

EveryMind



TOGETHER



2021-22 ANNUAL REPORT



Mission Inspiring hope by leading in the delivery of high quality mental health services

Vision Caring communities working together for children, youth and families

Values

Accountable
Being ethical, transparent, efficient and effective

Respectful
Caring with integrity and honouring dignity

Inclusive
Embracing diversity and cultural competence

Responsive
Being flexible, accessible and adaptive

Learning
Pursuing opportunities to know more and do better

Innovative
Using information, initiative and imagination

Collaborative
Working together in partnership

Board of Directors

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President

Karen Adams,
Vice-President

Gops Narayanan,
Secretary/Treasurer

Directors:

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Cathy Kwiatkoski

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Nkunda Kabateraine

Cara Cross

Sean Gormley

Jim Murray

EveryMind

85A Aventura Court
Mississauga, ON L5T 2Y6
(905) 795-3500
everymind.ca

Charitable registration number:

11908 7807 RR0001



We would like to begin by acknowledging that the land on which we gather is part of the Treaty Lands and Territory of the Mississaugas of the Credit First Nation. Land that has been inhabited by Indigenous Peoples from the beginning. As settlers, we're grateful for the opportunity to meet here and we thank all the generations of people who have taken care of this land – for thousands of years.

By beginning the report with this land acknowledgment, we wish to honour, show respect for and celebrate the Indigenous people of Canada, who first lived on and nurtured the land we all call home today.

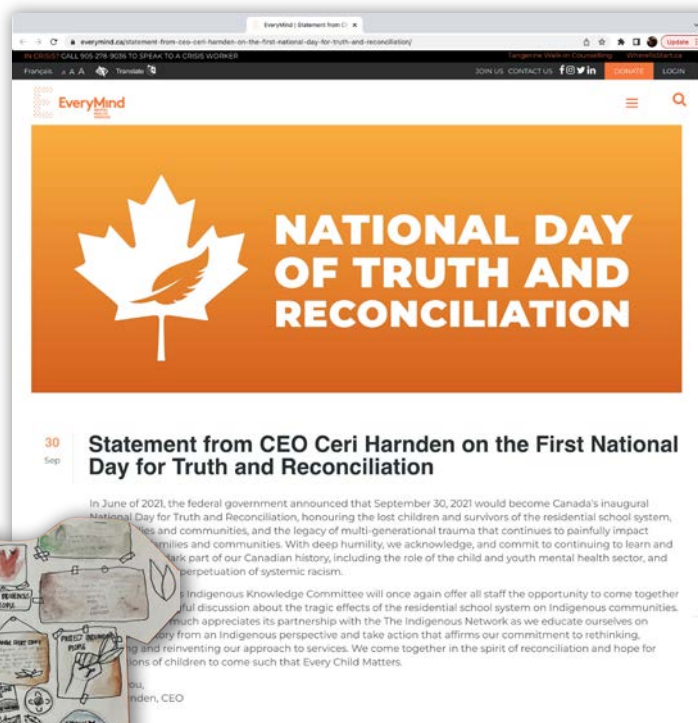
September 30, 2021 was the first official National Day for Truth and Reconciliation in Canada. Children's services in our country, including the child and youth mental health sector, have a history of not only upholding the oppressive status quo but also aiding and abetting its discriminatory power structures. Those of us who are settlers must listen to and learn from the Indigenous people, who continue to grapple with intergenerational trauma and deal with discrimination, in order to truly work towards reconciliation.

At EveryMind, we have worked with the Indigenous Network to educate ourselves on Canadian history from an Indigenous perspective. We have also made the decision to discontinue and remove all references to "residence" and "residential treatment" when referring to our live-in treatment programs.

We acknowledge that these are small steps, but affirm that these are our first steps forward in a journey towards rethinking, revamping and reinventing our approach to services.



Artwork by students in our Day Treatment program at the Caledon Campus to acknowledge the First National Day for Truth and Reconciliation.





Together, we have, we can, we must...

In 2021-22, we fortified ourselves; keeping the safety and well-being of our staff and clients as top priority, EveryMind continued to operate with a head-heart growth mindset, building on our learnings from 2020-21. We held on to hope and our belief that where there is challenge, there is opportunity. Our Mission and Values continued to fuel our passion and commitment for the 'why' of Team EveryMind. Making a difference in the lives of infants, children, youth and young adults struggling with mental health challenges has never been more important. We know that we do this work best when we do it together.

This idea of "togetherness" flows through this year's Annual Report. As a service provider and as Lead Agency for Ministry of Health-funded child and youth mental health services in Peel, EveryMind's Vision calls upon a collective community response to care for those who need it most. "It takes a village to raise a child" is not just a phrase, but a reality and we are very much part of that village.

Our Mission, Vision and Values have guided us, and will continue to do so. Highlighted across the pages of this Annual Report, we share examples of how we live our brand values of being **accountable, responsive, inclusive, innovative, respectful, collaborative** and open to **learning**.

