

Making a Difference in our Community

2008-2009 ANNUAL REPORT



*By lending
human support
people's lives are
changed for
the better.*



WATERLOO REGIONAL HOMES
for Mental Health Inc.

2008 – 2009
BOARD OF DIRECTORS

- Gord Beckenhauer
- Barb Chrysler
- Carl Clappison*
- Lisa Cousineau
- Dr. Lynette Eulette
- Amanda Kroger
- Derrick Lawlor
- Susan Lewis
- Lorna Miller*
- Suzanne Muir
- Judith Napper
- Elaine Paton
- Earl Rayner
- Gay (Poncho) Stevenson*
- Patricia Stiles

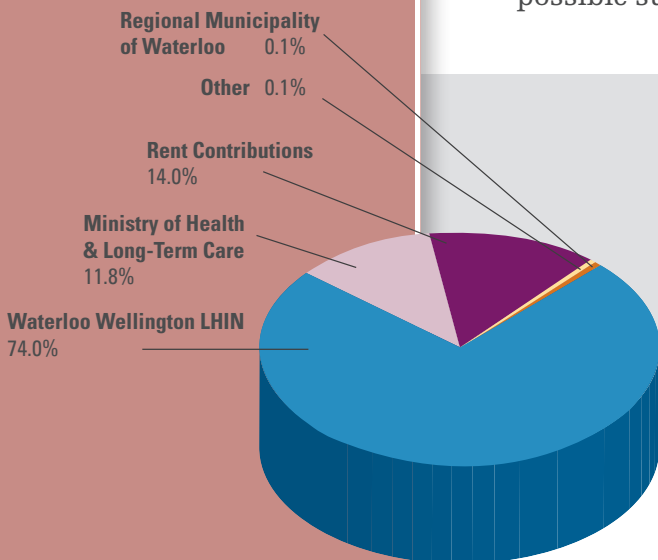
OFFICERS

Gord Beckenhauer,
 President

Derrick Lawlor,
 Vice-President

Amanda Kroger,
 Secretary/Treasurer

* *Resigned 2008/2009*



VISION

Waterloo Regional Homes for Mental Health Inc. will be a proven leader in an integrated mental health services community, by

- Becoming a more culturally-diverse, holistic-focused organization,
- Responding more effectively to the increasing complexity of people’s needs and demands, and
- Creating more housing and services sites offering increased choices.

MISSION

Waterloo Regional Homes for Mental Health Inc. is a recovery oriented community-integrated agency that focuses on improved quality of life and enhanced independence for people experiencing mental health issues by providing access to affordable housing and flexible, individualized supports.

CORE VALUES

Person-focused We believe that services and supports will be planned with the person and based on what is important to them.

Hope We believe in the potential for growth and change in every person.

Recovery We believe in the potential of everyone to live a meaningful and fulfilling life where one’s own personal goals hopes and dreams are pursued.

Self-determination We believe that a person’s capacity to make their own decisions about their life is their right.

Quality of Life We believe in improving the physical and psychological well being of people.

Integrity We believe in ethical practice of fairness and justice for all.

Collaboration We believe in working together to facilitate the best possible supports for people we serve.

2008 – 2009 SOURCE OF FUNDS

	%
Waterloo Wellington LHIN.....	74.0
Ministry of Health & Long-Term Care.....	11.8
Rental contributions.....	14.0
Regional Municipality of Waterloo.....	0.1
Other – private donations.....	0.1
	100.0%

Message from the President

GORD BECKENHAUER

On behalf of the Board of Directors, I am pleased to share with you some of the activities that were undertaken by the Board during this past year.

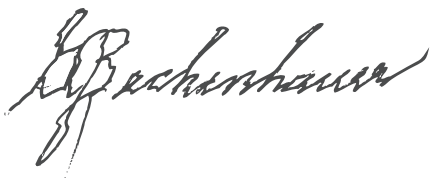
I believe that most of you are aware of the tremendous growth that has taken place in the services that have been provided by this organization and the accompanying need to review the organizational structure which is in place to support the service delivery model. This necessitated that the Board review how it governs in these changing times. With input from consumers, family supports, community stakeholders and its service delivery partners, the Board reviewed the agency's Mission, Vision, Values and Ends as a foundation for revisiting its Strategic Directions, the building blocks on which it makes its policy decisions.

Using these changes as a basis for how we do business, we were well-positioned to enter into our first Multi-Sector Service Accountability Agreement with the Waterloo Wellington Local Health Integration Network. This contract will provide the necessary funding to operate our service delivery system for the next two years. It sets out the roles and obligations that each party has in relation to planning, funding, and reporting on the services that each delivers. The agreement acknowledges and supports local organizational Boards of Directors as they contribute to a collaborative approach to issue management and performance improvement. It must be noted that these agreements depict the reality of the new era in which we do business.

