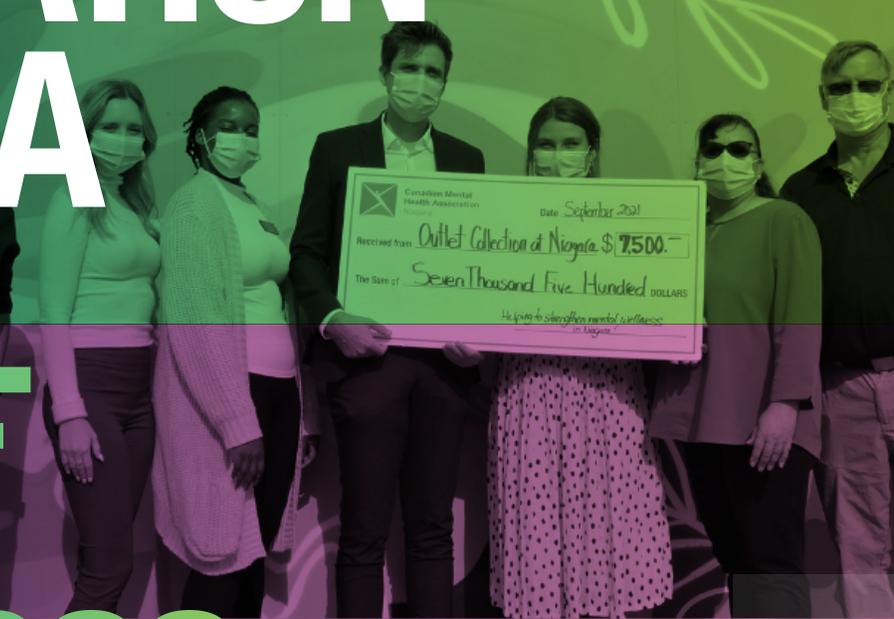


CANADIAN MENTAL HEALTH ASSOCIATION NIAGARA ANNUAL REPORT 2021-2022



Canadian Mental
Health Association
Niagara
Mental health for all

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“ *If it was not for your dedicated workers and services I would not be alive today. You fought for me when I had no one.* ”

Resilience: the ability to withstand hardship and adapt in the face of adversity. It's a word we've used frequently over the past two years, rallying in a world of flux to provide crucial mental health and addictions supports to individuals in our community.

We are incredibly proud of our team's effort in approaching the COVID-19 pandemic head-on – vigorously responding to unpredictable and unprecedented social restrictions and pandemic protocols to keep clients and staff physically and mentally healthy. As a result, this past fiscal we served 7,434 individuals with an additional 9,053 telephone interactions.

There's no question it's been an extraordinarily challenging period in our history, significantly impacting the mental health of society at large. Yet, we've gained new insights, refocused priorities, and embraced technology to provide alternate service delivery. We've witnessed innovation, recovery, benevolence, and a renewed passion to innovate and overcome.

Our 2021-2022 Annual Report is a testament to this will to thrive and grow. It tells a story of how a resilient community connects to respond to increased demands for vital mental health services. It demonstrates the positive impact we've made in the lives of those facing mental health challenges. It showcases the strategic alliances and achievements we've made working toward mental health recovery.

CMHA Niagara continues to make a concerted effort to establish thoughtful, inclusive, and diverse

leadership practices. Through effective governance and a dedicated team, the agency responded to rapidly changing operational protocols with poise and consideration of staff and client needs. Staff development was a priority, and we offered many progressive training sessions as outlined in our report.

Partnerships flourished as we continued to nurture network relationships and participate in community activities and third party events aligned with our vision to promote and strengthen mental wellness in Niagara. This included our active participation in the continued development of the Niagara Ontario Health Team in cultivating a new model of integrated health care delivery to connect clients and health care sector providers in specific geographical regions.

CMHA Niagara completed its on-site Accreditation Canada survey at the end of 2021. This third-party verification of our organizational commitment to quality and safe care, sound financial, administrative, operational, and oversight practices, is reviewed every four years. The resulting status of Accredited with Exemplary Standing indicates we achieved a high level of commitment to the delivery of quality service to clients, staff and community.

