



LANARK, LEEDS AND GRENVILLE

ADDICTIONS AND MENTAL HEALTH

Together, we are here for you, today and tomorrow.

2023-24 REPORT TO OUR COMMUNITY

We Are Better Together

MESSAGE FROM KIM GIFFORD, CEO, LLGAMH

We are better together has been the guiding light through my 30-plus-year career in mental health and addictions at Lanark Leeds and Grenville Addictions and Mental Health (LLGAMH) – and it remains so today. Breaking down silos is essential for agencies and organizations in our region to discover collaborative solutions that achieve the common goal of enriching our clients' lives.



Through the Agency's invaluable community partnerships, 2023-24 shepherded service expansions and innovative programs that address serious service gaps in our communities, responding to clients' current needs, and providing individuals with a safe, welcoming place to land and access services. This includes the expanded hours for our **Drop-In Centre**, the introduction of the **Supportive Living Program**, the new **AccessMHA** partnership and the planned expansion of the **Day and Evening Treatment Program** to our rural offices.

Our progress and achievements are only possible because of LLGAMH staff's commitment to our clients. They are integral to building trust with clients, understanding and advocating for their needs, and informing them about how we can continue to grow and enhance our programming in the communities we serve.

I would also like to extend our gratitude to LLGAMH's funding partners and the incredible community fundraisers for ongoing support that is imperative to delivering LLGAMH's services in the community. A special thank you to Ontario Health, Ministry of Health, Ministry of the Attorney General, the United Way Leeds & Grenville, and the United Counties of Leeds and Grenville.

In this year's 2023-24 Annual Report, we share a glimpse of LLGAMH's noteworthy accomplishments, the difference our progress is making for the clients we serve and what's on the horizon.

2023-24 CARE BY NUMBERS



Services delivered to nearly **4,000** clients



Agency's average wait time decreased by **19%**



Total number of LLGAMH programs and services

Drop-In Centre welcomes significant rise in clients thanks to expanded hours

Individuals visiting the Drop-In Centre more than doubled since December 2023 when the United Counties of Leeds and Grenville (UCLG) committed temporary funding to allow LLGAMH's Drop-In Centre to run seven days a week from 8 am to 4 pm.

"We've seen an increase at the Drop-In because it's a safe and consistent place to land, and clients know they won't be asked to leave," **shared Carrie Allen, Social Recreation Coordinator, Drop-In Centre.** "Clients can be here from 8 to 4 and get all their services met in a safe space, with no judgement and in the company of their peers."

The Drop-In Centre offers Brockville clients a warm and welcoming place to access basic needs such as laundry and shower facilities, cellphone charging, and community health services on-site. At the Centre, the LLGAMH Team also invites clients to participate in recreational programming such as arts and crafts, board games, cards, trivia, and group sessions, including SMART Recovery, Relapse Prevention, Substance Use Recovery 101 and Coping with Trauma. Before the expanded hours, the Drop-In Centre operated every

Monday to Friday from 1 to 4 pm and welcomed approximately 25 to 35 clients daily. Now, the Centre sees an average of 70 clients per day.

When asked about the expanded hours, one **Drop-In Centre client shared,** "The 8 am to 4 pm hours take us away from the stigma of walking around town and being judged." **Another client added,** "It's a spot to land each day and feel safe."

With the expansion, the Social Recreation Team increased their support and engagement with the clients. They've begun holding Drop-In meetings with the clients to give them a chance to share what's working and ideas for improvements.

"It's really nice to see them participate in these meetings by sharing ideas for activities and voicing feedback – they're very involved, and the Centre matters to them," **said Tamara Pelton,** who has worked at LLGAMH for five years and on the Social Recreation Team at the Drop-In since spring 2024.

Carrie, Tamara, and the rest of the Social Recreation Team have begun hosting pop-up events (e.g., guided walks) to give clients more community engagement opportunities.

"We've noticed that clients are starting to engage in more activities like chess, puzzles, bingo, bowling, hikes, etc," **explained Carrie.** "It's about building trust with them so we can help clients reconnect with the things they liked to do before in their past so we can create some moments of joy and not just focus on where they will get their next meal or dry socks."

Carrie added, "In the community, our clients hear a lot of 'you can't, you can't, you can't.' But here they can."

The United Counties of Leeds and Lanark have committed the current funding for the expanded hours until March 31, 2025.