This annual report provides me with an opportunity to thank each staff member, volunteer, consumer and community partner who continues to strive to make Waterloo Regional Homes the compassionate, reliable and responsive provider of individualized support services and affordable housing.

To the members of the Board, my sincere thanks and appreciation for your time, energy and understanding as we successfully change the focus of how this Board does its business. As a policy-focused entity, we are now positioned to meet the challenges of the future as we support staff, our service partners and, most importantly, the individual consumers that we serve.

Respectfully submitted,



Gord Beckenhauer,
President



WENDY CZARNY

Message from the Executive Director

Growth and transition are but two themes for Waterloo Regional Homes for Mental Health Inc. (WRH) this year as we collectively worked to shape and adapt to our changing environment both internally and externally. We are incredibly proud of the comprehensive recovery-oriented services provided to people this year, serving 1,078 individuals in 2008 with a staff of 96 and many community partnerships.

Several strategic initiatives were implemented due to partnership opportunities, the support of our WWLHIN and work of our Board and staff. A wellness initiative was implemented with the one year sponsorship of the People in Motion program. This program aimed at increasing the general physical and mental well-being of participants through organized group social and physical activity, meal planning and preparation will serve sixty people over a one year time frame.

Waterloo Regional Homes is also participating in the planning of the Regional Municipality of Waterloo's Sunnyside Supportive Housing Project. Currently under construction, the building which is set to open to residents in 2009 will have 13 of the 32 units dedicated to older adults with mental health issues. We are very excited about this partnership, excellent housing opportunity and comprehensive services that will be provided to people we support. Furthermore in our effort to serve people with more complex needs, Waterloo Regional Homes continues to dedicate one full time staff position providing short term support services to "Whatever It Takes," a program working with individuals who are persistently homeless. Partnering with Lutherwood and Trellis, this program's goal is to reduce homelessness for individuals with mental health issues.

Our office space planning gained momentum this year with the Ministry of Health and Long-Term Care and Waterloo Regional Homes collectively moving forward on this capital planning process. Supported by an internal steering committee of board and staff, the organization aims to achieve its relocation goal in early 2011.

Waterloo Regional Homes along with other community organizations entered into the first two-year Multi-Sector Service Accountability Agreement with our primary funder: Waterloo Wellington Local Health Integration Network (WWLHIN). This two year agreement delineates accountabilities and performance expectations of the organization in the provision of the vital services to the community.

Linking and partnering is a strength of Waterloo Regional Homes and our organization is an active participant of the Waterloo Wellington Addiction and Mental Health Network and its administrative body, Core Action Group. This group will now have the responsibility and authority to work with stakeholders to plan and coordinate the addiction and mental health system in Waterloo Wellington by providing recommendations to the WWLHIN around system improvements and preferred future directions.

At this time, I would like to extend my sincere appreciation to the staff, board members, community partners, volunteers and consumers who have contributed to the success of the organization in this year of growth and change through hard work and dedication. It is such dedication that ensures that the organization remains responsive and focused on providing a fundamental service for people most in need in our community.

Respectfully submitted,

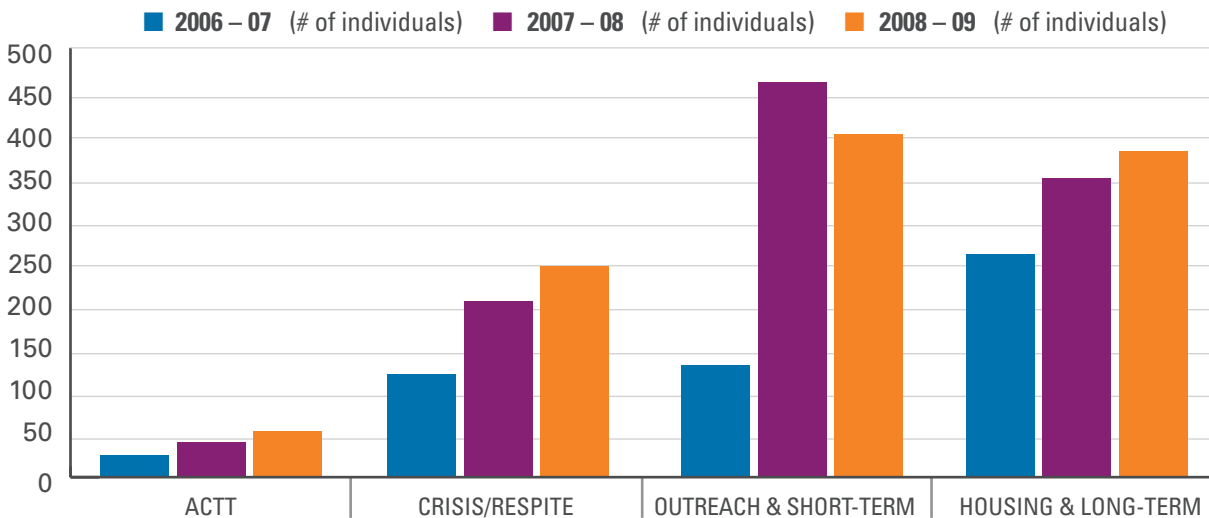
Wendy Czarny,
Executive Director

I can tell anybody, with all honesty, that I have had the best thing to a normal life that I know I would not have without this agency. — Barry

Community Services and Housing

During 2008/09, Waterloo Regional Homes for Mental Health Inc. (WRH) provided service to 1078 individuals. The bar graph below depicts the number of individuals seen during the last three years in each WRH service area within the Waterloo Wellington Local Health Integration Network (WWLHIN).

