

Durham Mental Health Services



**Bringing Services Together for
Individuals and their Families**

Annual Impact Report 2016-17



A Message from the Board President and Chief Executive Officer



As we approach our 30th anniversary of delivering effective and accessible community mental health services, we look back with pride and gratitude on what has been a banner year for DMHS.

This year our Board renewed DMHS's commitment to our vision of a caring supportive community that responds to the needs of people living with mental health challenges. It is this vision that drives what we do as much today as when we opened our first home in 1987.

Collaboration, integration, innovation and celebrating individual successes have been hallmarks of our work over the past year.

We value our partnerships with Lakeridge Health and Ontario Shores that ease transitions of people from hospitals to the community; and with Durham Region Not-for Profit Housing, and Ajax Municipal Housing Corporation that provide a range of integrated seniors support services.

A new partnership with Community Development Council Durham and United Way Durham led to the first street census of people who are homeless throughout Durham Region. Our partnership with local Violence Against Women shelters provided onsite mental health crisis support at Bethesda House, Denise House and Y's Wish.

We have embraced innovative tools to improve access to and coordination of care, notably with our 2nd Edition Suicide Prevention and Intervention App (a free download from Google Play or the Apple Store); and with our fully committed adoption of Coordinated Care Plans that enhance better integration of client services.

Daily, our staff share both the successes and challenges of clients and their families as they work towards recovery. Often these are difficult journeys. Our staff are special people; and our appreciation for them and the work they do is boundless.

At the end of the day, there are two things that are important. The most important thing for people to always remember is that Hope is Essential. Hope is the beacon we offer. And then we need to make a difference for the people who call us for support.

Thank you to the people who are sharing their talents, stories and experiences with us in this 2016-17 Annual Impact Report. Their voices speak the loudest about the differences we make.

Bill Sims
President

Rob Adams
Chief Executive Officer



A Family's Story

We were in a deep dark place when we found DMHS to let a little light in.

The DMHS Family Support group meetings have been invaluable by allowing us to share our experiences and learn through others' experiences. To share pain and happiness. Learning to appreciate not just small steps in the right direction but those teeny tiny ones. Supporting each other with empathy and understanding. Learning safety tips. Learning the importance of self care. Acceptance that our loved ones have an illness, it is not their choice or any one's fault. Learning that we can get through the bad days and must hold on to hope of better days. Working together to try to find options that may help such as the Peer Support home visit program.

Through DMHS we were informed of the Ontario Shores Prompt Care clinic which provided a starting point for medication. We were connected with the DMHS sessional fee psychiatrist who has been wonderful.

DMHS provided us with the Mental Health First Aid course.

DMHS Education nights have provided opportunities to learn more about other types of mental illness, to meet and learn from other doctors, care workers and even financial advisers, and to connect with other caregivers.

DMHS informed us about the Mental Health Court Support Diversion Program that kept our son out of jail.

While there is plenty of room for improvement in our situation (baby steps here too), we are grateful for the rays of light.



- **Over 200 people participated in the Family Support Program**
- **100 % of people surveyed said they would call again if they needed help or they would refer someone else.**
- **95% said they had a better understanding of their loved one's mental health issues**



Friends for Years

Natalie and Karen have been friends for several years. They met as residents of DMHS housing in Ajax. Both were ready to move onto independent living at the same time. With the help of their DMHS worker, they found safe, affordable local housing with staff support at Hubbard Station. Together they shared their stories with us.

The DMHS Hubbard Station staff offer friendly and encouraging social support along with educational and wellness groups such as mindfulness. They have helped me meet my fellow tenants and if I'm feeling run down I know they are there when I need them. - *Natalie*

I love music and look forward to expanding my collection. And I'm so glad I have found a safe and comfortable home with DMHS staff support. - *Karen*

For a Father and Daughter

It was a very seamless process to arrange additional care for my father. This made my life so much easier because I was so stressed out. I have found since that this first encounter with the program was typical, as all of the staff go way above and beyond.

They immediately organized an interview to assess my father's needs. It was amazing how much help and support the Senior Support nurse gave me – she contacted me almost daily over the first little while to check in and to describe what the program was able to do for my Dad. They were able to meet his daily needs in cooperation with Lakeridge Health Oshawa's Outreach Program. In addition, their recreational therapist arranged to meet weekly with my father and these visits really brightened his mood. She got hold of a donated guitar and they sang together and it was just great.

