



CONNECTING FOR BETTER CARE

In late January, I was appointed as LLGAMH's Supervisor with a goal to develop a sustainable plan to strengthen LLGAMH to better support clients, as well as the staff who care for them.

Our progress together has been significant and this Annual Report shares some of the many accomplishments.

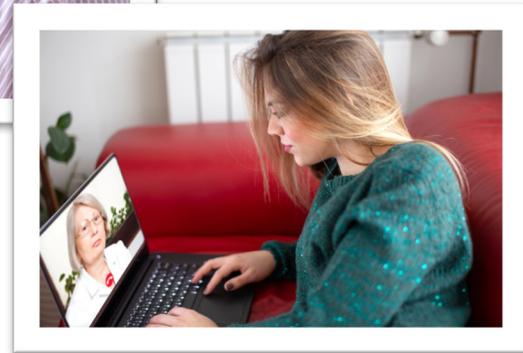
We are moving forward and connecting for better care. And we are doing this despite the additional challenges of COVID-19.

Thank you to the LLGAMH team for your support and your commitment to caring for our clients. The future looks bright!

Eric Hanna
Supervisor
LLGAMH



**One Door.
One Number.
One Click.**



The right care, at the right time, in the right place. Over the past few months, things have been changing at Lanark, Leeds and Grenville Addictions and Mental Health (LLGAMH) as we review how we deliver services to support people living with addictions and mental health issues.

LLGAMH is known for its innovative care in Emergency Room Diversion, rapid access and traditional counselling programs, residential treatment homes and more.

We are also looking a new ways to connect. One way is through virtual technology, using computer tablets and a new virtual app that clients can download on their phone.

LLGAMH is also proud to support the next generation of caregivers through hands-on field placements. While some students were displaced due to COVID-19, we look forward to welcoming them back soon.

And we are improving the way we work with other community and health organizations. Together, we want to provide a coordinated approach to care.

LLGAMH's 'One Door - One Number - One Click' philosophy ensures easy access to the tools and support our clients need.

One Team

Throughout the COVID-19 pandemic, the LLGAMH team has had one message - **We're here for you!** Essential services have continued and new ways of caring have been established to support our clients. As we start to slowly and safely resume other services, we will continue to ensure that measures are in place to keep everyone safe.

Our thanks to the United Way Leeds-Grenville and the United Counties of Leeds and Grenville for their ongoing funding as well as additional grants that are helping LLGAMH support clients with basic needs such as food and transportation during this extraordinary time.



Caring for Local Communities

LLGAMH serves clients throughout Lanark, Leeds and Grenville - from Brockville to Almonte to Delta to Lombardy to Seeley's Bay.

TOTAL CLIENTS 5264
Leeds Grenville - 77%
Lanark - 21%
Other Areas - 7%

Moving Forward Together

Over the past few months, significant strides have been made to move LLGAMH forward.

Here are just a few examples of what has been accomplished and what additional plans are underway:

- **Improved Support** On March 30th, LLGAMH partnered with Brockville General Hospital on a transformation project to improve key services such as human resources, financial services, and information technology. Our thanks to BGH for this great partnership.
- **Building Our Culture** Over the past few months, we have spent some time talking about LLGAMH Values. More than 40 staff members have been involved, providing great insight into the plan. We want these values and their related behaviours to be more than just a plaque on the wall.
- **Fiscal Responsibility** LLGAMH has achieved a small surplus for 2019/2020, representing a significant improvement over last year's deficit of \$1.8 million. We are now focused on achieving a balanced budget for 20/21.
- **Strategic Leadership** Work has begun on to develop a new governance model that is representative of the community and their health care needs. Board recruitment is underway. We are also renewing the focus on our quality committee and broadening the mandate of the finance committee to examine all LLGAMH resources. In all of our work, we will ensure that the client voice is heard at the board level.

Let's Connect

As we move forward together, we want to hear from you. Share your ideas and help us ensure the very best care for our clients. Contact Eric Hanna, LLGAMH Supervisor at hanna@llgamh.ca.

LLGAMH offers services and programs to people who are experiencing addiction or mental health issues.

Mental health services are provided for those 16 years and older and addictions services to persons of any age.

We also recognize that family members and caregivers play a significant role within our client's circle of care.

We support family members and caregivers through counselling and group activities.

Our "one door – one number - one click" philosophy ensures easy and simple access to the tools and support you need.