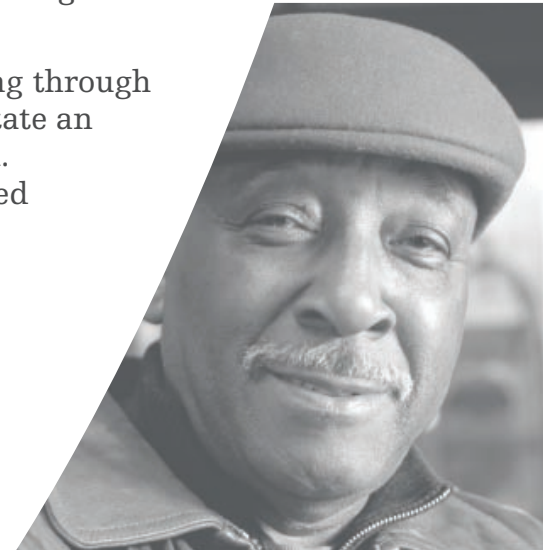
Included in the bar graph are the subsidized housing units in Guelph/Wellington and Dufferin Counties. Support is provided through partnership with the Community Mental Health Association, Grand River Branch (CMHA-GRB).



Intake

Referrals to WRH are received from many sources such as other social service providers, hospitals, family members etc.; these include self referrals whereby the individual becomes actively involved in the application process. With recovery in mind, our intake worker assists individuals in determining the type of housing and support that best fits their needs.

WRH continues to be one of six access sites for subsidized housing through the Region of Waterloo's Coordinated Access System and can facilitate an individual's application for other subsidized housing if requested. During 2008/09, 21 new applications to Waterloo Region subsidized housing were completed.

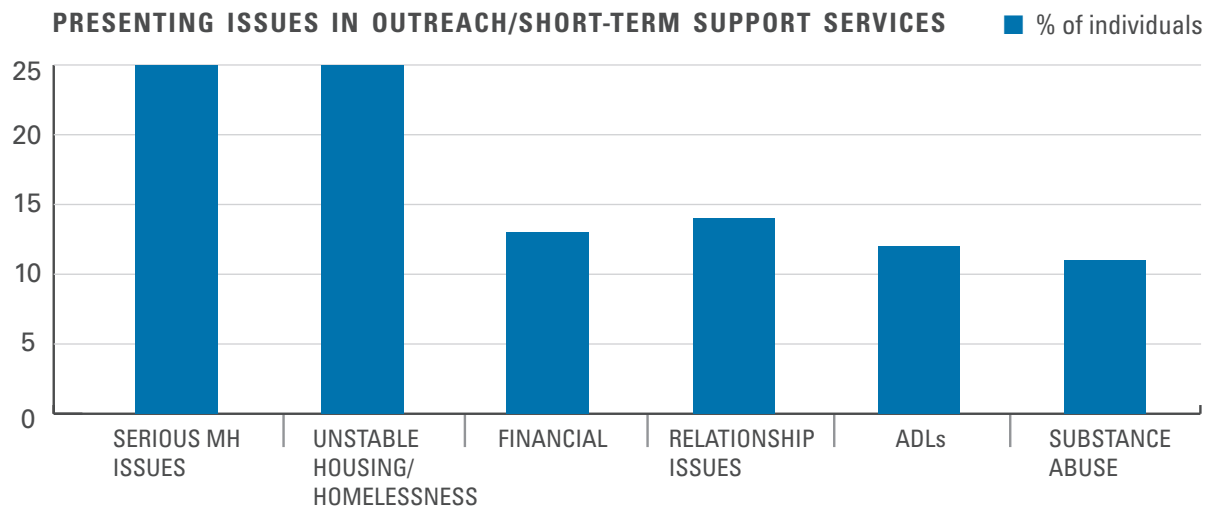


Outreach/Short-Term Support Service

The Outreach and Short-Term Support Service is a vital resource for those who are not connected to any other mental health supports; it is available on a temporary basis (three months to one year).

Service is provided to resolve immediate problems related to housing, mental health symptoms, finances, relationships, activities of daily living (ADLs) and substance abuse.

