

OTTAWA SALUS: COMMUNITY MENTAL HEALTH SERVICES



ANNUAL REPORT

JUNE 2012

MESSAGE FROM THE CHAIR OF THE BOARD OF DIRECTORS AND THE EXECUTIVE DIRECTOR

For many of you, Salus is the place you live, or the place you come for programs and services. For others, Salus is the place where you work or one of your community partners for your own agency. Some of you may be financial supporters of Salus, or you may have volunteered with a program or been involved in a group. Whatever your relationship to the organization, we can all be sure of one thing: Ottawa Salus means different things to different people.

Every year the challenge consists of going back over the months between April 1st of one year and March 31st of the following year and remembering the events, programs or achievements accomplished. This year's annual report shares information and facts on the different parts of Salus. There's even a picture or two!

This past year, Salus staff presented our service model and approaches at meetings and conferences including *Human Services and Justice Coordinating Committee* and *Canada Housing and Renewal Association*. Salus was included among a group of innovators in

Canadian mental health in the Turning the Key report released by the Mental Health Commission of Canada:

Salus continues to contribute to and benefit from membership in a number of local agency networks such as the Supportive Housing Network, le Réseau des services de santé en français de l'est de l'Ontario, the Alliance to End Homelessness, and others. New initiatives, organized with some of our closest agency partners, like the Photovoice group and exhibit, resulted in new partnerships: the students of the department of Fine Arts at the University of Ottawa.

The Board of Directors of Ottawa Salus undertook a self-evaluation exercise which will guide it in considering matters of structure and membership. While the Treasurer of many years, Gord Peters, left Salus in the early spring, Executive member Janet Bradley and long-time member Karen Lochhead will be leaving us this June. Their contributions will be missed and we wish them the very best!

The Salus workforce is now made of up of 62 full time and 23 part time staff. A new Collective Agreement was ratified and a series of pre-retirement workshops were offered for those staff contemplating change in their work lives. Pension plans, benefit plans and human resources policies are being reviewed for updates and improvements. What began as a pilot project for a Compressed Work Week has now been officially implemented across the agency. As always, the Board extends its deepest appreciation and admiration for the work of the staff. They are the organization's most valuable asset.

To all the clients, tenants, family members and all the members of the Salus community, we thank you for the year 2011-2012 and look forward to the many challenges and accomplishments of the year ahead!

Dwayne Wright
President, Board of Directors

Lisa Ker
Executive Director

SALUS BOARD OF DIRECTORS 2011-2012

Dwayne Wright, President

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FINANCIAL UPDATE FOR 2011-2012

"The Irene Despard Fund was fantastic! I was able to buy art supplies and paint pictures during my free time. I would recommend it to everybody who is eligible, I will most definitely use it again!"

- Phil L.

"Even more than the financial assistance, I am grateful that the Fund recognizes the value my education contributes to my overall wellness. I believe that returning to school has concretely assisted in maintaining my mental health by providing an outlet to express myself, a positive atmosphere to learn and a hopeful future to look forward to."

- Andrea F.

I am very thankful for the opportunity to purchase a canoe with funds from the Irene Despard Fund. It brought my family closer together more than anything because it's such an enjoyable activity to be in nature. It allowed my family to spend a lot of quality time together. We went canoeing almost every weekend in the summer, I even went with my sister, my cousin and other past ROH residents. Everyone really enjoyed it! I got to go fishing, swimming and have barbeques in Gatineau Park. Nature is calming and adventurous, often good for people who have lived in hospitals.

- a Salus client

Ottawa Salus Corporation receives the majority of its funding from the Ministry of Health and Long Term Care and the City of Ottawa. For the year ending March 31st 2012, total funding received was \$5,124,486. Rental income of \$1,047,915, fundraising income of \$35,605 and other miscellaneous income of \$471,925 contributed to a total revenue of \$6,679,931 for Salus.

Once processing of all programming and maintenance expenses was completed, a much-needed surplus of \$65,918 had been achieved. These dollars were allocated to the Global Replacement Reserve, critical for ensuring our ability to complete major repairs to buildings.

Major renovations totalling \$214,062 were undertaken at various locations in the portfolio. Replacement Reserve dollars contributed to these repairs, and a total of \$331,024 was contributed to that budget, producing a final balance of \$668,386 to the Replacement Reserve account.

A key accomplishment this year was to pay off the Gladstone mortgage in the amount of \$121,597!

