



Mental
Health
Estrie

ANNUAL REPORT 2017-2018

Annual General Meeting • June 21 2018

*Recovery
of hope
& Hope
of recovery*

Marguerite Knapp Building
257 rue Queen, Sherbrooke QC
(Borough of Lennoxville)

Profile

Mission Statement

Mental Health Estrie is committed to providing information, support, education and advocacy to English-speaking caregivers & individuals affected by mental illness in Estrie.

Membership and Volunteers

- 46 members (membership is not a requirement for services)
- 187 Facebook members
- 6 Board members provided 700 hours for administrative tasks and activities
- 67 volunteers contributed over 1000 hours to activities

Phone calls and Visits

- Approximately 535 phone calls and visits in 2017-2018 from individuals, families and health and social services providers, seeking support and / or information & referrals.
- 45 client support group meetings took place, with an average of 7 participants, 20 individuals involved throughout the year.
- 21 family support group meetings took place, with an average of 4 participants, 13 individuals involved throughout the year.

Where to find us:

257 Queen St., Office 900
Sherbrooke QC J1M 1K7

How to contact us:

TEL: 819-565-3777
FAX: 819-565-4160
mhe.info@bellnet.ca
www.mentalhealthestrie.com

Office Hours

9:00 a.m. – 4:30 p.m.
(Monday-Thursday)

Board of Directors 2017-2018



Esther Barnett
President
Waterville



Irene Briand
Vice-President
Sherbrooke



Norma Salisbury
Treasurer
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Holly Moore
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Canton de Melbourne



Judy Ross
(Exec. Dir. Emeritus)
Magog

Staff



Tanya Gibson
Executive Director
Sherbrooke

President's Report



As I review the activities of Mental Health Estrie (MHE) in the pages of this report, I realize how much we have accomplished over the past 12 months. We began with the planning and implementation of a major fund raising event. The Méchoui held on June 3 was a significant success in many ways. It not only raised much needed funds for us, but more importantly raised our profile in the community. The number of people who bought tickets, the volunteers involved and the media coverage made people in the region aware of the existence and work of Mental Health Estrie and the services we offer. This was a follow up to the national coverage resulting from Judy Ross's (Executive Director Emeritus) question to our Prime Minister Trudeau in early 2017. As local organizations became aware of MHE they chose us as a recipient of their fund raising efforts. Fundraising, whether it means holding events or applying for grants is becoming increasingly more important for our continued existence.

In September some members of the board along with Tanya Gibson our Executive Director, met for the first time with the direction of the CIUSSS de l'Estrie– CHUS' Mental Health and Addictions Department. We were able to talk about the important work we do to support individuals and families dealing with mental illness in the English-speaking community and were invited by Murray McDonald, the Director, to submit an application for funding. Paulette Losier and Judy Ross worked on this project for many months and the application was completed this spring. We are hoping for positive results.

As a board we are fortunate to have Tanya Gibson as our Executive Director. She is the glue that holds the whole operation together. She has a passion for her work and continuously seeks to improve the services offered. This past year Tanya had the assistance of Brienne Marcoux our Canada Summer Jobs student and Hannah O'Reilly who carried out a practicum through the Bishop's University Psychology Department. Thank you to all the board members and volunteers who give of their time and talents throughout the year. Your efforts do make a difference.

Finally, I want to mention that in the coming year we face a major challenge. We have been fortunate over our history, as a community organization to have office space in the Marguerite Knapp Building owned by the Eastern Townships School Board. The building needs major repairs and the School Board does not have the funds to make the necessary changes. Over the next few months, we will make every effort to find a new space that is affordable and meets the needs of our clients.

A handwritten signature in cursive script that reads "Esther Barnett".

Esther Stovold Barnett

President

1. Services to Families & Individuals

Outline

Mental Health Estrie provides a friendly and confidential environment where people can discuss issues of mental health:

- ✓ Support groups
 - For Family & Friends
 - For individuals coping with mental illness
- ✓ One-on-one assistance: in person, via telephone or e-mail.
- ✓ Information and referral services
- ✓ Educational sessions animated by professionals in small group settings at the office of MHE
- ✓ Promotion of and participation in AMI Québec's distance education programs

MHE is committed to eliminating stigma through public awareness, including:

- ✓ Educational events for the region of Estrie, led by professionals in the area of major mental disorders and recovery
- ✓ Information sessions on mental health subjects and promotion of services available in Estrie led by MHE staff or volunteers
- ✓ Information booths at public events staffed by volunteers

MHE Offers tools to better understand mental illnesses and assist in the process of recovery:

- ✓ A lending library of books, videos, DVD's and periodicals
- ✓ A documentation centre offering free and up to date literature

Thanks to the financial support of Tillotson Coaticook Region Fund, MHE recently expanded its library, adding over 80 new resources!