Individuals who are marginalized and homeless often utilize our outreach services and present with many complex needs. The bar graph below illustrates the different types of presenting issues; the majority required support for serious mental health issues or unstable housing/ homelessness.



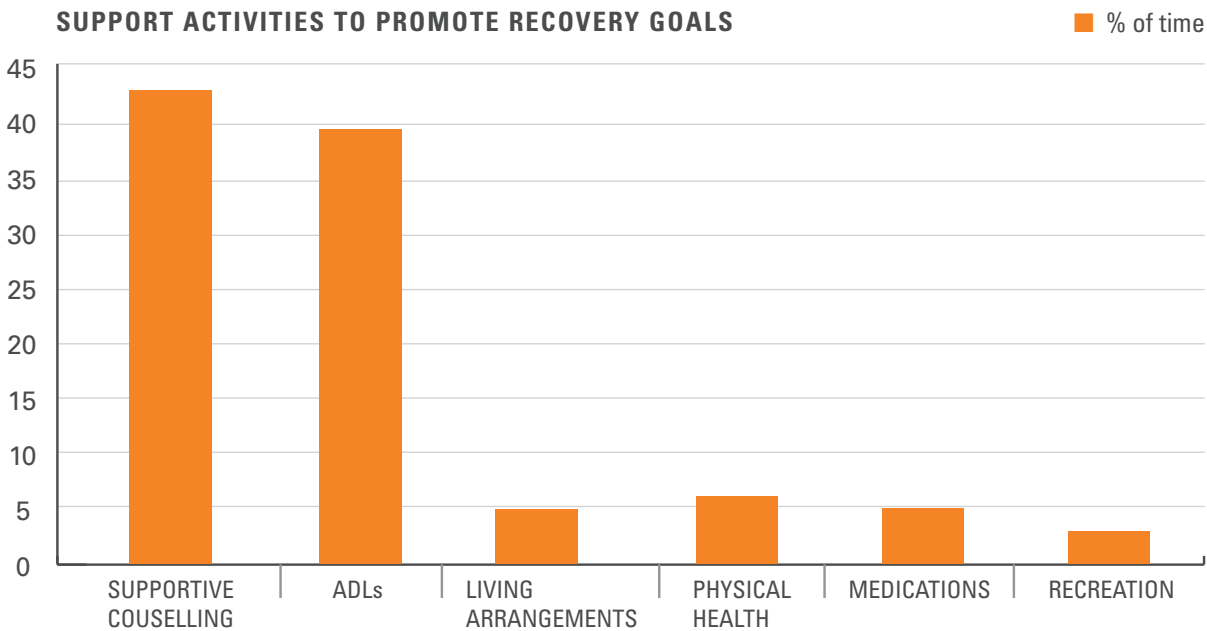
Housing and Long-Term Support Service

During this past year, an additional 43 individuals received long-term support services bringing our current total in this service to 387 individuals.

Community support coordinators, practical support workers and nurses in partnership with our consumers assist them in recovery by working on identified goals. The focus is on strengths and includes objectives such as improving ADLs (i.e. personal care, financial planning, etc.) and physical health as well as expanding social networks and hobbies etc. The majority of time was spent in recovery goals of managing day to day through supportive counseling and ADLs.

The turning point with this came when I had my first visit with my support co-ordinator. I don't think we even talked about my mental health illness specifically, although I was getting the best mental health care — Barry

Support Activities to Promote Recovery Goals



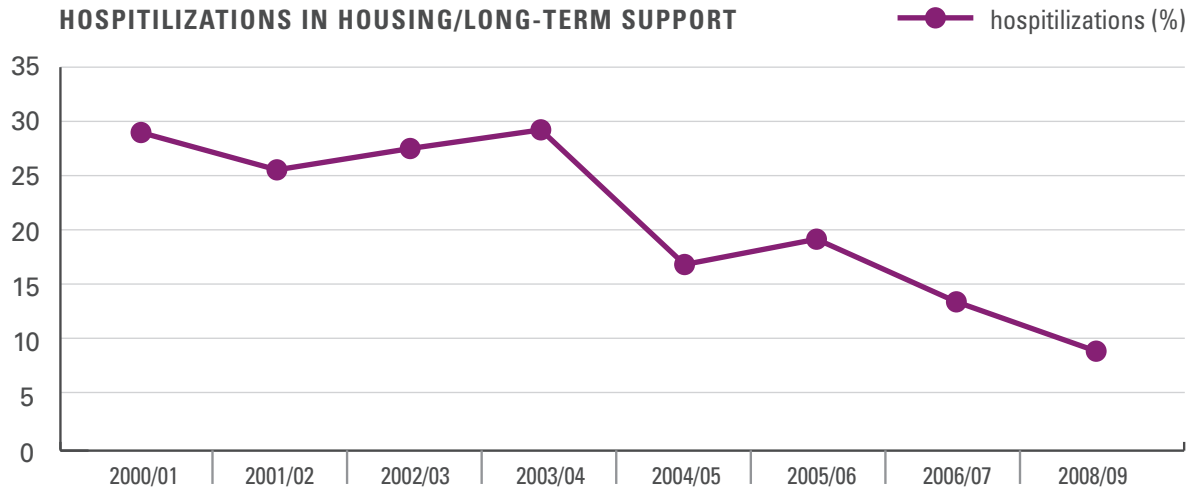
Most individuals in long-term support have secured housing and therefore living arrangements are not a prominent area of concern (5% of time was spent on housing). Although physical health and medications were addressed for only 5% of the time, these issues are usually managed through other supports in the community.