FUNDRAISING

Card parties and Fashion Shows may sound like glamorous pastimes; however, they require a tremendous amount of volunteering, coordinating and organizing by the dedicated members of the Salus Fundraising Committee. While hundreds of generous donors have taken part in the efforts of

the committee over the years, the purpose is to raise funds for activities and important programs such as the Irene Despard Healthy Lifestyles Fund. In 2011-2012, the Committee provided ample opportunity for raising these much-needed dollars through their traditionally popular card

parties, but also through new events, such as a Spring Fashion Show, featuring clothing from a local Ottawa retailer. Over 150 women gathered at the Cedarhill Golf and Country Club for lunch and a show. Plans for similar activities, embassy luncheons and card parties continued into 2012 and we look forward to the results of their hard work!

Irene Despard Healthy Lifestyles Fund

The Irene Despard Fund was established in 1989 in memory of one of the founding members of Ottawa Salus. Irene Despard was the first staff person hired in 1978.

The fund assists with costs related to an academic or general

interest course and/or a recreational activity. Generous donations help promote health and wellness for individuals living with severe and persistent mental illness. Examples of how the fund has been used in the past include course tuition, course materials,

books for self-study, arts supplies and other materials to support a hobby. Sometimes the fund has helped contribute to pay a portion of a larger cost, but it is no less appreciated. (For testimonials, please see column at left.)

OCCAN

Case Management is the first program at Salus to begin to incorporate OCCAN into the work that is being done with clients.

OCCAN stands for *Ontario Common Assessment of Need*.

It is hoped that this tool will help us to provide coordinated, more consistent services to clients. The OCCAN is an assessment that is completed by both clients and staff and will identify the goals of the client and the areas where the client needs assistance.

This assessment tool that will be used throughout the Province will help improve our work in general by identifying a common set of service needs in our client population.

Family Involvement

Salus now has a draft psycho-educational framework from which to continue its work supporting families. This framework helps guide activities such as:

Establishing links with community family resources groups— like the ROMHC Family Council

Establishing partnerships like the one with Psychiatric Survivors of Ottawa to offer FRAP(Family Recovery Action Plan) groups.

Continuing to offer regular Family Information sessions twice a year to much positive feedback from family members.

Ensuring family members are actively involved in the client graduation ceremonies, giving powerful testimonials about the impact of mental illness on the family and the hope that the Fisher program offers.

MHCSS: MENTAL HEALTH COMMUNITY SUPPORT SERVICES

The MHCSS partnership, which is responsible for intake and assessment of people applying for English, French and Deaf Case Management services in Ottawa, now includes Youth Services Bureau, an organization that has recently been received funding in partnership with CMHA for Case

Management for children and youth. Their inclusion in the MHCSS partnership, of which Salus is a founding member agency, will help foster a much needed link between child and youth and adult services in the Ottawa region. The goal is to improve the transition from youth

to adult Case Management, making it more fluid and seamless.

Enhancing services for youth will also lead to increased education, training and knowledge in this area, which will better inform people working with youth transitioning to adult services, like those provided by Salus.

CLIENTS SERVED IN 2011-2012

Case management Individuals served: 255

Total visits: 18,677

Supports in Housing Individuals served: 261

Total visits: 24, 028

Visits are recorded by staff to represent the number of times clients and tenants receive service in person or over the phone.



REHABILITATION SERVICES

Program Referrals	51
Program Participants	34
Program Graduates	8



Fisher Dining Room

Several trends have been observed this year, such as a higher percentage of youth referrals (ages 16-22) and a higher number of female referrals.

PEER SUPPORT

Salus Rehabilitation services continues to lead Peer initiatives at the agency:

WRAP (Wellness Recovery Action Plan) continues to thrive: facilitated by two Fisher graduates, it is an integral part of rehabilitation

curriculum. FAA (Fisher Alumni Association) is an active consumer-led group with a regular newsletter, hosting three to four seasonal events per year. Other in-house peer activities include : Tour guides, where potential Fisher clients are given house

tours by a present resident and the Buddy system, where potential residents are invited for a two-day visit and paired up with a buddy, who is a current resident. This system has provided important, and positive feedback both from the buddy and the prospective resident.

COMMUNITY DEVELOPMENT LOGIC MODEL

OTTAWA SALUS RESOURCE CENTRES :

Rosemount
1-33 Rosemount Ave.

Regina Towers
113-2651 Regina Ave

MacLaren
104-415 MacLaren St.

LePage
101-1400 LePage St.

LeBreton
B1-225 LeBreton St.

Gladstone
930 Gladstone Ave.

Athlone
313 Athlone Ave

This past year the Community Development team re-developed the framework for Salus community development based on input from Salus tenants, Ottawa Community Housing tenants, and Salus staff.

This participatory process led to many fruitful discussions on the role of community developers in fostering a climate not only for recovery but also for community engagement. The primary focus of the program is to support tenants and the communities

within which they live; however, there is also an opportunity for the Salus community development program to lead city-wide initiatives and projects that benefit the mental health community at large.