We don't make a difference alone. Making mental health matter is a collaborative effort. Thank you to our staff, Board, donors, clients, partners, funders, and volunteers for believing in our work and helping to ensure that mental health and addictions services are available to every member of our community.



Christopher Yendt
Board President



Tara McKendrick
Executive Director



VISION, MISSION, VALUES



VISION

A Niagara where mental health is recognized, supported and optimized.



MISSION

Our purpose is to strengthen mental wellness in the Niagara community.



VALUES

Service, Respect, Integrity, Teamwork, Competency

BOARD OF DIRECTORS



Christopher Yendt
President



Andrew
Bassingthwaight
Vice President



Matthew Mahler
Treasurer



Dawn Shickluna
**Service Outcomes
Quality Committee Chair**



Tara McKendrick
Ex-Officio



Sarah Cacilhas
Director



Leah Jeffrey
Director



Lindsey Marois
Director



Chris Ventura
Director

STRATEGIC GOALS 2019-2024

Organizational Wellness to Support Quality Services

Improving internal culture, leadership and operations to enhance service offerings and experiences for clients.

Expanding Pathways to Service through Collaboration

Increasing collaboration and broadening our outreach to continue building on community presence and impact.

Strengthening Foundations to Build Capacity

Strengthening organizational values, approaches, and capacity to improve and broaden service delivery.

An Adaptive and Sustainable Utilization of Resources

Developing sustainability and capacity to match diverse funding sources with programming needs.

Excellence in Mental Health & Addictions across the Region

Strengthening the network of service providers to improve service coordination, setting a standard of excellence in care and demonstrating collaborative leadership across the region.



CMHA Niagara Branch and all their staff are amazing. I highly recommend this service to anyone who is struggling with mental health or addiction. They have so many resources and services. Thank you CMHA, keep up the great work!



SERVICE STATISTICS 2021-2022



PROGRAM



CATEGORY



INDIVIDUALS SERVED

Case management	Long Term	489
Information and referral	Brief	1,654
Concurrent	Long Term	46
Dialectical behavior therapy	Long Term	31
Court support	Long Term	338
Mental health coach	Brief	51
Urgent Support	Brief	871
Mobile Crisis Rapid Response Team	Brief	669
MCRRT2	Brief	476
Support within housing	Long Term	148
Safe Beds	Brief	286
Real Work	Long Term	263
National employment program	Long Term	82
Transitional housing	Long Term	7
Walk-in counselling	Brief	394
Crisis Outreach & Support Team (COAST)	Brief	1,292
Youth navigator	Brief	26
Brock University counselling	Brief	143
Justice Safe Beds	Brief	59
Safe Beds Substance Use	Brief	93
Employment - Housing National	Long Term	16



7,434
Individuals served



1,420
Long term



6,014
Brief Services



9,053
Additional telephone
interactions

ACCOMPLISHMENTS & ACHIEVEMENTS

CMHA NIAGARA ACCREDITED WITH “EXEMPLARY STANDING”

Following intensive preparation, reviews, and evaluations of CMHA programs, services, policies, and processes against national standards, by Accreditation Canada surveyors in December 2021, the organization was accredited with “Exemplary Standing” by Accreditation Canada. The surveyors applauded CMHA Niagara for many achievements including compassionate, competent, adaptive, and committed team members, being a trusted and responsive community partner, having a streamlined governance model, and having a supportive and transparent leadership team with sound strategic plans to support its mission, vision, and values.

“We are incredibly pleased and proud to receive this official status”, said CMHA Niagara’s Executive Director, Tara McKendrick. “Accreditation is an important component of CMHA Niagara’s commitment to providing safe, high-quality mental health and addictions services. We strive to exceed expectations in every aspect of our work, so it is especially gratifying to have independent reviewers recognize our collective strong performance.”



STAFF COMPLETES TRAINING

CMHA Niagara participated in Ontario Core ICS Mental Health 10-hour San’yas Cultural Safety Training sessions, a program that offers a foundation to better understand Indigenous people in order to provide appropriate care and services in an equitable and safe way, without discrimination. Learning about diversity, culture, stereotyping, historical timelines, colonial history and contexts for understanding social disparities and inequities, staff received new skills, tools, knowledge, and enhanced self-awareness to help develop more effective communication and relationship-building skills.