An indication of health and well-being for individuals is a reduction in hospitalizations. During 2008/09 there were approximately 36 individuals who were hospitalized which is less than 10% of a total of 387 consumers who received support.

The bar graph on the following page shows a nine year trend of a general decline in those requiring hospitalization; this is regardless of the length of time receiving support. Although many factors in an individual's life may contribute to this decline, over time, individuals in housing/long-term support experience a decrease in hospitalizations.



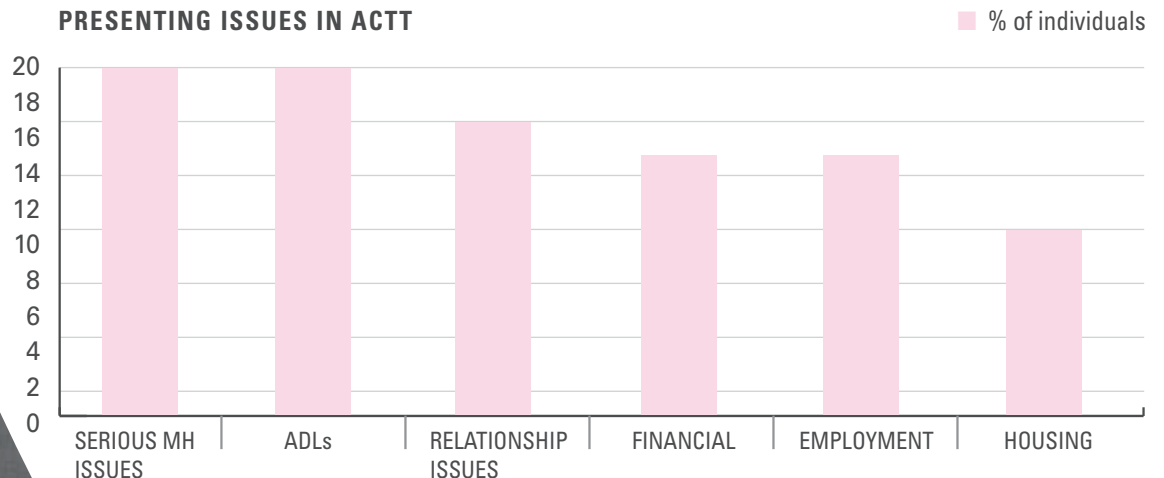
Hospitalizations in Housing/Long-Term Support



Assertive Community Treatment Team (ACTT)

The Assertive Community Treatment Team is a multidisciplinary team that provides intensive case management focusing on support, rehabilitation and treatment. The Team is composed of a psychiatrist, team manager, nurses, social workers, an addiction specialist, recreational and occupational therapists and a consumer support worker. During 2008/09 ACTT provided service for 57 individuals. Following the Ontario ACTT standards a gradual intake will continue to occur and at full capacity, ACTT will support approximately 80-100 individuals.

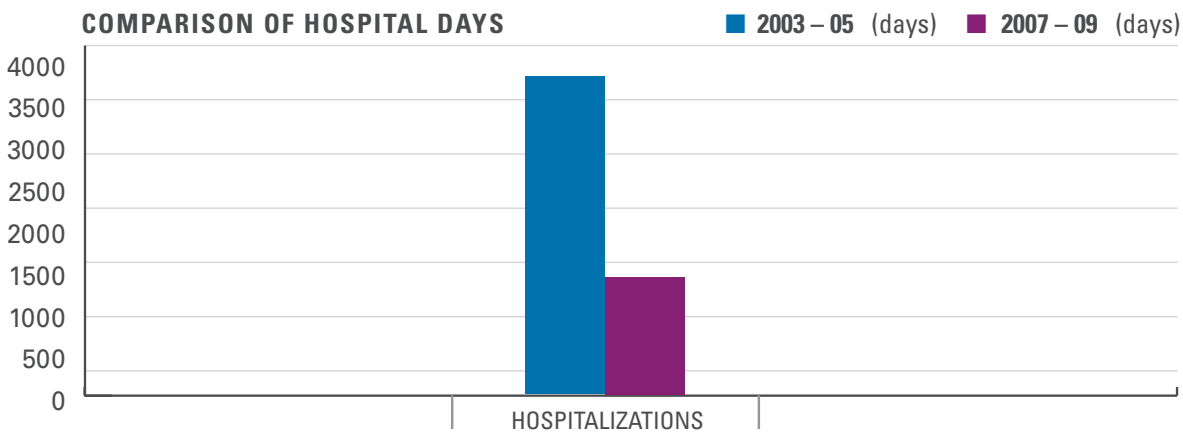
PRESENTING ISSUES IN ACTT



“ I’ve gained the confidence to make new friends.
I’ve gained the confidence to do things for myself –
to just be myself ” – Rob

