

2019-2020 ANNUAL REPORT



SERVICES DE COUNSELLING
HEARST - KAPUSKASING - SMOOTH ROCK FALLS
COUNSELLING SERVICES

Ontario



TABLE OF CONTENTS

1. Joint Message From the Chair and Executive Director	3
2. Mission / Vision Statement and Strategic Objectives.....	4
3. Results 2019-2020	
Accessibility and Quality of Services.....	6
Partnerships.....	9
Visibility and Community Outreach.....	10
Organizational Capacity.....	12
4. Statistics Report.....	13
5. Finances.....	14
6. Staff Members.....	16
7. Contact.....	17

BOARD OF DIRECTORS

CHAIRPERSON

Tracy Christianson

VICE-PRESIDENT

Michel Fortin

TREASURER

Nicole Fortier Levesque

MEMBER AT LARGE

Joanne Landry

ADMINISTRATORS

Mélissa Côté

Jean L. Cormier

Jérémie Lepage

JOINT MESSAGE FROM THE CHAIR AND EXECUTIVE DIRECTOR

As Chair of the Board of Directors and Executive Director of Hearst-Kapuskasing-Smooth Rock Falls Counselling Services, we are pleased to present this annual report for the latest fiscal year which ran from April 1, 2019 to March 31, 2020.

Let me start by saying that the past year has certainly had its challenges, especially the latter part when the Public Health Agency of Canada declared a state of emergency due to the COVID-19 pandemic. The restrictions brought on by COVID-19 forced us to change the model of services offered to our clients and implement several preventive measures to ensure the health and safety of our staff, clients and visitors. The Board of Directors would like to commend our staff members for their ongoing dedication and thank them for their collaboration as they learned to navigate the new measures and operational changes that were implemented during this difficult time.

In spite of the many challenges caused by COVID-19, we are very proud to highlight the accomplishments that were made in relation to our four strategic priorities:

- Accessibility and quality of services
- Visibility and community outreach
- Partnerships
- Organizational capacities

The successes mentioned in this annual report demonstrate the excellent work by staff members and volunteers in various programs and all communities serviced by our organization. Each day, our clients feel respected and heard by our professionals who help them get their confidence back, provide practical options for them and help them discover new skills to bring positive changes to their daily lives. The employees of all our programs are committed to our organization's mission and vision, and it's thanks to their passion that we are able to offer quality services to our clients.

Sincerely,

Tracy Christianson,
Chair of the Board of Directors

Steve Fillion, MSS, TSI
Executive Director



SERVICES DE COUNSELLING HEARST - KAPUSKASING - SMOOTH ROCK FALLS COUNSELLING SERVICES

MISSION

Why we exist

A Francophone community organization that strives to help improve the mental health, wellness and safety of its clientele through quality care and services in both official languages. In addition to providing services, the organization is an institution whose role also encompasses maintaining the French language, transmitting Francophone culture and fostering solidarity in the Franco-Ontarian minority.

MANDATE

What we do

The multidisciplinary team at HKSCS offers a complete range of services designed to meet the needs of its clientele in a holistic, fluid and integrated approach, including:

- Assessment and treatment of people with mental health issues;
- Emergency housing, support and assistance for women and their children who are victims of violence and/or in crisis;
- Immediate response and follow-up for victims of crimes and tragic circumstances;
- Psycho-educational group sessions for people found guilty of violence against their partner;
- Services for people accused of minor criminal offences who serve community-based sentences.

VISION

The future we would like to help build

A Francophone institution recognized as a leader in maintaining, improving and increasing the range of services to meet the needs of the communities it serves.

VALUES

Our guiding principles

- Care centred on the person's needs
- Empowerment
- Respect
- Professionalism
- Transparency

STRATEGIC OBJECTIVES



ACCESSIBILITY AND QUALITY OF SERVICES

RESULTS

- Two new programs have emerged in the department of mental health services
- 295 clients responded to a satisfaction questionnaire. 90% of respondents say they are satisfied with the services obtained within the agency's programs.
- Increased access to remote psychiatric consultations via the Ontario Telemedicine Network (OTN).
 - Increase of 70 consultations compared to 2018-2019.