Other staff training opportunities over the past year included St. John Ambulance First Aid Training, Opioid Overdose & Naloxone Training, Gender & Pronoun Training, Applied Suicide Intervention Skills Training, and Safety Care Training.



CMHA PROVIDES CRISIS INTERVENTION

TRAINING TO NRPS

Each quarter CMHA Niagara delivers a 40-hour Crisis Intervention Training (CIT) session to officers of the Niagara Regional Police Service. In August 2021 the team delivered training to 25 more graduates.

The CIT program is an innovative first-responder model of police-based crisis intervention training which helps people with mental health disorders and/or addictions access medical treatment, rather than being placed in the criminal justice system due to illness-related behaviours. It also promotes officer safety and the safety of the individual in crisis. The CIT program is a community partnership of law

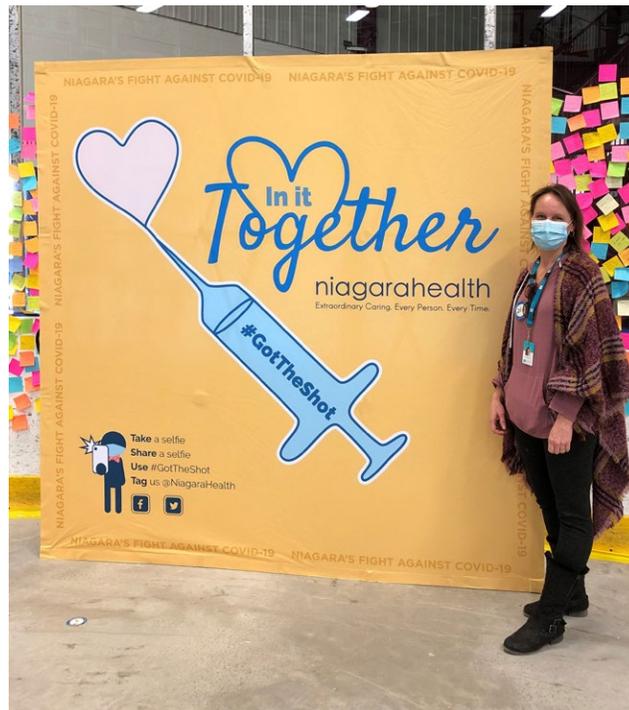
enforcement, mental health/addictions professionals, and individuals living with mental illness and/or addiction disorders, their families, and other advocates.



ENSURING SAFE SERVICE DELIVERY DURING COVID-19

Throughout the year CMHA Niagara staff were diligent in their efforts to take reasonable precautions to keep staff and visitors safe from the COVID-19 virus and its variants. Active symptom screening, physical distancing measures, personal protection equipment protocols, work from home procedures, and innovative virtual and telephone interactions with clients ensured that support remained accessible to the community within the necessary restrictions.

Additionally, CMHA Niagara implemented a COVID-19 Vaccination Policy for all staff, volunteers, contractors, and students. The vaccination policy requires a maintenance of full vaccination status (unless medically contraindicated), which means 100% of active staff are fully vaccinated.



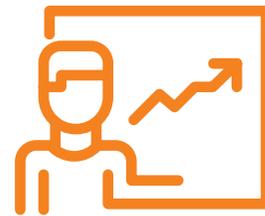
NEW TRAINING PROGRAM INTRODUCES LIFE-CHANGING SKILLS TO STAFF

Forty front-line clinical staff completed a cutting edge 9-month training and coaching “Trauma-Informed Motivational Interviewing” course to help them facilitate change, improve their practice, thwart burn-out, and deliver phenomenal client care. Facilitated by Sage Training and Consulting, staff commented that the course left them

feeling more confident, more patient and able to be better listeners, allowing them to provide improved client-centred support. Two members of the clinical leadership team completed the “Train the Trainer” component, making them Trauma-Informed Motivational Interviewing Trainers for the organization for internal sustainability.