Presenting issues in ACTT show that 20% of individuals were experiencing ongoing challenges with their illness and activities of daily living, 18% continue to struggle with various relationships in their lives and financial and employment issues were around 15%. During this past year presenting issues such as housing played a less prominent role; however 12% continue to present with housing difficulties.

Individuals who receive ACTT support experience a great benefit of a reduced number of days spent in hospital. The bar graph below illustrates the decrease in hospitalizations from 2003 – 05 (2 years prior to ACTT involvement) with the past two years 2007 – 09. In 2003 – 05, 87 episodes of hospitalization occurred with 3725 days spent in hospital and in 2007 – 09, there were only 35 episodes with 1361 hospitalization days.



The ACT Team encourages our consumers to decrease their isolation and increase their independence and participation by attending voluntary social activities on a weekly basis. These activities such as walking, bowling, hockey games, just to name a few, permit them to meet new people going through similar experiences as well as learning about community resources. The ideal goal for this social activity is to have the consumer attend an activity for a certain period of time and then to join an activity in the community independently or with a friend. Average participation is 15 individuals.

Crisis/Respite Residential Service

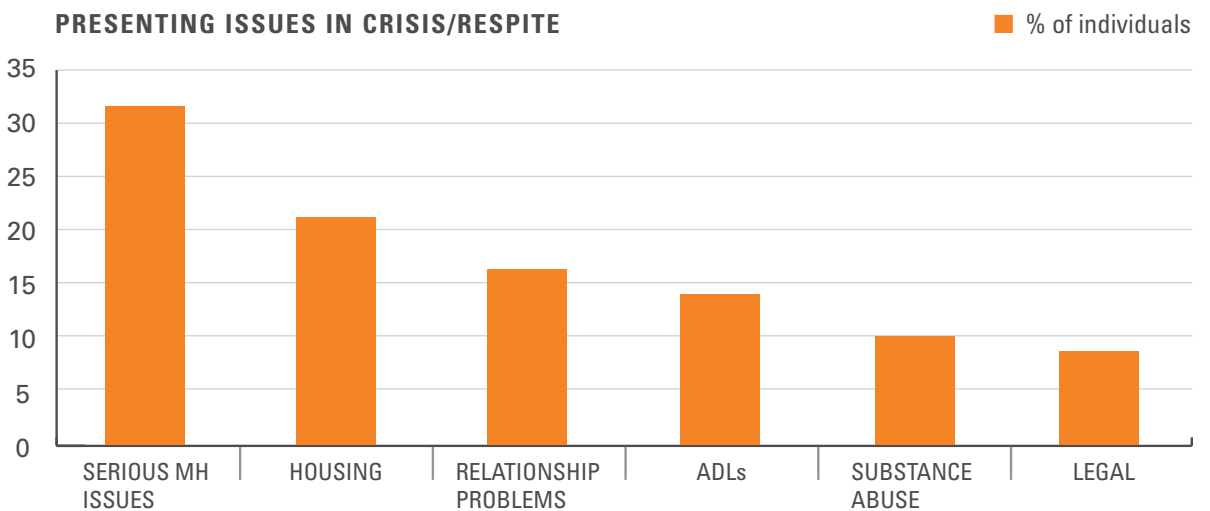
In a six-bedroom residence, WRH provides a 24/7 short-term voluntary, non-medical, supportive environment for individuals experiencing a psychosocial crisis, and also provides respite for care-givers who are living with or providing support for a consumer with mental health issues.



During 2008/09, there were 241 admissions to crisis/respice with an average length of stay of 12 days; occupancy rate was 97%.

Referrals were received from a wide variety of agencies and service providers. The majority of referrals came from health care professionals, long-term and short-term support services, ACTT and schedule one hospitals.

Individuals referred to crisis/respice present with many issues that cause stress in their lives; the bar graph below portrays the various issues that individuals identified as the cause of their current crisis that brought them to crisis/respice.



Resident Council

All individuals who receive housing and/or support from WRH are welcome to participate in Resident Council; a group which meets monthly to plan activities and oversee the publishing of the newsletter "The Residents Voice". Once again, Resident Council assisted in planning numerous social events such as day trips, talent shows, bingos, bowling, the fall picnic and the Christmas party.