ACCESSIBILITY AND QUALITY OF SERVICES

MOBILE CRISIS RAPID RESPONSE TEAM (MCRRT) IN KAPUSKASING

A new service called the Mobile Crisis Rapid Response Team (MCRRT) has been added to our list of mental health programs. This new program teams up a police officer with a mental health counsellor for crisis intervention on police calls involving mental health or addiction issues. The program aims to provide immediate assistance to individuals experiencing a crisis and connect them with services at a hospital or within the community. The role of the police officer is to ensure the safety of all people involved while the mental health counsellor applies her knowledge and expertise to directly help and support the person in crisis.

In January 2019, the North East LHIN contacted our organization to explore a new initiative involving the mental health and addictions sector in our region. At that time, five (5) hospitals in the North-Eastern region had been selected to implement a new crisis intervention model in collaboration with the Ontario Provincial Police. Sensenbrenner Hospital in Kapuskasing was one of the selected establishments. In February 2019, HKS Counselling Services were identified as the lead agency for this initiative. Provincial funding was received to hire a consultant and develop a business plan, which was completed in March 2019. Community partners held meetings between the months of January and April 2019 and base funding was announced by the North East LHIN during the summer of 2019.

During the fall, we started the recruitment process to hire a Crisis Intervention Counsellor for this program. In November 2019, we hired Chantal Ouellette in this position and Michelle Gosselin as program supervisor. During the winter of 2020, the team developed the necessary resources to ensure that the program runs smoothly in collaboration with our partners who are essential to our success. The new program has been in operation since April 2020.