SUICIDE PREVENTION TOPIC OF PARTNERSHIP WEBINAR

A member of CMHA Niagara’s Mobile Crisis Rapid Response Team (MCRRT) joined other guest panelists in September at the Niagara Suicide Prevention Coalition’s (NSPC) Suicide Awareness webinar acknowledging World Suicide Prevention Day. The panelists provided agency information and other helpful resources and statistics, shared personal impact stories and discussed strategies to address current initiatives on suicide prevention, intervention, and postvention.



Canadian Mental Health Association
Niagara
Mental health for all

COAST Niagara
CRISIS OUTREACH AND SUPPORT TEAM
24-Hour Crisis Line: 1-866-550-5205

- ▶ COAST is a community program offering crisis support over the phone and in-person throughout Niagara.
- ▶ The crisis line operates seven days a week, 24-hours a day for individuals 16 years and older experiencing a mental health crisis.
- ▶ Upon assessment or request, the mobile team can provide support to a person in crisis in the community or in their own home.
- ▶ Ongoing telephone support and/or referral to appropriate follow up services may be recommended to prevent further crisis.
- ▶ Call COAST at 1-866-550-5205 for confidential crisis support 24/7.

If you are in immediate risk call 9-1-1
If you would like to speak with someone,
contact Distress Centre at 905-688-3711

Maeghan Bassett (she/her)

CMHA NIAGARA SUPPORTS PARTNER EVENTS

CMHA Niagara participated in the Distress Centre of Niagara's 16th Annual Suicide Awareness Walk in September. Participants joined the community walk on Suicide Prevention Awareness Day (September 10), and partner agencies, including CMHA Niagara, presented information displays at Market Square, in St. Catharines.

As a proud partner of the Niagara Region's Memorial Forest Vigil planning committee, CMHA Niagara attended the October celebration which honours those who have passed on after battling mental illness. Founded in 2009, the Memorial Forest seeks to reduce the stigma around mental illness and to promote greater understanding and compassion from the community.



CMHA Niagara was pleased to host its signature Women & Wellness fundraising event in February 2022.

Held virtually in order to circumvent COVID-19 pandemic social gathering restrictions, almost 200 people registered to attend this presentation featuring keynote speaker, TV personality and mental health expert, Nova Nicole.

Through generous event sponsorships and personal donations, the branch raised over \$19,000 which will support availability of, and access to, immediate and brief services such as Urgent Support Services, Safe Beds, and Crisis Outreach and Support Team (COAST). Thanks to sponsors: Shoppers Drug

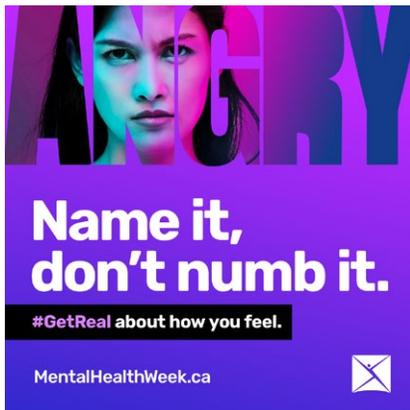
Mart's Niagara Branches, Penfinancial Credit Union, Bosch Rexroth, MNP, Kraun Electric, Beatties Basics, Walker Industries, and Zavitz & Sykora Financial Strategies. Also thank you to the generous businesses who donated door prizes. Attendees learned resiliency strategies and self-care techniques for personal growth and thriving in their lives.



ACCOMPLISHMENTS & ACHIEVEMENTS

In recognition of the first National Day of Truth and Reconciliation, CMHA staff and Client and Family Advisory Committee members participated in a virtual Town Hall event on September 30.

Led by a member of CMHA Niagara's Community Support team, the event included a land acknowledgement, a smudging ceremony and prayer, a video history of Orange Shirt Day, and the sharing of a moving personal story. Staff showed their support by wearing orange t-shirts to commemorate the day.



Mental Health Awareness Week, (celebrated in the first full week of May), provided CMHA Niagara a platform to offer free community-wide virtual mental health presentations. More than 400 registrants signed up to participate in various classrooms including Office Yoga (Julie Boyse), Eating to Optimize Brain, Gut and Mental Health (Liz Pearson), Coping with Job Loss and Unemployment (Sara Ivicic), Discover Peace Stress Relief (Tami Dickson), and Gifts from the Earth for the well-being of mind, body, and spirit (Carolina Lipinski).