The staff were like my guardian angels.

The Seniors' Support Program targets the inseparable interdependence of mental and physical health.

- It provided nearly 26,000 visits in 5 seniors' buildings, and 861 group sessions.
- 94% of people surveyed said the program was helping them to stay in their homes longer.



Reaching Back Moving Forward

As a person of Inuit and Cree descent, all her adult life, Marissa felt a longing to establish stronger connections to her heritage. While residing in DMHS supportive housing, Marissa made her first important connection to her culture. “My primary counsellor was Aboriginal, and she provided me cultural education. For example, I attended my first Pow-wow, my first Drum Social and my first Aboriginal Youth Summit with her. This just strengthened my desire to learn more and to join the community.”

More recently, Marissa has deepened her cultural knowledge and connections due to her work with DMHS’ Aboriginal Addictions and Mental Health Outreach Worker. “I had just connected through social media with my birth father when we started working together and my Aboriginal Worker has helped me apply for funding from the Government of Nunavut to travel there and truly re-establish many family connections.”

Marissa has also embraced her cultural roots through artistic expression. A gifted painter, her work was featured in the 2016 DMHS Annual Report and is displayed at DMHS program locations and offices. “I enjoy doing it – it calms me and it is one way to reach out to my culture. A wise person once told me that my culture had been reaching out to me all my life and now, because of the services available, I’m at the point where I am reaching back.”



- **278 people attended over 1,100 Day Program groups and met with Peer Support Specialists. Day Programs meet four days a week in Ajax and five days a week in Whitby.**
- **More than 15,000 Housing Days, in 7 locations, were provided to support people to become more independent.**

Garrett is a Baseball Fan

I remember being depressed from an early age. I first attempted suicide by ingesting Tylenol on school grounds.

When I walked through the DMHS Day Program doors, I had never felt so accepted in my life. Within a short time, I moved into McKay House. The staff knew how to talk to me, and to talk me down from anger. I learned how to cook.

Eventually, I worked my way through the whole Residential program – from McKay to medium-support-housing to low-support-housing and ultimately into my own place. I stumbled the first time I lived on my own. McKay House took me back in. The second time I moved out I was more successful and I have lived independently ever since.

A major support for me is DMHS’ New Winds Day Program and the Peer Support services offered there. Every support I’ve received from DMHS has been terrific. I ask myself, “Where would I be without them?”

Cathcart Series

The VASE (Voices Against Stigma Everywhere) speakers hosted the 2nd Annual Cathcart Series during Mental Health Awareness Week. VASE is a dedicated group of individuals who openly share their unique stories of personal journeys of struggle, recovery and hope. They encourage people to speak about their mental health challenges in order to get help early.



Aboriginal Day Celebrations

“Raising the pride in our people allows us to move forward. Learning our culture will bring balance to our personal lives” Jacob Charles (First Nation Cultural Tours).

“Honour your spirit within. Be kind to yourself. Celebrate. Once you do that everything else falls into place” Kathy MacLeod-Beaver (Aboriginal Navigator for the CE Regional Cancer Program).



Accreditation Celebrations

After an extensive on-site review by Accreditation Canada, DMHS received its second consecutive Accreditation with Exemplary Standing Award—the highest level of accreditation.

“This is for organizations that go beyond the standard requirements and demonstrate excellence in quality improvement.”



New Winds Fall Fashion Show

The show was an opportunity for New Winds members to have fun, gain confidence, and show off their talents. The event was entirely peer-driven. “People were nervous about doing it, but once they had walked down the runway, they came back with smiles on their faces and a sense of pride that they had faced down their fears and enjoyed the experience.” The Knights of Columbus very generously lent the use of their facility for this special event.



An Evening with Ontario's Patient Ombudsman

"I want to thank DMHS for inviting me to learn more about the innovative work underway in our community. I am inspired by the many truly committed team members, clients and families who collaborate every day to improve the delivery of mental health services."

Christine Elliott met with clients, staff and community members to talk about the new Office of the Patient Ombudsman.