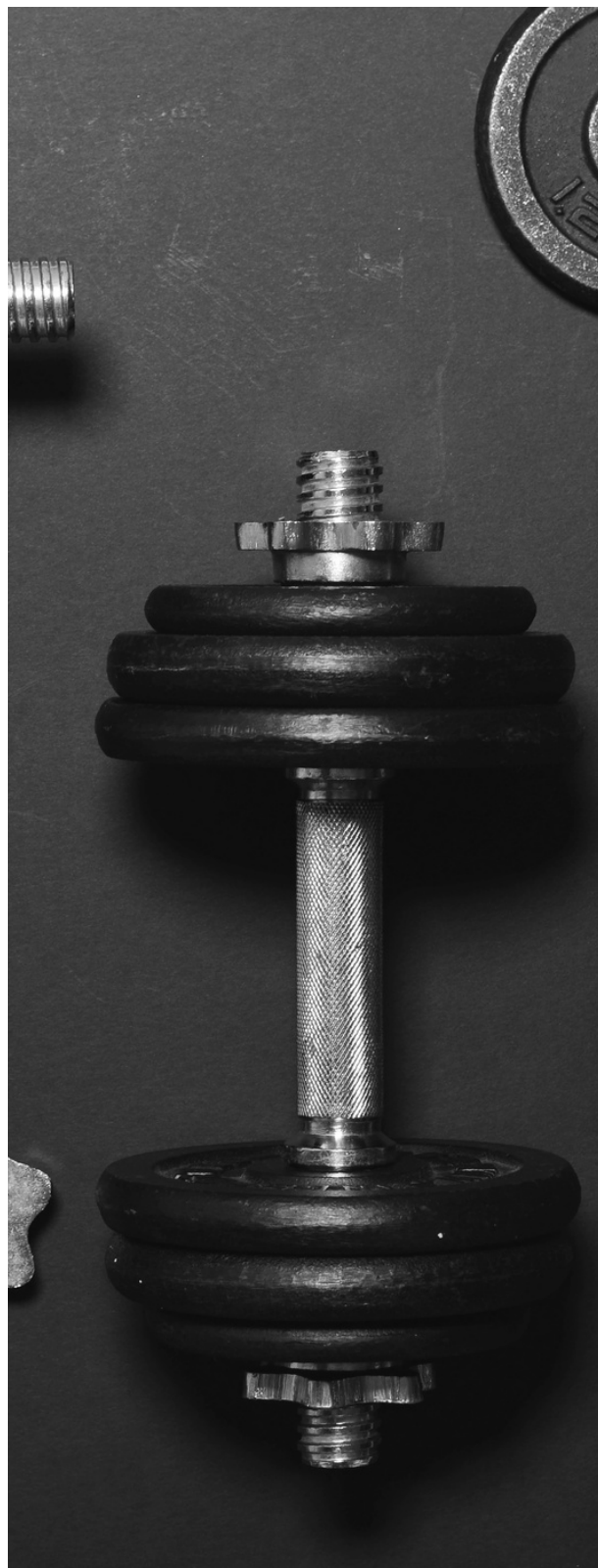
ACCESSIBILITY AND QUALITY OF SERVICES

TRILLIUM FOUNDATION GRANT

Following a \$363,100 grant application sent in the fall of 2019, we are thrilled to learn that the Ontario Trillium Foundation (OTF) has approved our project over a 36-month period starting in September 2020. The purpose of this initiative is to offer personalized support to promote healthy lifestyle choices (healthy eating and active living) to people with mental health problems.

The Health and Wellness Program Coordinator will create an individual action plan with input from each participating client. A program encompassing exercise and diet will be developed with each client, taking into account his or her fitness level, personal objectives and preferred type of exercise.

Regular physical activity is an effective way to prevent many risk factors and increase life expectancy. Exercise can alleviate the primary symptoms of depression and anxiety as well as secondary symptoms like low self-esteem and social withdrawal. Physical activity plays an important role in sustaining health, wellness and quality of life. The funding will be used to ensure access to various physical activity programs for our clients. Regardless of their financial means, clients who need help will be able to benefit from this health promotion program.



PARTNERSHIPS



RESULTS

1. New service agreement with the Kapuskasing and Area Family Health Team to hire a Mental Health Community Counsellor and provide integrated and coordinated mental health services.
2. New partnerships with mental health services at the Royal Ottawa Mental Health Centre and Montfort Hospital to increase access to psychiatric resources in our region and through the Ontario Telemedicine Network.
 - Dr. Benjamin Fortin-Langelier from The Royal (May 2019)
 - Dr. Kevin Levesque from Montfort Hospital (August 2019)
3. Updated memorandum of understanding between Habitat Interlude and North Eastern Ontario Family and Children's Services (NEOFACS).
4. Collaboration and service agreement with the Ontario Provincial Police and the North East LHIN to roll out the Mobile Crisis Rapid Response Team (MCRRT) in Kapuskasing.
5. Over 80 meetings with community partners in the region.
6. Compliance with all requirements in regards to the provision of service in French in collaboration with the North East LHIN and the Réseau du mieux-être francophone du Nord de l'Ontario.

VISIBILITY AND COMMUNITY OUTREACH

50

PRESENTATIONS / KIOSKS
TO PROMOTE OUR AGENCY'S
PROGRAMS AND SERVICES

748

PEOPLE FOLLOW THE FACEBOOK
PAGE

INCREASE OF

451

PEOPLE WHO FOLLOW THE
FACEBOOK PAGE

7 AWARENESS CAMPAIGN ON
MENTAL HEALTH AND SEXUAL
ASSAULT AWARENESS

- MENTAL HEALTH WEEK
- WORLD SUICIDE PREVENTION DAY
- TAKE BACK THE NIGHT
- MENTAL ILLNESS AWARENESS WEEK
- ACTIVITY « SISTERS IN SPIRIT »
- ACTIVITIES DURING SEXUAL ASSAULT PREVENTION MONTH
- INTERNATIONAL WOMEN'S DAY

120

FACEBOOK POSTS

51,597

POST VIEWS

Get ready to get loud and #GetReal



Beach Party

International Women's Day

Where? : Immaculate Conception Church

When? : Wednesday March 14th 2020

The doors will open at 6:30 pm

The evening begins at 7:00 pm

Please come dressed in beach gear.

First come- first serve
120 seats/ no reservations.
Please bring a hygiene or cleaning product.

Habitat 66



Take Back The Night

Habitat Interlude

Starts at the Gazebo in Riverside Park

Come walk, run or bike with us to fight violence against women and sexual assault

5th annual Marathon 2019

1k, 3k, 5k, 10k

Friday September 20th at 7:00pm

The first 50 participants will be given free t-shirts!