CMHA Niagara celebrated their team and their achievements with a Staff Appreciation Night in November. This social evening included the comedic antics of three stand-up comics, dinner, door prizes, and staff awards related to community impact, values and leadership.



ACCOMPLISHMENTS & ACHIEVEMENTS

Brock Student Drop-In Counselling:

In this partnership with Brock University Student Wellness program, CMHA staff provides on-campus counselling to Brock students during high stress periods in both the fall and winter terms related to exams. Appointments are offered in the evenings and during COVID-19 the option for either face to face or virtual appointments have allowed more ways to access the service. In its third year of operation, staff held 172 appointments with 142 different students more than doubling the number of appointments held last year and they answered 41 live chats (text communication).



172
appointments



41
live chats answered



142
different students

Client and Family Advisory Committee (CFAC):

CMHA Niagara's CFAC was recognized by the accreditation surveyors as a role model for other organizations wanting to embrace meaningful client and family engagement. CFAC members participate in intra agency committees such as the Trauma Informed Committee and the Documentation working group and are encouraged to share their perspective at meetings where staff, advisory and leadership members come together to work on quality improvement efforts and strategies.

Advisory Committee members are also actively involved in hiring panels with candidates for non-union positions and have demonstrated the value of having the client perspective in interviews. In addition, CFAC members were also instrumental in reviewing and revising CMHA Niagara's complaint

policy as well as crafting a plain language document about how to make a complaint about our services. Both of these documents are in the process of being approved for uploading to our website.



The Canadian Centre for Diversity and Inclusion:

CMHA Niagara engaged the consulting team from The Canadian Centre for Diversity and Inclusion with the aim to develop a custom “roadmap” for our organization. The roadmap will strengthen and identify agency activities which will improve inclusion, diversity, equity and accessibility for both our staff and individuals seeking service from us. The “IDEA Roadmap” is in the final stages of development, and specific actions will be implemented incrementally over the next 2-3 years, in alignment with our Strategic Operational Objectives. A working group, with representation of board members, leadership, staff, and Client and Family Advisors, worked with the consultants in the development of the Roadmap, which included information gathered from individual interviews with leadership, as well as feedback provided through a staff focus group.



Information Systems:

In response to the heightened need and dependence on technology and virtual platforms to keep service accessible despite pandemic restrictions, our Information Systems team developed and implemented a ticketing system to ensure timely and adequate attention to technology concerns. At a time when demand for, and importance of, technological support increased exponentially, the budget and human resources available did not increase, requiring innovative problem solving. The Information Systems team is now able to prioritize and delegate tasks, resulting in improved efficiency and reduced service and productivity disruptions.

Human Resources:

Our Human Resources team developed and implemented a Compassionate Accountability framework to contribute to workplace mental health and wellness by fostering a culture of accountability, compassion, and transparency between leadership and staff. It is intended to build a healthy work environment and create an employee-centric workspace to support and assist where possible.



SOMEONE IN YOUR CIRCLE NEEDS OUR HELP

One in five people in Niagara will experience a mental health concern. Chances are you know, love, or work with one of them.

CMHA Niagara is making a positive impact on the lives of thousands in our community who have had the courage to seek our help and support.

We rely on community contributions to help sustain, enhance and expand our services. When you give, your donor dollars are invested in front line services to assist Niagara residents in need. This includes:



- Immediate access to connections with increased availability and accessibility to Urgent Support, COAST, Safe Beds and The Mobile Crisis Rapid Response Team programs.



- Comfort and safety by providing basic needs like housing, food, clothing, transportation and hygiene essentials.



- Quality and capacity building for community mental wellness by supporting the development of volunteers and staff to ensure services are delivered effectively.



- Support for youth to live their best lives by expanding opportunities and meeting their unique needs for connection and recovery.

“Coast has helped me personally through some times of crisis and I only hope that more people in crisis seek them out because it saves lives.”

DONATIONS & THIRD PARTY EVENTS

Fundraising is a necessary priority for CMHA Niagara in order to meet the increasing mental health and addictions needs of Niagara residents.