ARTSWELL

Artswell, with Ottawa Salus as co-lead, was the recipient of an \$80,000 Trillium Foundation grant geared to enhancing engagement in the expressive arts for people living with severe and persistent mental illness. The launch for the project

entitled **Footprints: Creativity, Recovery and Mental Health** will take place in July 2012. Over the course of the next two years, a diverse range of organizations (from emergency shelters to mental health organizations and community health centres) and

mental health consumers will have the opportunity to participate in the project.

One highlight of the project is an artist-in-residence program geared to mentoring artists with lived experience in the medium of their choice.

CATALYST TRAINING

The Community Development team co-facilitated two days of popular education and leadership training with Chris Cavanagh from the Catalyst Centre for Change.

Over 50 Ottawa Community Housing tenants and Salus clients and tenants took advantage of the participatory workshops held in two Ottawa Community Housing communities.

The partnership with OCH has grown to incorporate cross training opportunities that include community developers from OCH, the CHCs and Ottawa Salus – fostering a community of practice.





Grove living room

Transitional Rehabilitation Housing Program : Grove

Program Referrals	5
Program Participants	12
Program Graduates	3

The Grove program has matured, and has implemented changes to ensure its long term success. Some of these changes are based on a provincial evaluation that demonstrated the success of the program, and also made recommendations for its improvement.

For example:

- adding a 6-month follow up service post graduation by the program nurse to increase medication adherence
- developing a post-Grove Alumni group
- balancing clients' overall rehabilitation and recovery needs with their participation in vocational activities to promote full engagement in the program
- Developing an internal program evaluation and satisfaction survey for participants.

New program

Salus TRHP is now offering a day program for in patients on the rehabilitation forensic unit being discharged or outpatients struggling and requiring either rehabilitation or supervision and monitoring services.

New Partnerships and Renewed Partnerships with new goals

Salus and CMHA have improved the delivery of services addressing concurrent disorders by increasing the communication between the two agencies, removing barriers in sharing information, individualising the services and increasing the opportunities to exchange expertise.

Contributions : conferences, meetings, networks etc.

Salus, in partnership with the ROH, presented the workshops: "Everything you always wanted to know about working with Forensic clients in the community". Salus has actively helped newer TRH programs get started by sharing knowledge, documents and learnings. An Annual Summer BBQ was initiated, gathering staff from partner agencies, program graduates, program participants, families,

UPDATES ON

COOPER & CRICHTON

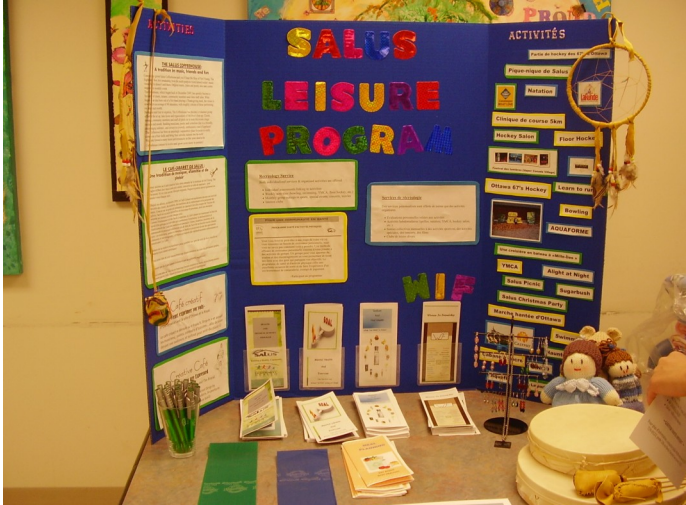
Two long standing Group Home tenants moved into Salus apartments in 2011-2012

Teaching apartments are being used frequently by the 4 group homes. They provide an opportunity for clients to stay in an apartment for several weeks and assess their readiness for independent living.

Crichton backyard



Salus Women's Retreat



The community development team in partnership with Salus recreology and the established Women In Friendship group, organized a special one day women's retreat at the lovely Tucker House residence last summer. The day was co-facilitated by Bev Anger, a first nations artist and craftswoman who lead the women through the process of making dream pillows. A drumming circle, an opportunity to connect with nature and community were two highlights from the day. The event was so successful that another one will be held in September of 2012. Women enjoyed gathering together for a day of community, reflection and art making.

Weekly ACTIVITIES offered at Salus

Bowling

Art Drop-In

Knit for Good LePage

Mondays

Regina Coffee House

The Music Circle at Regina

The Music Circle at LePage:

Brightening
Lives

Tuesdays

Documentary Film Group

Floor Hockey

Dovercourt swim

Writer's Circle

Wednesdays

Beginner's Guitar Lessons

Collective Kitchen

Me Myself and
Confidence

Thursdays

Aquafit

Creative Café

Coffee House

Collective Kitchen

Fridays