Facebook - Take Back the Night 2019

Please bring a non-perishable food item for the local food bank **
For more information you can contact Habitat Interlude at 705-337-1122

Stéphane Richer

Les préjugés entourant les troubles de santé mentale sont omniprésents et bien qu'ils soient davantage connus dans notre société, ils demeurent tout de même très stigmatisés. À cet égard, les Services de Counselling Hearst - Kapuskasing- Smooth Rock Falls, le Conseil scolaire catholique de district des Grandes Rivières et les Services à la famille et à l'enfance du Nord-Est de l'Ontario sont heureux d'accueillir Stéphane Richer, ancien joueur de hockey des Canadiens de Montréal qui prononcera une conférence sur son parcours de joueur de hockey, les obstacles qu'il a dû surmonter et l'importance de parler de ses difficultés personnelles afin de briser les stigmas.

La conférence pour le grand public est gratuite et se tiendra à :

**l'École secondaire catholique de Hearst
le 6 mai à 19h**

La conférence à l'intention des élèves des cycles intermédiaires et supérieurs se tiendra également à :

**l'École secondaire catholique de Hearst
le 7 mai à 9 h**

Sachez qu'une équipe d'intervention en santé mentale sera sur place le 7 mai afin d'appuyer les élèves qui souhaiteraient discuter davantage suite à la présentation de M. Richer.



ORGANIZATIONAL CAPACITIES

1. Offered seven (7) workplace recognition activities with the help of the social committee.
2. Offered five (5) training workshops in accordance with best practices in the field:
 - Training session with Françoise Mathieu (compassion fatigue, secondary trauma and burnout)
 - Training on critical incident stress management (CISM)
 - Training on post-traumatic stress
 - Training on dialectical behaviour therapy (DBT)
 - Training on mindfulness counselling strategies
3. Transferred staff health insurance coverage from Manulife to Group Health



STATISTICS REPORT

MENTAL HEALTH PROGRAMS

1,368 Individuals served
8,093 In person services
2,523 Telephone services

PSYCHIATRIC CONSULTATION CLINIC:

141 Remote consultations
230 In person consultations
371 TOTAL

VICTIM SERVICES (VCAO)

