across Ontario, cut travel and mileage costs and connect with clients at other OTN-enabled sites.

For more information about OTN or DMHS OTN events, please contact David Clarke, Coordinator of Communications and Training, at 905-666-0831, ext. 3242 or [dclarke@dmhs.ca](mailto:dclarke@dmhs.ca).

## DMHS Receives Healthy Workplace Award

DMHS was honoured with a Healthy Workplace Award from the Region of Durham Health Department for its work promoting healthy eating. This award recognizes workplaces for their efforts to create an environment that is supportive of health.

DMHS' Wellness Committee organized the work involved in obtaining this recognition, which included promoting healthy eating and lifestyle choices through newsletters, educational materials, and by offering healthy snack and meal choices at meetings and special events.

"As a community mental health service provider, we are especially sensitive to the impact of health on overall well-being," says DMHS Human Resources Coordinator and Wellness Committee chair Andrea Short. "All of the Wellness Committee members have worked hard to provide information and fun events to help employees understand and embrace healthy living."

# Highlights 2012–2013

## What our clients say about us:

The people who provide my service do a good job	98%
The people who provide my service are respectful of me	97%
I feel more hopeful about the future now	83%
I feel better able to cope now than I did before contacting DMHS	88%
I would come again or refer someone else	97%

DMHS offers a special thank you to the Knights of Columbus at St. John the Evangelist Council 4895, and its many volunteers, for hosting a free Christmas dinner and dance for 100 people in December. This annual event marks the beginning of the Christmas season and is deeply appreciated by the many clients that attend.



## Hospital-to-Home Initiative

The Hospital-to-Home Program is a community partnership between DMHS, Lakeridge Health Oshawa, Pinewood Centre, and Canadian Mental Health Association – Durham Branch (CMHA).

The primary goal of the program is to reduce the hospital emergency department re-visits and re-admissions of individuals with mental health and concurrent substance use disorders by linking them with the community services that best meet their immediate mental health and addiction treatment needs.

This program assists individuals to develop crisis response plans in order to self-assess the acuity of their need - whether it's medical in nature, or if they require community support - prior to returning to the LHO Emergency Department. It also assists clients to link to community supports upon discharge from In-Patient Mental Health programs.

DMHS is pleased to be an active partner in such a unique program that is aimed at enhancing opportunities throughout the CE-LHIN to specifically build hospital/community transitions and capacity while keeping client centered care as a top priority.

## Individuals Served:

CALL Centre	16,154
Case Management	626
Crisis - Residential Beds	823
Crisis - Mobile Visits	1,279
Court Support	472
Family Support	129
Housing Programs	66
Peer Support	367
Rent Supplement Programs	16
<b>TOTAL</b>	<b>19,932</b>

DMHS wishes to thank the many students and volunteers who contributed to its programs in 2012-1013:

Melissa Beer	Anene Nnake	Chris Harris
Mathew Bekking	Jane Nnawuchi	Ripley Harrison
Carley Borg	Samantha McAllister	Benita Mathews
Mandy Broll	Michelle O'Neill	Mike Miller
Amanda Catell	Shauna Price	Imtiaz Mohammed
Gloria Crawford	Schantel Spencer	Renee Parratt
Farah Janmohamed	Angela White	Danielle Hoadley-O'Conner
Dana Lafleche	Elizabeth Wilson	
Nancy Martin	Sivvana Elango	



Summer 2012 Grand Slam Challenge

# Financial Highlights 2012-2013

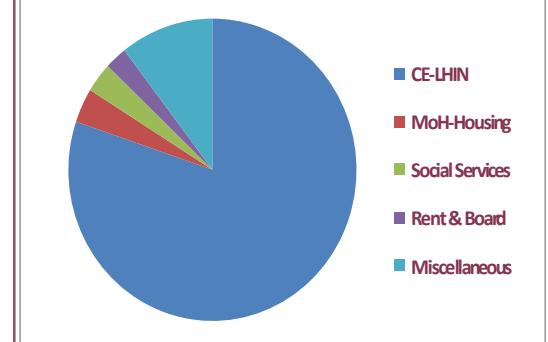
## Revenue and Expenses

Revenue:	2012-13	2011-12
CE-LHIN	5,708,800	5,638,500
Ministry of Health - Housing Branch	263,900	257,100
Durham Region Social Services	226,600	224,200
Rent & Board	177,400	199,500
Miscellaneous	745,600	690,600
	<b>7,122,300</b>	<b>7,009,900</b>

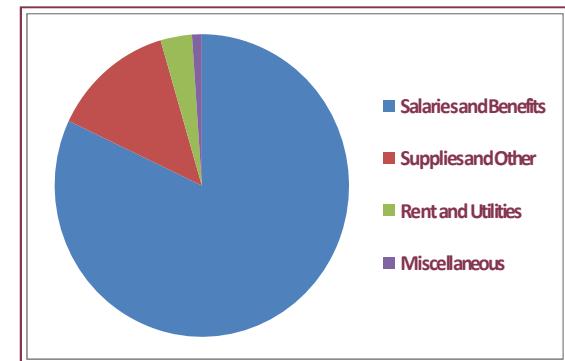
  

Expenses:	2012-13	2011-12
Salaries and Benefits	5,738,500	5,664,900
Supplies and Other Expenses	941,600	948,900
Rent and Utilities	240,400	288,400
Capital Reserve Fund	16,900	17,400
Rent Supplement	58,400	57,300
	<b>6,995,800</b>	<b>6,976,900</b>
<b>Excess of Revenue over Expenditures:</b>	<b>126,500</b>	<b>33,000</b>

## Revenue by Source



## Expenditures by Category



Durham Mental Health Services Foundation thanks all of its donors, including those who donated in memorandum and anonymously. Your donations will always be used to directly support the clients we serve.

*Our donors in 2012/2013 included:*

Telus  
Pickering United Church  
Roy Kurita  
Roger Bouma  
Mike Bouma  
Mr. and Mrs. S. Meek  
Gary Hook  
Students of Bowmanville High School  
Students of Centennial College  
United Way Donor Designation Campaign  
Lions Club  
Irene Lowe  
John Howard Society/Community Justice Program

Thank you to the staff of TD Canada Trust who gave their time and energy painting at Smith House. Coordinated by the United Way Day of Caring, 16 staff from the Liverpool Road branch of TD Canada Trust spent the day volunteering at Smith House, a Whitby group home. Mark Bouwmeester, Program Coordinator, noted “Smith House is a day program location as well as a home for four residents, so it gets a lot of wear and tear. The residents deserve a nice home and thanks to the volunteers, the house now looks great.”



DMHS would like to acknowledge all its funders for their ongoing support.



## **Our Vision**

We envision a caring, supportive community able to respond to the needs of people living with mental illness.

## **Our Mission**

Durham Mental Health Services assists people with mental and emotional health issues live to their fullest potential in the community.

## **Our Values**

**Individual Choice:** Our programs and services are built on collaborative relationships, driven by client need, and respectful of each client's right to self-determination.

**Acceptance:** We recognize success is individualized and recovery is a unique personal journey.

**Safety:** We are dedicated to ensuring clients are safe and *feel safe* when accessing our programs and services.

**Accountability:** We are open and transparent in our decision making and responsive to stakeholder concerns.

**Excellence:** Our programs and services are innovative, accessible, and of the highest quality.

**Hope:** We believe hope is essential.