Individuals, groups, families, service clubs, and organizations who coordinate and host their own fundraising events to support and promote awareness of CMHA Niagara are invaluable. We are consistently inspired by our community partners' creativity to host unique events that help us to strengthen mental wellness in Niagara.

Individual contributions, corporate donations, and legacy gifts help to make mental health and addictions matter. These philanthropic donations impact the lives of thousands in our community ensuring available and accessible mental health and addictions programs when and where they are needed.

\$25

Provides someone entering our Safe Beds program with a "welcome kit" - new t-shirt, sweatpants and essential toiletries

\$100

Allows for a one-on-one session with a mental health counsellor OR supplies for 10 individuals to participate in Life Skills training

\$300

Provides three meals a day for one month to residential crisis clients

\$75

Provides nutritious snacks for 10 clients participating in various counseling groups



DONATE



360° OF GIVING

Small circles.
Big hearts.
Lasting impact.



Visit our website's direct access donation portal at www.niagara.cmha.ca for online donations.

DONATIONS & THIRD PARTY EVENTS - THANK YOU

GENERAL MOTORS CANADA

St. Catharines Plant delivered a cheque to CMHA Niagara in December! Samantha Hoodless and Jessica McCourt, (pictured left, and centre) presented the \$5,000 GM Canada St. Catharines Plant City Grant Program cheque which will help to fund same day counselling services.



ST. CATHARINES MAYOR INVITATIONAL

Golf Tournament completed their \$25,000 donation commitment to CMHA Niagara from the proceeds of their 2019 and 2021 tournaments. Thank you for making mental health and addictions matter and ensuring our services are available to every member of our community!



OUTLET COLLECTION AT NIAGARA

participated in selling 150 self-care packages to benefit CMHA Niagara. Sarah Lawrence, Marketing Manager, poses with her administrative team who raised an amazing \$7,500 to help local residents in need of mental health and addictions support!



PIETA DARKNESS INTO LIGHT

is an international organization headquartered in Ireland. Each May they host a suicide awareness walk. The global event creates worldwide awareness and presents an opportunity to share proceeds with partner mental health agencies. Cathy Drummond, Pieta's Assistant Project Manager- Campaigns, directed her organization's donation to CMHA Niagara in the amount of \$6,543.13.



THANK YOU

“RIDE FOR MENTAL HEALTH”

was held in August with organizer Tanya Cullen hosting her annual event in memory of her niece Carra-Lee. Cycling 32 kilometers (return to Port Colborne from Ridgeway), she and her supporters raised \$2,000 for CMHA Niagara!



PERFORMANCE ON POINT

hosted a number of virtual showcases featuring the musical talents of Performance on Point students. Tenja Hagenberg, owner and organizer, helped to raise \$2,030 for CMHA Niagara.



TREAD FORWARD FUNDRAISING

donated 10% of its mental health awareness apparel sales generated from kiosks across Niagara from December through March, raising more than \$15,000 for CMHA Niagara.



TOOLBOX NIAGARA'S

Jason Scarry, made two deliveries to CMHA Niagara in December, dropping off 180 men's care packages to benefit the many individuals in our Safe Beds and Community Support programs. Thank you so much for your generosity!



THANK YOU

MINI PUTT FOR MENTAL HEALTH

hosted in August by Darryl Murphy and Joshua Young, raised \$356 for CMHA Niagara!



THE WELLAND COUNTY LAW ASSOCIATION

raised \$120 for CMHA Niagara by hosting a Paint Night in June, as a way of giving back to the community!



UNITED WAY NIAGARA

donated hygiene kits and "Welcome Home Kits" in memory of Anita Robertson, to clients who are moving into permanent housing.



THANK YOU

NIAGARA
COMMUNITY FOUNDATION

Many thanks to
Niagara Community Foundation
and Grimsby Finest at the Forty
for helping us strengthen mental wellness
with your generous **\$3,000 donation!!**



905-641-5222
www.niagara.cmha.ca

Thank You, Asha Green...

for donating your contest winnings of

\$3,000 in Sobey's gift cards
to our Crisis Outreach and Support Team
to share with their clients!!