1.1 Information & Referrals

Assistance, information and referrals are provided on an individual basis in person by telephone, via email or Facebook. Referrals are made to government health services such as:

- ✓ The CIUSSS de L'Estrie-CHUS (including the CLSCs in each MRC and the Emergency department of the Hotel-Dieu and clinics).
- ✓ Urgence Détresse / Info Santé.
- ✓ Other mental health service providers and community organizations e.g. JEVI (suicide prevention) and Dunham House (addictions and mental health) to name just two.
- ✓ Community organizations involved in health and social services e.g. CALACS (support to victims of sexual aggression) ARRIMAGE (eating disorders), Lennoxville & District Women's Centre etc.
- ✓ And to AMI Québec (Action on Mental Illness) in Montreal—the oldest mental health

community organization in Québec serving the English-speaking community.

1.2 Peer Support Group for Families & Friends

The Peer Support Group for family, friends and caregivers is held the second and fourth Wednesday of every month, from 10 a.m. to noon.

Facing mental illness in the family is a daunting task. Being able to share with others – or simply listen – provides new strength to cope with difficult and/or ongoing situations.

This support also contributes to one's own well-being and reduces the burden put on close friends.

***21 meetings took place with an average of four participants.
A total of 13 individuals involved throughout the year.***

One-on-One Support

In addition to the two peer support groups for individuals and family members, Mental Health Estrie's one-on-one services are also very important. Not everyone who reaches out to MHE is seeking group support. Some are looking for individual guidance. Individuals, families and friends continue to reach out to MHE for knowledge, resources, support and accompaniment on their path to reaching their goals.

***Approximately 140 personal visits to MHE for one-on-one support
by families and individuals in 2017-18, two times more than in 2016-2017.***

1.3 Peer Support Groups for Individuals

The peer support group for individuals with a lived experience of mental illness meets weekly on Monday from 1 – 3 p.m. Meeting time is divided between peer support and activity as needed.

Activities are animated by MHE facilitators, special guests or group members and include workshops and activities such as:

- ◆ Anger Management
- ◆ Guilt & Shame
- ◆ Dream Jars
- ◆ Self - Care
- ◆ Bipolar Disorder / Depression
- ◆ Personality Disorders
- ◆ Seasonal Affective Disorder
- ◆ Coping Mechanisms
- ◆ Positive Affirmations
- ◆ Triggers
- ◆ Homemade Sugar Scrubs
- ◆ Pumpkin Carving at Halloween
- ◆ A Christmas lunch and gift game.

***45 meetings took place with an average of seven participants.
A total of 20 individuals involved throughout the year.***

1.3 Peer Support Groups for Individuals *cont'd*

Stanstead Mental Health Project: “After the Rainbow Comes the Sun”

This program aims to reduce the isolation of individuals living with moderate to severe mental health problems in the Stanstead area. Participants meet once a week for 30 weeks, to enjoy activities, a meal, and some form of physical activity.

The program provides participants with the opportunity to set goals and the tools to pursue them. The “tool box” includes the development of greater self-esteem and social skills, as well as the opportunity to work on attitudes and behaviors, thus equipping participants to face personal life challenges.

MHE has been a member of the Steering Committee since its inception in 2009, alongside partners: Centre D’Action Bénévole R. H. Rediker, the Centre des services sociaux et de santé Memphremagog (CSSSM) and Townshippers’ Association.

Coordinator Elsa Mongeau, is assisted by a dedicated group of volunteers who generously donate their time in support of the regular weekly activities, as well as special excursions.

1.4 Practical Experience for B.U. Student

For the eleventh year, Mental Health Estrie welcomed a psychology student from Bishop’s University to complete a 13 week practicum. From January to April, Hannah O’Reilly co-facilitated support group meetings and provided one-on-one support.

During her Practicum Hanna prepared numerous workshops on topics such as:

Personality disorders, Depression vs. Bipolar Disorder, Positive Affirmations, coping mechanisms and on dreams / aspirations.

Hanna graduated from Bishop’s in June and plans to pursue a degree in Science in Family Relations and Human Development, at Guelph University.

Hannah was an excellent fit for MHE, as she has been studying the effects of different forms of help such as psychotherapy and /or self-help groups on the well-being of individuals struggling with depressive and/or anxious states. We look forward to hearing the results of her study.