Tamara Pelton with a client

»» OUR PEOPLE

Dedicating time for all staff to engage in on-site, full-day education

Twice a year, LLGAMH staff now gather for an All-Staff Education Day, dedicated to their continuous learning and growth in mental health and addictions.

"There are new concepts out all the time and it's extremely important to have the opportunity for continuing education and learning new skills," **said Karen Coville, Case Manager, Emergency Room Diversion.** "The connections that happen through our All-Staff Education Days have also been important. It's not very often that you get all the staff together in one space and this allows us to be on the same page with new ideas and strategies so that when we are working with clients, we can all take a similar approach."



Staff at the Education Day in June

»» FUNDING HIGHLIGHT



The Ontario government provided the Agency in 2023-24 with **more than \$210,000** in additional funding for infrastructure maintenance and upgrades.

LLGAMH held an All-Staff Education Day in December 2023 and June 2024 as part of its strategic priority to invest in staff education and development. The June event, led by Shawn Fisk from the Community Addiction Peer Support Association (CAPSA), focused on compassionate care with a main learning point about the difference between compassion fatigue and control fatigue.

Chris Curry, Clinical Manager, Professional Practice and Education, shared, "LLGAMH remains committed to leading the field of substance use health care through continuous learning and adaptation. The CAPSA training, led by Shawn Fisk, served as a powerful reminder of our mission and the importance of equipping our staff to navigate the complexities of substance use health with compassion, resilience, and unwavering dedication."

For Karen, the June Education Day brought about a few 'aha' moments and important conversations with her colleagues. "I found this Education Day really informative about the need to challenge our inner thoughts and expectations in order to better support our clients. It was helpful for our whole team to hear

the same message about adjusting expectations and reevaluating client's actual needs to get the best outcomes for them."

Karen added that being in the same room with her colleague added another important layer to the learning experience. "I learned a lot from other people's questions and perspectives and it sparked dialogue that may not have been possible during a virtual session."

The All-Staff Education Days will continue on a semi-annual basis.

» OUR COMMUNITY PARTNERS

Provincial funding enables substance use service expansion into rural areas



The Day and Evening Treatment Team

For individuals living in rural areas who need substance use support, it can be challenging to access the services they need – especially close to home.

That's why with the Ontario government's 2023-24 enhanced funding for staffing at LLGAMH, the Agency can expand its successful, evidence-based Day and Evening Treatment for substance use support to bridge the gap in Kemptville, Prescott, and Gananoque.

"I'm so pleased that funding from our government is supporting individuals in

our community on their journey to recovery through the Day and Evening Treatment Program. Access to group programs is particularly vital in rural communities where isolation is often a barrier to recovery," **said Steve Clark, MPP for Leeds-Grenville-Thousand Islands and Rideau Lakes.** "I want to thank the staff and board at Lanark, Leeds and Grenville Addictions and Mental Health for their commitment to ensure services are available when and where people need them."

The Day and Evening Treatment Program offers clients facilitated group sessions focused on support and education around substance use. The group format means clients get peer support and opportunities for knowledge-sharing.

"By bringing our Day and Evening Treatment Program and support groups to these communities, we're empowering individuals on their recovery journeys, fostering connection, and ultimately improving the overall well-being of our rural communities," **said Chris Curry, Clinical Manager, Professional Practice and Education.**

Isabella Rimani, Case Manager, Day and Evening Treatment Program, added, "There's an important benefit to talking to like-minded people going down similar paths to recovery. We meet people where they're at and what brings everyone together is the shared struggle with substance use and acknowledgment that they want to make changes surrounding their substance use. There is a sense of community and support with that."

The Day and Evening Treatment expansion into Kemptville has also led to a new partnership with the **Beth Donovan Hospice** to build on the substance use support for the community by co-facilitating a grief support group surrounding addiction. The aim is to launch this initiative by winter 2025.

Isabella and her team understand how empowering substance-use education and knowledge sharing can be through their existing Brockville and Smiths Falls groups. Clients leave the Day and Evening Treatment groups with coping strategies and tools they can use to better manage their substance use and road to recovery.

"Any knowledge is good knowledge," **said Isabella.** "If a client only takes one thing away from the experience, that benefits their recovery. Ultimately, I hope people leave with the sense they are not the only ones. There are so many success stories, and I hope that gives them motivation to want to change the behaviours around substance use."