Wellness Program

During this past year, WRH began a wellness initiative which basically continued the established program "People in Motion". A nurse and peer support worker were employed to conduct the program which consists of wellness modules such as walking group, The YMCA, cooking and nutrition, and yoga. Currently, we have modules running in both Kitchener and Cambridge with 52 participants.



Without WRH, the first thing you'd notice would be more people without anywhere to go – more people on the street. – Susan

COMMUNITY ACTIVITIES

Minds in Motion KW Walking Classic

The first Annual KW Walking Classic Event was held on September 28, 2008 and it is Canada's first Walkers Only competitive event. The event featured a 5 km and a 10 km walk with approx. 350 walkers participating.

One of the event goals was to promote walking as a fitness activity. The other race goal was to establish the connection between physical and mental health. Many involved in organizing this event are family members who are dealing with serious mental health challenges. The fund-raising goal was to establish a fund that will allow those who are on limited incomes, due to mental health challenges and are using exercise to assist with their recovery the opportunity, to be fitted with quality athletic footwear.

WRH supports the "Minds in Motion" group and is a key sponsor for this event. Proceeds from the walk funded 66 pairs of athletic shoes which have been distributed to individuals in Waterloo Region.

The success of the Minds in Motion KW Walking Classic clearly demonstrates that walking for fitness has become a main street event. The 2nd Annual Minds in Motion KW Walking Classic will be held on Sunday September 27, 2009.

Manulife Financial Group Benefits Solutions Team

Community partners play an important role to provide housing and /or assistance to people with mental health issues. Manulife Financial Group Benefits Solutions Team is one such partner who has provided financial resources to provide Christmas and Easter hampers to 129 consumers.



DONATIONS SUPPORTERS

Waterloo Regional Homes for Mental Health Inc. acknowledges donations with appreciation.

Private support is vital to the continued provision of qualitative, supportive housing services for people experiencing or recovering from serious mental health issues or impairment.

Thank you to the following people and organizations for their kind and generous support:

Maggie Bacher

Shirley Bish

Jutta & Clifford Campbell

Kevin Cornell

Wendy Czarny

Nancy Douglas

Jane Howald

Wilma & Don Johnston

Betty Kocher

Mary & Charlie Krcic

MTE Consultants

Debra Martin

Ramdei Masalamony

Manulife Financial

Group Benefits Solutions Team

Mary Moore

North Wales Mechanical

Garland Reid

Paula Silva

Wendy Sparkes

Margaret Stacey

Strubs Food Corp.

Sarah Thompson

United Church Choir

Karl Wahl

Waterloo Regional Homes for Mental Health Inc. Staff

Funding for the Waterloo Regional Homes for Mental Health Inc. 2008 –2009 Annual Report has been provided by:

Waterloo Wellington LHIN



“That’s what anchors me to this agency.
They respect me as a human being.” — Barry

VOLUNTEERS

Special thanks go to the following volunteers who gave so generously of their time and support in any way possible:

Matthew Anderson

Ellen Bagares

Russ Campbell

Al Canning

Georgina Davis

Ralph Drowns

Tom Edwards

Georgette Erba

Umberto Erba

Gail Grigg

Alison Gurnsey

Janet Jackson

Azizudeen Jamaludin

Marc Lagrange

Rick LeMay

Tom Lewis

Carolann Maynard

Robert Mills

Suzanne Muir

Wendy Oetterich

Bruce Popplow

Regina Randall

Garland Reid

Jeffrey “Sonny” Savoy

Stuart Shelley

Paula Shephard

Christina Solomon

Tracey Talarico

Alex Troeger

Chris Waterfield

“I want to be normal – even with a mental health problem and a mental illness. I can still lead a normal life. And I can tell you with all honesty that WRH will respect you as a human being and your chance of having a normal life starts when you walk through these doors and connect with a support worker.” — Barry



Congratulations to WRH staff and board members for achieving these milestones:

STAFF

Three Years

Tatjana Altarac
Kelly-Ann Couto
Kim Le
Alida Porcellato
Susan Schmitt
Kim Weber

Eric Auswald
Simon Farlow
Jennifer McCulloch
Amanda Renner
Cathy Sheahan
Mary Wilhelm

Jennifer Coe
Shannon Joseph
Jennifer Michelic
Eric Schmidt
Ashley Sproule

Five Years

Mark Booker
Tiffany Martin

Tanya Campos
Alison McKenzie

Rick Lauzon
Jennifer O'Drowsky

Fifteen Years

Tammy Baker

Mercedes Romero

Twenty Years

Wendy Sparkes

Laurie Tone

Irene Wellerdt

Twenty-Five Years

Miriam Bellis

Freda Piluk

BOARD MEMBERS

Three Years

Derrick Lawlor

Ten Years

Lisa Cousineau

GIFTS OF APPRECIATION

Carl Clappison

Lorna Miller

Lisa Cousineau

Judith Napper

Manulife Financial – Group Benefits Solutions Team



The staff is caring – they are genuinely caring to people they support. They work hard to make sure everything is in place... I don't think I've met a more caring group of people in a very long time.