447 Victims of a crime
230 Victims of a tragic circumstance
531 TOTAL

PARTNER ASSAULT RESPONSE PROGRAM

26 Individuals served
103 In person services
24 Telephone services

RESIDENCES AND RENT SUPPLEMENT

17/17 Full capacity

HABITAT INTERLUDE

Shelter

115 Women / children served
Community Programs
270 Women / children served

MOOSONEE FRC

Shelter

55 Women / children served
Community Programs
67 Women / children served

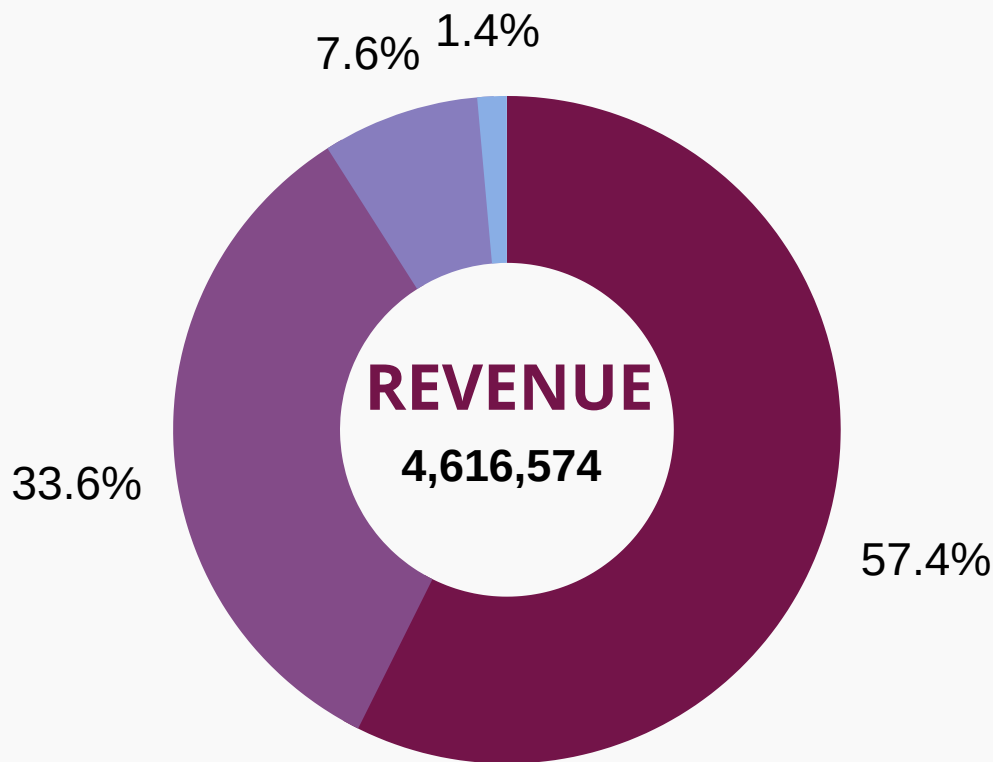
DIRECT ACCOUNTABILITY PROGRAM

68 Individuals served
\$2,475 Charitable donation
\$5,613 Compensation for victims
495 Volunteer hours

HEALTH AND WELLNESS PROGRAM

1,100 Participants
12,764 Opportunities for physical activity

FINANCES



● North East LHIN

TOTAL= 2,647 790

● Ministry of Children, Community and Social Services + One-time payment

TOTAL= 1,551 774

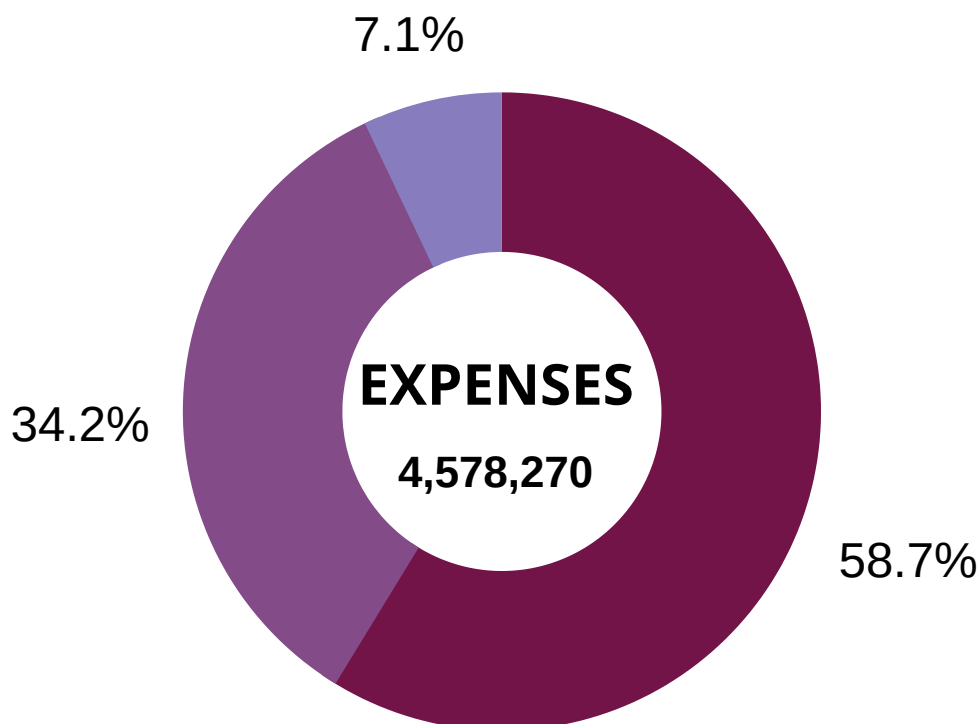
● Ministry of the Attorney General

TOTAL= 351,271

● Ministry of Tourism, Culture and Sport

TOTAL= 65,739

FINANCES



Habitat Interlude & Moosonee FRC Hébergement/ Shelter

- Shelter
- Counselling
- Child Witness
- Community Support and Transition
- DV3C
- Family Court Support
- One-time payment