The Day and Evening Treatment rural expansion will roll out in fall 2024.

» OUR QUALITY

Standardized survey amplifies the client voice to improve service delivery

Collecting the right data is key to understanding how LLGAMH can make the necessary changes to improve the clients' experiences and outcomes.

In 2023/24, the Agency launched the **Ontario Perception of Care (OPOC) survey**, a standardized way to gather client feedback on the quality of care. LLGAMH began by first offering the surveys to group and treatment home and psychotherapy clients to bring their voices forward about what works well and the opportunities for improvement. LLGAMH will roll it out next to Comprehensive Case Management Program clients.



Clients enjoy an outing led by the Social Recreation Team

Lyndon Murdock, LLGAMH Board Director and Quality Committee Member, shared, "Improvements to our future service delivery must be informed by a sound understanding of how we've done in the past. And there is no more important voice to help inform this understanding than that of our clients."

The survey questions cover a range of themes, including service access, service/care environment, and the discharge planning experience. OPOC provides the added advantage of comparing clients' feedback and the overall data against provincial benchmarks.

"Our standardized approach increases survey consistency and facilitates benchmarking so that LLGAMH can measure its performance both over time and alongside comparable agencies in the province. This will help the Agency set realistic goals and measure progress," **added Lyndon.**

From LLGAMH's initial OPOC survey roll out, clients from the group and treatment homes indicated opportunities for improvement in reducing wait times and improving the convenience of service locations, for instance. They also shared that the team does an excellent job helping clients develop a plan upon treatment completion and ensuring a safe environment.

The OPOC survey will continue to be offered to clients on an ongoing basis, with plans to expand it to potentially all clients across the Agency.

» FUNDING HIGHLIGHT



The United Way Leeds and Grenville presented **\$50,000** to LLGAMH in 2023-24 to help fund direct client care services, including the Drop-In Centre's social recreation programs, the Diabetes Foot Care Clinic, and the Vocational Program.

LLGAMH Board of Directors appoints David Price as new Chair

The LLGAMH Board of Directors is pleased to appoint David Price as the new Chair following Roger Haley's completion of his four-year term.

"It's been quite a productive ride since I began my Board Chair term with LLGAMH," **said Roger Haley**, who has also served as Mayor for the Township of Front of Yonge since 2006. "LLGAMH is in a good place thanks to the strength of our Board, effective senior leadership and dedicated staff who have brought LLGAMH into the lead role for addictions and mental health care and services in Lanark, Leeds and Grenville."



David Price, Chair, LLGAMH Board of Directors

David Price has served as a LLGAMH Board Director since 2020, holding the positions of Board Vice Chair and Chair of the Quality Committee.

"The Agency provides essential mental health and addictions support for the well-being of our communities, and it is a privilege to be part of LLGAMH's hugely important work and service," **said David Price**, who has worked in health care for 40 years. "Through the Board Chair role, I will have the distinct opportunity to bring forward my experience and passion for healthcare to make a difference in our community."

David Price is currently working as a healthcare consultant specializing in medical imaging and emergency management. He has held many progressive leadership positions in the hospital

sector and served on numerous healthcare boards. David and his wife live along the St. Lawrence Seaway in Lower Maitland of Leeds Grenville.

LLGAMH Board of Directors

The Board provides the Agency with governance, oversight, and financial stewardship to deliver the region's leading addictions and mental health services.

- David Price, Board Chair
- David Weger, Board Vice Chair
- Shelley Bacon
- Tamara Baldwin
- Greg Best
- Carole Dufort
- Ron Holman
- Wayne Johnson
- Lyndon Murdock
- Katherine Parker
- Todd Robertson

» FUNDING HIGHLIGHT



The generosity of our community through third-party fundraising events in 2023-24 raised over **\$38,000** in support of client services. Primary contributors were the ML Memorial Golf Tourney and Rideau-St. Lawrence Real Estate Board.



Our 2022-23 Financial Statements

Please visit www.llgamh.ca to access LLGAMH's full financial statements.



Give Back Today

Generous community support significantly impacts the services we provide our clients and families. LLGAMH receives immense support from our funders; however, we depend on charitable donations to help us deliver and enhance program and services. Learn more about how you can give back today by visiting www.llgamh.ca/donate.php.



Connect With Us

Do you have an idea, feedback, or a question? Reach out directly at conversation@llgamh.ca

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