Appreciation is extended to Dr. Claude Charpentier of Bishop’s University for including MHE in the practicum program and allowing MHE to share real life experiences with the students interested in making a difference in the future.



Hannah O’Reilly, a student from Bishop’s University psychology program, benefitted from a practicum at Mental Health Estrie.

2. Public Engagement

2.1 Presentations by Mental Health Estrie Staff

Demystifying Mental Illness Amongst Youth at Alexander Galt Regional High School

Mental Health Estrie staff and MHE volunteer Grace Mazzocca, partnered with the Alexander Galt School Psychologist Emmalie Fillion, to present on Mental Illness to two groups of secondary V students who are taking the “Community Skills” class. This class is geared toward preparing students to enter the world of adulthood.

The school psychologist presented a basic overview of signs and symptoms of mental disorders, with a brief explanation of the main mental illnesses. This was followed by Grace sharing her personal experience with bipolar disorder, and finally, MHE staff presented on why it is important to get help, how to help a friend, and where to get help.

Students were visibly engaged in the topic, and asked many questions, particularly to Grace who had shared her experience. Feedback forms were very positive, with one student indicating it was the most worthwhile class they had taken to date. This presentation could not have been as successful and engaging without the eye opening real life experiences shared by Grace. We hope to continue to visit the class next year and for years to come.

Richmond Community Watchdog

The Richmond Community Watchdog is a series of workshops designed to inform English-speaking community members who are natural helpers (or the watchdogs of their community) about how to recognise the needs of their network of family and friends, and connect them to community and health care providers and services or even accompanying them to their appointments.

Mental Health Estrie presented on its services and where to get help, and carried out an interactive quiz designed to facilitate discussions on important facts related to mental illness, and how to help a loved one who may be experiencing a variety of symptoms. This presentation was complemented by guest speakers from the CSSS of Val-St. Francois, APPAMME Estrie, and the sharing of a lived experience by a member of Le Rivage (an alternative resource in Mental Health from the Richmond Region).



2. Public Engagement cont'd

Champlain Nursing Students Visit Mental Health Estrie

A group of Champlain Nursing students, carrying out their Fieldwork at the CHUS-Hotel Dieu Psychiatric Department, visited MHE to learn more about community Mental Health Services, and how they compliment public health services. It is encouraging and promising that future professionals will have MHE in their “tool box” of resources they can offer families and individuals.

2.2 Distance Learning Opportunities

Mental Health Estrie actively promotes and participates in the distance learning programs of AMI Quebec (Action on Mental Illness) in Montreal. These programs are available throughout Quebec and are interactive, free of charge and animated by mental health professionals, such as psychiatrists, psychologists and social workers.

Tele-workshops

This past year AMI Quebec provided four tele-workshops. Members of the community are invited to listen in a small group setting at the office of MHE via speaker-phone or to listen from their own home via telephone. The presentations are 20 to 25 minutes and are followed by a question and answer period.

Tele-workshop Topics

- ◆ Types of Mental Illness
- ◆ Addiction and Mental Illness
- ◆ Treatments for Mental Illness
- ◆ Grieving Mental Illness

In order to reach a larger audience, AMI Quebec is transitioning from tele-workshops to YouTube videos. A variety of informative videos are already available. Visit their page on YouTube by searching for AMI Québec, and visit <https://soundcloud.com/amiquebec> for previously recorded tele-workshops.

2.3 Public Information Booths

Kiosks at different events with free literature on a variety of mental health topics provide information to the general public while staff and volunteers are available to answer questions. Mental Health Estrie provided a kiosk at:

- ◆ Richmond Health & Wellness Fair
- ◆ Friendship Day in Lennoxville
- ◆ Champlain Regional College (Mental Illness Awareness Week)
- ◆ Bishop's University (Mental Health Week)
- ◆ A presentation and Kiosk at Townshippers' Association's Health Link in the Haute-St.Francois
- ◆ The Marguerite Knapp Building Open House

2. Public Engagement cont'd

2.4 Outreach

Walk in My Shoes: *HUGS* for the homeless

Each year Mental Health Estrie runs a campaign to collect **new** warm clothing for the homeless. What began as a Christmas project in 2007 evolved into an annual winter project, running from December through March. HUGS stands for Hats, Underwear, Gloves and Socks. In addition to these items, cash donations go towards the purchase of other warm clothing, such as long johns, sweaters, jogging pants, jackets, boots etc. Items are collected and delivered to the Accueil Poirier in Sherbrooke, the local shelter for the homeless.