SUPPORTERS

We are grateful to these contributors whose generous donations help CMHA Niagara strengthen mental wellness in the community. This list highlights donations of \$100+ with consent to publish (April 1, 2021 – March 31, 2022)

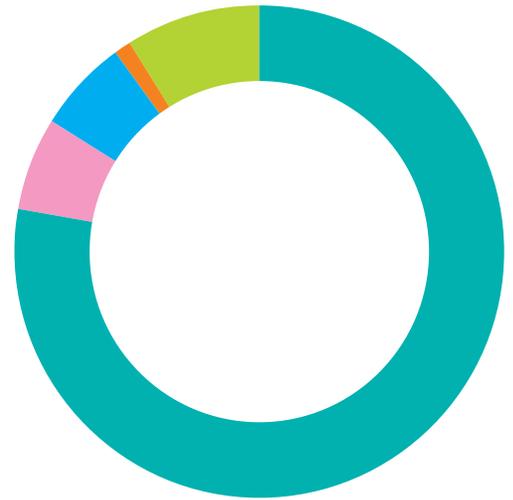
Rita Aceti	Daniel Horton	Outlet Collection (Niagara) Ltd.
Beatties	Lesia Huzar	PayPal Giving Fund Canada
Benefaction	IBM Canada Employees' Charitable Fund	PenFinancial Credit Union
Benevity Community Impact Fund	Elizabeth Isaak	Mary-Jo Petsche
Denise Borean	Marianne Knight	Catherine Picheniuk
Bosch Rexroth	Georgina Laverty	Pieta House
Monica Brecht-Yendt	Marion Seymour-Lichty	Marg Porter
Kate Brown	Lynn Liefel	Margaret Rankin
Caren Burt	Loewen Design Studios	RBC
Sherry Campbell	Michael Manley	Robert B. Somerville Co. Ltd.
Canada Helps	Neil Alexander Marshall	Safari Niagara
Charities Aid Foundation of Canada	Paul & Patricia Misner	Scott Construction
Tanya Cullen	Mnp Llp -	Janice Sloan
The Cullen Family	Sean & Natasha Montemurro	Jeff Small
Christine Davesne	Darryl J. Murphy	Liz Staten
Enbridge Gas	Niagara Community Foundation	Michelle Stranges
Estate of Ernest H. Adams	Mr. & Mrs. R. O'Dell	Barb Sykes
Delaney Greig	Keri Ferencz	Tread Forward Fundraising
Susan Helstab	J. George & family	Denise Tulk
Jenna Hitchcox	Heather Gillespie	Alex Vilas
Robin Joy Hoogasian	Erica Golding	Ronald Wreggitt

FINANCIAL REPORT

Sources of Revenue

■ Ontario Health	\$9,217,340 [74.7%]
■ Ministry of Health and Long Term Care (Housing)	\$719,089 [11.7%]
■ Ministry of Labour, Training and Skills Development	\$702,545 [6.4%]
■ United Way of Niagara	\$137,838 [1.3%]
■ Rent, Grants, Fundraising, Interest and Other	\$1,036,081 [5.9%]

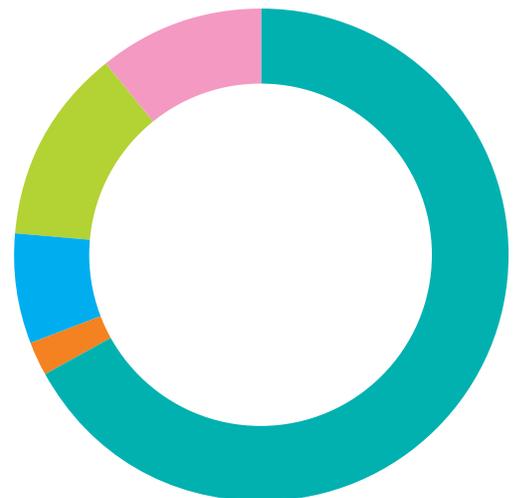
TOTAL \$11,812,893



Sources of Expenses

■ Wages & Benefits	\$7,538,334 [67.7%]
■ Occupancy	\$1,201,378 [11.6%]
■ Supplies & General	\$792,243 [9.6%]
■ Capital Assets & Amortization	\$276,728 [3.6%]
■ Funding Directed to Community Partners	\$1,445,494 [7.5%]

TOTAL \$11,254,177



PROGRAMS & SERVICES

URGENT SUPPORT AND WALK-IN COUNSELLING

Mental health counsellors provide same day service to individuals by exploring their immediate concerns. They offer assistance with problem solving and crisis management. Follow-up services and connections to other resources are provided. No referral or appointment is required.