— Anna

WATERLOO REGIONAL HOMES FOR MENTAL HEALTH INC. STAFF

Executive Director

Wendy Czarny

Manager of Community Support Services

Rob Martin
Alison McKenzie

Community Support Co-ordinators

Tatjana Altarac
Miriam Bellis
Heidi Brubacher
Marg Cybulski
Simon Farlow
Valerie Fitzpatrick
Shelley Guy
Jane Hildreth
Tiffany Martin
Jennifer McCulloch
Sharon Meagher
Tyler Morrison
Jen O'Drowsky
Amanda Renner

Practical Support Workers

Tammy Baker
Melanie Bannerman
Kelly-Ann Couto
Shannon Joseph
Sarah Keller
Sibel Kiamil
Janice Reid
Raluca Roscher
Paula Silva
Wendy Sparkes
Colleen Walsh
Irene Wellerdt
Angie Woods

Home Skills Coach

Freda Piluk

Property Manager

Terry Gimmer

Maintenance Manager

Ed Scheer

Tenant Liaison

Mercedes Romero

Maintenance

Erich Auswald

Director Community Services & Housing

Mary Wilhelm

Manager of Human Resources

George Kehagias

Outreach & Short-Term Support Coordinators

Valerie Bauman
Mark Booker
Rick Lauzon
Eric Schmidt
Cathy Sheahan

Manager of Crisis/Respite Residential Services

Alison Johnston

Night Support Worker

Amina Muradbasic

Respite Workers

Melissa Boshart
Jennifer Boyle
Melissa Doerr
Vicky Jason
Andrea Lebel
Judy Mackenzie
Maureen Peterson
Alida Porcellato
Leslie Vella

Outreach Wellness

Sarah Ingram-Cotton
Gayle Parker

Psychiatrist

Dr. Martina Power

Relief Workers

Barbara Bilboe
Jennifer Coe
Joshua Dills
Darla DiMambro
Lyndee Disher
Wendy Errey
Cheryl Ertel
Darlene Goncalves
Sadeta Kraja
John Maier
Erin Miller
Shannon Miller
Robert Peloso
Jaseth Purcell
Kelly Sartori-Farhadian
Denise Tracey
Aliya Tugac
Chantelle Vanos

Director of Finance & Operations

Karen Perry

Executive Assistant

Sue Southwell

Office Coordinator

Laurie Tone

Administration

Erin McHugh
Jane Howald
Gabi Pintea
Renee St. Peter

Manager of ACT Team

Lloyd Bowers

ACT Team

Larysa Brown
Claire Grevatt
Amanda Dufton
Kim Le
Sheri MacElwee
Jennifer Michelic
Gayle Parker
Angela Peters
Ashley Sproule
Kim Weber
Ramazan Yildirim

Community In-Take Coordinator

Anne Wright-Gedcke

Community Mental Health Nurse Support

Janet Edwards
Katy Wilton

Community Resource Facilitator

Myron Steinman

Custodians

Tanya Campos
Lisa Godden
Lillian Lupul
Susan Schmitt
Bryan Stavenow



WATERLOO REGIONAL HOMES *for Mental Health Inc.*

Charitable Registration Number 13039-9801-RR0001

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tel. 1.519.742.3191 fax. 1.519.742.5232

www.waterlooregionalhomes.com



Housing

- 318 subsidized accommodations in 67 agency-owned spaces in 10 properties.
- 251 subsidized one-bedroom apartments.
- Contract with 32 private and non-profit sector housing providers for subsidized apartments.

Support Services

- Supportive counseling, life skills support, housing access, education, advocacy, and crisis support.
- Long term support services are provided wherever people live in the community – in boarding homes, rooming houses, retirement homes, family homes, privately rented units, shelters and homeless individuals.

Assertive Community Treatment Team (ACTT)

- Multidisciplinary team providing intensive case management focusing on support, rehabilitation and treatment.
- Team is composed of nurses, social workers, addiction and vocational specialists, recreational and occupational therapists and a peer support worker.

Crisis / Respite Residential Services

- Provides a 24/7 short-term, voluntary, non-medical, supportive environment for individuals experiencing a psychosocial crisis.

Outreach Services

- Individualized service provided on a temporary basis (3 -12 months) to resolve immediate housing crisis, life skills, psychosocial, mental health challenges or other health issues.

Housing Access Site

- Acts as a coordinated access site for Waterloo Region-wide subsidized housing.

THE RECOVERY PROCESS

- Recovery approach focuses on person centred planning with emphasis on self-directed, holistic, strength-based and respectful support.
- Recovery training continues for both staff and consumers in order to assist in creating a recovery-oriented system as agreed upon by the Waterloo Wellington service providers.