This initiative remains possible thanks to the generosity of Townshippers – individuals, organizations and businesses. A sincere thank you is extended to the church organizations and social clubs that provided significant funds for the necessary purchases. Special thanks go to **Clark & Sons** for their help in providing winter clothing.

Experience shows us that there is a much greater need for men's items – especially warm socks and gloves. We always receive more than enough items for women because very few women actually use the shelter.

This past year the shelter expressed a special need for toothbrushes. Thanks to your generosity, enough toothbrushes were donated to provide one for each resident and to allow for a reserve over the course of the year. A big thank you is extended to the community for helping with this very important need.



Over 50 gift bags were prepared for residents of the Accueil Poirier Homeless Shelter and residents of the Maison Wilfrid-Laurier – a transition house for men who are reintegrating into society.

H Hats, headbands, balaclavas 230

U Underwear 70

G Gloves / Mitts 80

S Socks 380

S Scarves, neck warmers 50

Articles of warm clothing 76

Numerous toiletries

Total number of items: 820 +

The greatest needs are for MEN, especially

and



3. Community Engagement

3.1 Networking

A good working relationship exists with public and private mental health care providers in the Estrie region. MHE receives calls from social workers from various departments of the CIUSSS de L'Estrie, from the CHUS-Hotel Dieu, Centre des services sociaux et de santé (CSSS) of Memphremagog, Coaticook, Haut-St-François and Val-St-François, as well as community organizations such as JEVI, Centre NuHab, APPAMME, Centre l'Élan, Townshippers' Association, Lennoxville & District Women's Centre and Lennoxville & District Community Aid to name a few.

MHE continues to participate in the mental health committees of the CIUSSS de l'Estrie - CHUS:

- The transitory Access to English Services Advisory Committee
- Table de concertation en santé mentale Memphremagog
- Steering Committee for the Stanstead Mental Health Project (in partnership with the CSSS Memphremagog, Townshippers' Association and CAB Rediker).

Additionally MHE participated in other community partnerships:

- Table de concertation communautaire Lennoxville
- Partners for Health and Social Services Network Estrie (PHSSNE)
- Lennoxville borough Advisory Committee for Social and Community Development

In 2017 MHE became a member of the *Regroupement des Organismes Communautaires de l'Estrie* (ROC de l'Estrie), a group that represents and advocates for community organizations in the health and social services sector.

Other important networking links over the course of 2017-2018:

- MHE staff and several board members met with the Direction of the Mental Health and Addictions Department of the CIUSSS de l'Estrie CHUS for the first time in the fall of 2017. An open exchange took place concerning the work that MHE carries out, as well as the challenges that English-speaking families and individuals face with regards to accessing mental health services in Estrie. MHE was encouraged to submit an application for funding to the CIUSSS de l'Estrie – CHUS. This application was submitted in the spring of 2018, and is currently in review.
- MHE participated in two online sessions with Kathleen Weil, Minister responsible for relations with English-speaking Quebecers and Minister responsible for Access to Information and the Reform of Democratic Institutions. The purpose of these sessions was for representatives from the English-speaking community to discuss concerns and recommendations with regards to the English-speaking community of Quebec and government policy.

3. Community Engagement cont'd

3.2 Promotion of Services

Services and events are publicized via:

- Public service announcements in local newspapers, CBC radio and CJMQ radio
- Paid advertising in local newspapers for special events and workshops
- Community email bulletins (e.g. Townshippers' Association)
- Wide distribution of posters for special events
- Notices and emails sent to members and friends of MHE, community organizations and local churches
- Announcements on MHE's Facebook Page and website

3.3 Membership

Services are offered to everyone and membership is not a requirement, however it is encouraged throughout the year.

4. Administrative Activities

4.1 Administration

Seven meetings were held by the volunteer Board of Directors during the year to supervise and to oversee the work of the Executive Director and volunteers, and to review the budget as well as many other tasks. This year Directors spent a great deal of time searching for funding sources and preparing grant applications where ever possible and this is reflected in the number of hours given to MHE.

6 Directors provided 700 hours for administrative duties and other activities

4.2 Volunteers

MHE is fortunate to have a bank of dedicated volunteers to help achieve its goals by assisting at kiosks, helping with mailings, providing transportation, facilitating support groups, and helping with the Walk in My Shoes campaign – to identify only a few of the many tasks completed.

A key component to the success of any community organization is the strength of its volunteers; we are grateful for the help we receive. The generosity of volunteers in all forms, is an essential element for the continued development of MHE services.