2nd Annual Peer Recognition Award

Renee Tiiu Parratt received the 2nd Annual Peer Recognition Award. This award honours individuals who inspire others with the way they live out the spirit of recovery in their lives. Renee, chosen by a committee of her peers, was seen to exemplify five key concepts of recovery: Hope, Personal Responsibility, Education, Self-Advocacy, and Support.



Diversity and Immigration Champions

"When organizations like DMHS put into practice the principles of inclusion through policy and procedure, they are contributing to building the kind of community we all want to live in." Durham's Local Diversity and Immigration Partnership Council recognized DMHS as a Diversity and Immigration Champion at our Annual General Meeting in November.



Staff Wellness Challenge

Sixty-seven individuals and nine staff teams participated in the eight week Wellness Challenge. The Wellness Challenge highlighted the range of wellness habits that help balance our work lives, and promoted healthy lifestyle changes. 80% of people said they participated to make a positive change in their lives; and 84% said they had maintained the positive changes they made during the challenge.



From Despair to the Best Feeling in 25 Years

Two years ago, my wife of 26 years passed away. I tried to push through it and go on with my life. I was self-employed, but I couldn't make ends meet. I couldn't afford groceries.

Even though I applied for bankruptcy things got worse. My cat became ill and I couldn't afford to take her to the vet and she passed away. That brought out every emotion in me that had been suppressed. I went to bed hoping that it would just all go away.

On the sixth day, there was a knock on the door. I was then hospitalized for 16 days to manage my suicidal depression. There I met DMHS' Hospital-to-Home worker. It was Christmas and I was due to be evicted on January 4 from an apartment that I had lived in for 28 years.

The first thing that happened when I met with my DMHS Community Mental Health worker after Christmas, was contacting the Durham Community Legal Clinic and getting a two-month stay on my eviction. We connected with Ontario Works which provided some financial relief. We connected with my bankruptcy trustee to find out where the arrears were on my CPP Survivor Benefits, and I ended up receiving an overdue payment. I connected with an employment agency and – despite my anxiety about work – applied to some delivery jobs.

All of this triggered painful childhood memories. My worker persuaded me to willingly go back to the hospital, with the difference this time that I had close and fully committed support in place from DMHS that sustained me.

Upon discharge, I was brought to the DMHS Crisis Beds. While there, I had a job interview and was successful in getting a job in my field. My DMHS worker helped me find a safe, decent, affordable place to live.

The first day I went to work and got my time card, it was the best feeling I had had in probably 25 years, just knowing I was contributing to society again. It gave me something to get up for.



- **In 2016-17 the DMHS CALL Centre answered 21,254 calls. Our Mobile Crisis Team made 2,253 visits, and there were 1,046 admissions to our Crisis Beds.**
- **DMHS Community Mental Health Workers made 24,671 client visits.**
- **176 Coordinated Care Plans were completed by working in partnership with clients and over 15 community agencies, including shelters, hospitals, housing and the criminal-justice system.**

We believe that Hope is Essential

Journey from Addiction

I spent a week in Lindsay Correctional Centre and upon bail, I was connected with DMHS' Mental Health Court Support Program. My time in jail had withdrawn me from opiates and I was determined to maintain my sobriety. Despite some lapses, I began opiate-replacement therapy which I continue on to this day and went to inpatient rehab for three weeks.

DMHS Court Support was there for me through all of this, helping connect me with resources and developing a close and trusting relationship that helped sustain me in my court-ordered isolation from my boyfriend. They linked me to a psychiatrist and I was finally able to address the mental health issues – ADHD, anxiety and depression – at the root of my addiction. I don't know if I would have made it through all of this without my DMHS Court Support Worker. I was facing 2 ½ - 3 years in jail, but the court gave me 30 months probation with no house arrest.

Now I'm helping others, volunteering at Adelaide's Attic Thrift Store at the YWCA. And I'm celebrating 11 months of being clean.

The worst feeling in life is watching the person you love slowly destroying themselves and feeling there is nothing you can do to help them. That's probably how my Mom felt watching me. My goal now is to become an addictions counsellor so I can help others who find themselves in a similar plight.