CRISIS OUTREACH AND SUPPORT TEAM (COAST)

COAST is a mobile crisis outreach and intervention service that offers immediate telephone counselling and on-site crisis outreach intervention as needed. It operates seven days a week, 24 hours a day for individuals 16 years and older, who are experiencing a mental health crisis.

MOBILE CRISIS RAPID RESPONSE TEAM (MCRRT)

In partnership with the Niagara Regional Police Service, a mobile mental health counsellor and a police officer provide a first response model to 9-1-1 calls related to mental health in St. Catharines, Niagara Falls, Welland, Pelham, and Niagara-on-the-Lake. This program provides service to all ages in the community..

SAFE BEDS

Short-term crisis support is available 24/7 as an alternative to hospitalization. This is a voluntary, non-medical residential program offering a therapeutic environment for individuals to stay while they work through their crisis.

REAL WORK EMPLOYMENT

This specialized employment program helps individuals who experience mental health concerns and other disabilities as barriers to employment, find and maintain meaningful jobs.



When I started the program with (CMHA staff), I was very sick and scared... I will forever appreciate their help and I am now looking forward to a good life thanks to their support.



MENTAL HEALTH COACHES

Satellite Mental Health Coaches, located at YWCA Shelters and Start Me Up Niagara, serve individuals 16 years and older to address issues related to social determinants of health and barriers to accessing and maintaining housing, build the capacity of shelter and drop in staff to help individuals with their mental health and recovery goals, and reduce crisis situations.

CASE MANAGEMENT

Counsellors visit individuals in the Niagara community to offer support working through the everyday challenges of living with a mental illness.

TRANSITIONAL HOUSING SUPPORT PROGRAM

The congregate living program of three to six months is available to individuals living with a mental illness and /or addiction. Individuals are given the opportunity to learn life skills, set goals and become connected to services that will further assist them in their transition to independent living.

GROUP COUNSELLING

Group counselling programs focus on life skills, illness management and recovery, behaviour therapy, anxiety, depression, substance use and suicide prevention.

SUPPORTIVE HOUSING PROGRAM

Offered across the Niagara Region, this program provides an apartment and counselling services to individuals who require weekly intensive support.

COURT DIVERSION AND SUPPORT

Individuals living with mental illness who are charged with minor offences are assisted by community support workers at court, detention centres and upon release, with transitioning back into the community.

PUBLIC INFORMATION AND TRAINING

Education, training and presentations on a variety of mental health and wellness topics are available to agencies, businesses and groups, by request.

Volunteers are occasionally required to assist at CMHA events, Third Party Fundraising events, and bingo. If interested in becoming a volunteer, contact kmarazzo@cmhaniagara.ca.





ACCESS LINE matches you with the support you need from over 100 services across Niagara.

Call today for direct connections to services such as crisis intervention, housing, groups, withdrawal management, addictions support, employment, and caregiver support.

MENTAL HEALTH & ADDICTIONS
ACCESS LINE
1-866-550-5205
 CONFIDENTIAL HELP 24/7

CANADIAN MENTAL HEALTH ASSOCIATION NIAGARA

Canadian Mental Health Association,
Niagara Branch Tel: **905-641-5222**

St. Catharines

264 Welland Avenue, Suite 103, St. Catharines, ON L2R 2P8

Niagara Falls

6760 Morrison Street, Niagara Falls, ON L2E 6Z8

Fort Erie

20 Jarvis Street, Fort Erie, ON L2A 2S3

Welland

570 King Street, Welland, ON L3B 3L1

 cmhaniagara.ca

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 [cmhaniagara](https://www.linkedin.com/company/cmhaniagara)

 info@cmhaniagara.ca



**Canadian Mental
Health Association**
Niagara
Mental health for all