67 volunteers contributed over 1000 hours to activities
Total volunteers: 73 Total hours contributed: over 1700

4. Administrative Activities cont'd**4.3 Funding****A) Provincial Government**

Mental Health Estrie receives financial support from *the Programme de soutien aux organismes communautaires* (PSOC) of the CIUSSS de l'Estrie-CHUS (previously, the "Agence"). This program supports non-profit community organizations working in the health and social services sector.

Support from the PSOC program since 2011 has provided MHE with a base of recurring funding. However, the first grant of \$26,000 represented 50% of the total amount for which MHE was eligible. In 2015-2016, in light of the increase in demand of services and functioning of MHE, the PSOC program recognized that MHE had changed from classification "A" to "B." However, this achievement was not recognized in the annual grant funding, other than approximately 1.2% annually for the cost of living.

In 2015, MHE signed a three year contract with PSOC (2015-2018) to receive \$27, 619 annually. We were delighted in the fall of 2017, to receive our first ever increase, just over \$2000 per year, which brought us up to \$30, 000 annually. However our reality remains that we are funded at only \$23% of the amount to which we are entitled. MHE continues to struggle with a shoestring budget and is unable to provide the level of services required.

4. Administrative Activities cont'd**B) Community Support**

The very existence of MHE is dependent upon tangible help from the community. The generous financial support of individuals, organizations, social clubs and corporations is greatly appreciated and allows MHE to empower families and individuals affected by a mental illness on their journey of recovery.

Good food for a Good cause – Mental Health Estrie Holds First Public Fundraiser

For over a year, the Board of Directors of Mental Health Estrie has been making a concerted effort to seek additional sources of funding. To this end, MHE held its first ever public fundraiser in June of 2017; a Méchoui. The results were very encouraging. The event sold out with over 200 tickets sold, raising over \$2300. This event could not have been the success it was, without the efforts of many volunteers, including the volunteers from the ANAF Unit #318 AKA the “HUT,” the active efforts of the Board of Directors in planning and organizing the evening, and the many volunteers who helped to set up, serve food and clean up. A special thank you to Marie Claude Bibeau, Minister of International Development and la Francophonie (Compton – Stanstead Constituency), who was our guest of honour and to Clark and Sons for their assistance with ticket sales. Thank you to everyone who contributed to this supper, and to each person who supported MHE via ticket sales and donations.

In light of the success in 2017, a second annual fundraiser was held in recognition of Mental Health Week, on May 5th of 2018.



Over 200 community members came out to support Mental Health Estrie at the Méchoui Fundraiser held at the ANAF unit #318 AKA the “HUT,” in June of 2017.

United Churches Team up to Raise Money for Lent

Mental Health Estrie was the recipient of a fundraising campaign carried out by The Lennoxville United Church and the Plymouth Trinity United Church. Throughout the 2017 season of Lent, a calendar was presented to the two congregations, containing a fact or question each day, which determined the amount for participants to set aside for the cause. The total collective efforts resulted in approximately \$1500 being raised for Mental Health Estrie.

4. Administrative Activities cont'd**Additional Community Support came from:**

AMI Québec (Action on Mental Illness in Montreal): Five Thousand dollar donation in celebration of their 40th anniversary

The Lennoxville Vocational Training Centre: Donated profits from a workshop on Anxiety

Global Excel Management Inc.: Held a golf tournament with proceeds shared between Mental Health Estrie and Mon Shack (Supervised Housing Project for youth with a mental health problem).

Eastern Townships Vintage Auto Club: Collection jar at local event and donation from members

Applications for Project Funding

Applications were made to Townshippers' Research and Cultural Foundation (TRCF) in the spring of 2017 and 2018, as well as Tillotson Coaticook Region Fund in the spring of 2017.

Thanks to the support of Townshippers' Research and Cultural Foundation, Mental Health Estrie published a new bilingual brochure in 2017. This bilingual brochure can be displayed in healthcare institutions and medical clinics in accordance with laws respecting French documentation.

In 2018, Townshippers' Foundation has supported MHE once again, with a grant to support activities and guest speakers for the client support group. Activities to come will include a coping skills box and workbook, and making homemade stress balls.

Thanks to the support of Tillotson Coaticook Region Fund, MHE expanded its library throughout 2017 and 2018, adding over 80 new books, workbooks, self-help books and DVDs to the lending library. Although membership is encouraged, the lending library is available to all members of the community.

5. Financial Report

A "Review Engagement" was completed by Marie-Josée Fauteux, CPA Auditrice, CGA. A copy of the Financial Statements for the year ending March 31, 2018 is available from the office.