Violence Against Women (VAW) Pilot Project

This pilot project created a "Hub" of crisis services supporting women in VAW and women's shelters in Oshawa, Bowmanville and Whitby. "The VAW Pilot has promoted collaboration between the shelters by integrating supports to provide on-site services. At the same time DMHS- VAW crisis staff have addressed residents' mental health crises and ongoing challenges directly, in turn reducing the incidence of residents in crisis being sent to the hospital Emergency Department." (Final Report)

- **385 adults and 86 youth were served as registered clients of DMHS's Court Support Services in 2016-17.**
- **Working with DMHS resulted in successful court diversions for 162 people.**



What mental health needs is more sunlight, more candor, more unashamed conversation about illnesses that affect not only individuals, but their families as well. - Glenn Close

Service Recognition Awards

15 Years of Service

Lauren Broley

Melanie Donnelly

Michelle Levesque

John Malish

Terry Pariseau

Raja Lal

Krista Bull

Kelly Strachan

10 Years of Service

Kereen Bennett-Martin

Cathy Bonnell-Chapman

Sharon Hibbert-Jackson

Valerie Mussington

Melissa Power

Brian Rapier

Marcia Sewell

Foster Cromwell

Sasha Entwistle

Gina Livingston

Ramona Pearson

Roxanne Seaward

Lisa Scuse

5 Years of Service

Aubrey Andrus

Craig Bowers

Krista Cornish

Daniel Dipede

Christopher Hanna-Fraser

Valerie Malhoa

Katelyn McArthur

Jeanette Miller

Nicole Saunders

Nicole Hamilton



DMHS staff work together with our many community partners to ensure that services meet each client's unique circumstances. We are grateful for the ongoing collaboration of Ontario Shores Centre for Mental Health Sciences, Lakeridge Health and Pinewood Addiction Services, Scarborough and Rouge Hospital, Canadian Mental Health Association—Durham, Toronto and HKPR, Ajax Municipal Housing, Region of Durham, Heritage Housing Corporation, Durham Alternative Secondary School, Kinark Child and Family Services, Frontenac Youth Services, Chimo Youth and Family Services, Community Living Ajax-Pickering-Whitby, Central East Network of Specialized Care, Crisis Response Network, Kerry's Place, Community Care—COPE Mental Health Program, Seamless Care Pharmacy, Salvation Army, Ministry of the Attorney General, Toronto Bail Program, Community Development Council Durham, United Way Durham, and Local Diversity and Immigration Partnership Council.

Financial Report 2016-17



REVENUE	2016-17	%
Central East LHIN	10,102,300	84.47%
Ministry of Health Housing Branch	325,100	2.72
Durham Region Social Services	310,700	2.60
Ministry of Child & Youth Services	81,300	0.68
Rent and Board	278,700	2.33
Miscellaneous	862,000	7.21
Total Funding	11,960,100	100%
EXPENSES		
Compensation & Staffing	10,030,000	83.86%
Facilities	344,000	2.88
Program	236,600	1.98
Capital/One Time	718,000	6.00
Administration	303,900	2.54
Capital Reserve Fund	17,400	0.15
Rent Supplements	219,900	1.84
Retainable Surplus	90,300	0.76
Total Expenses	11,960,100	100.00%

DMHS FOUNDATION 2016-17

We wish to thank all of the many people and organizations who made donations, many of which were in memory of friends and loved ones. Your donations directly support the clients we serve.

Revenue	\$29,950
Expenses	\$2,700
NET INCOME	\$27,250

Thank You

We provided community education, support and awareness through

- 72 community events
- Over 2723 Suicide Prevention App downloads



Apple



Android

- 371 Twitter followers



“Blake was never ashamed of his illness and never ashamed to reach out for help. If “Bike, Blade, Board 4 Blake” could help one person to come forward with their struggles or help one person see mental health and addiction in a different light, he would consider it a very successful event.”



We provide integrated and collaborative community based mental health services in Durham Region and east Scarborough, with funding and support from :

- Central East Local Health Integration Network
- Ministry of Children and Youth Services
- Ministry of Health and Long-Term Care
- Regional Municipality of Durham

Hope is Essential

Search Durham Mental Health on



DMHS is committed to working with the Central East LHIN and our community partners to support people in **achieving an optimal level of mental health** and living healthier at home by spending 15,000 fewer days in hospital and reducing repeat unscheduled emergency department visits for reasons of mental health or addictions by 13% by 2019.