TOTAL = 1,565 553

Other programs and support services

- Victim Services (VCAO, VQRP, Human Trafficking)
- Partner Assault Response Intervention
- Direct Accountability

TOTAL = 323 714

Mental Health Programs

- Counselling / Treatment
- Supportive Independent Living
- Senior's Mental Health Programs
- Behavioural Support Ontario
- Court Support and Diversion
- Intervention précoce en psychose
- Early Intervention in Psychosis
- Mobile Crisis Rapid Response Team
- Health and Wellness
- Partner Assault Response Intervention

TOTAL = 2,689 003

STAFF MEMBERS

MANAGEMENT TEAM

Steve Fillion
Simon Dubosq
Terry Allard
Mélanie Bélanger
Yves Boucher
Louise Reddick
Madelaine Audet
Valérie Mongenais
Michelle Gosselin
Teralyn Standring

ADMINISTRATION

Évelyne Bélanger
Nancy Pouliot
Nathalie Vachon
Ghislaine Morin
Kassie Léonard

PSYCHIATRIST CONSULTANTS

Dr. Marc Lapointe
Dre Andrea Stewart
Dre Carole Tessier
Dr. Fortin-Langelier
Dr. Kevin Levesque

DIRECT ACCOUNTABILITY PROGRAM

Richard Lafleur

SENIOR'S MENTAL HEALTH

Judith Tessier
Lynn Knowles
Mélissa Lambert

MENTAL HEALTH-HEARST AND HORNEPAYNE

Valérie Bélanger
Louise Boucher
Jacinthe Maheux-Poulin
Joelle Ayotte
Nadia Béchard
Chantal Lemieux
Nathalie Ouellette

MENTAL HEALTH-KAPUSKASING AND SMOOTH ROCK FALLS

Denis Lallier
Mélanie Murray
Stéphanie Joly
Kim Lemaire
Chantal Ouellette
Marie-Ève Plourde
Kassie Léonard
Kelly-Ann Credger
Mélanie Dubosq
Raphaëlle Proulx
Stéphanie Roy
Roch Laplante

HABITAT INTERLUDE

Brigitte Stenabaugh
Anick Dacosta
Maxine Prevost
Valérie Martel
Mélanie Rodrigue
Carling Forsberg
Dreuanah Krystal Davidson
Anne-Marie Carrière
Roxanne Lessard
Joelle Ayotte
Valerie Duguay
Isabel Lajeunesse
Amy Levesque

MOOSONEE FAMILY RESOURCE CENTRE

Keren Jardino
Janeth Pasco
Jerline Palencia
Tracy Kapasheshit
Mary Hardisty
Julia Beyer-Jeffries
Jackie Chaskasim
Selina Van Kooten
Mélanie St-Laurent
Shannon MacDonald
Joanne Rickard
Jaime Rickard

VICTIM CRISIS (VCAO)

Michelle Gosselin
Tamara Larouche

HEALTH AND WELLNESS PROGRAM

Kaylee Wedge





SERVICES DE COUNSELLING
HEARST - KAPUSKASING - SMOOTH ROCK FALLS
COUNSELLING SERVICES

**Kapuskasing Office
(Main office)**

29, Byng avenue, suite 1
Kapuskasing ON P5N 1W6
Phone: 705-335-8468
Fax: 705-337-6008

Hearst Office

1101 Front Street, P.O. Box 2248
Hearst ON P0L 1N0
Phone: 705-372-1933
Fax: 705-362-8920

Smooth Rock Falls Office

107, Kelly Street, P.O. Box 219
Smooth Rock Falls ON P0L 2B0
Phone: 705-335-8468

Hornepayne Office

278, Front Street
Hornepayne ON P0M 1Z0
Phone: 807-868-2442

**Habitat Interlude Family
Resource Center**

P.O. Box 111
Kapuskasing ON
Phone: 705-337-1122
Fax: 705-337-1137

**Omushkegiskwew House
Family Resource Center**

Moosonee ON
Phone: 705-336-2456
Fax: 705-336-1202

www.counsellinghks.ca