By example, this past year saw us engage and collaborate with community partners like Peel Regional Police, Canadian Mental Health Association Peel Dufferin and the Region of Peel to continue to mobilize our caring communities to strengthen children, youth and families.

We recommitted to our diversity, equity and inclusion (DEI) journey, engaging Deloitte Inc. to assist us in creating a comprehensive DEI strategy for the upcoming 3 years. Externally, we released EveryMind's DEI statement as well as a statement on the first National Day for Truth and Reconciliation as a marker of our pledge to action.

We continued our focus on learning and ongoing quality improvement, facilitated by independent assessments like the Ontario Perception of Care survey and organizations like Accreditation Canada.

As always, it has been a busy, productive year and we could not have done it without Team EveryMind. A special thank you to our frontline staff. As you can see from the client feedback spread out over the report, you are exceptional and appreciated. To leadership, your courage to consistently "show up" for staff, clients and colleagues is admirable and has not gone unnoticed. While we've been mostly apart this past year, it is the ways in which we've come together that has kept us strong.

To our funders, donors, Board of Directors, and community partners, thank you for helping us inspire hope. To our clients, thank you for your trust and the opportunity to partner with you on your journey of hope. It is because of you that we remain committed to learning, growing, adapting and evolving.

At the very core of the EveryMind brand is HOPE. Hope brings possibility and the belief in a brighter tomorrow. Our Vision, Mission and Values are what has brought us together and are what will keep us together.



Nainesh Kotak
Board President



Ceri Harnden
Chief Executive Officer



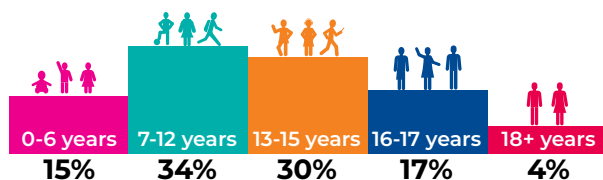
EveryMind by the Numbers in 2021-22

5484 unique clients served by EveryMind

7749 services provided to clients



Age range of clients

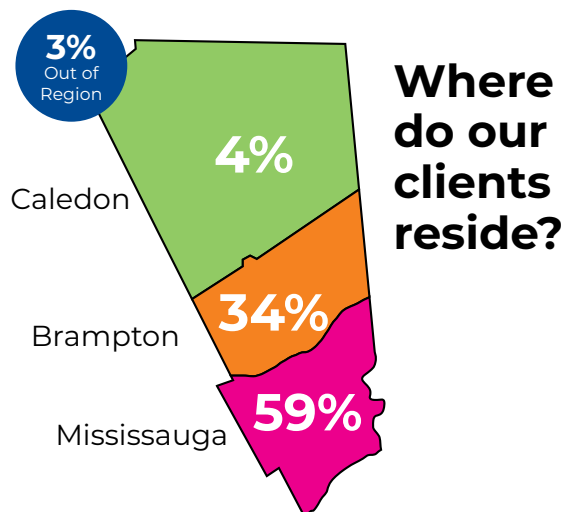


Mental health concerns

of the children and youth receiving counselling/therapy or intensive services



- anxiety concerns _____ **70%**
- mood concerns _____ **56%**
- behavioural concerns _____ **40%**
- family relationships _____ **27%**
- school concerns _____ **26%**
- suicidal thoughts/attempts _____ **14%**
- self-harming behaviours _____ **12%**



Gender* of children & youth we serve

57% girl / woman | **41%** boy / man | **2%** non-binary

**as defined by Statistics Canada*

Languages other than English spoken at home





FACING CHALLENGES TOGETHER



The Tangerine Logo was refreshed to bring a renewed brand identity to this service.

By Being RESPONSIVE

On April 1st 2021, EveryMind assumed the role of sole-service provider in Peel for Tangerine Walk-in Counselling. A long-standing service in Peel and one previously offered in partnership with Associated Youth Services of Peel (AYSP), this move came after a review of brief services and the recommendation to align the effective evidence-informed clinical model for single-session counselling for children and youth under the age of 18 to one service-provider. During the pandemic, the walk-in model was successfully switched to a booked virtual or telephonic appointment. Now, both virtual and in-person appointments are available.

By Being INNOVATIVE

Like all organizations, EveryMind was forced by the COVID-19 pandemic to rethink how we do what we do and how we take care of our staff and clients. Aware of the increasing pressures on all our staff, we offered a variety of supports, including flexible working hours and special webinars and groups through our Employee Assistance Program focused on coping with the pandemic and other stressors. All staff also received training on Infection Prevention and Control

(IPAC) and our office locations were audited regularly by IPAC Canada to ensure the safety and well-being of staff and clients.

To help ease staff and clients back into on-site work schedules, our main office got a fresh look, with new lighting, touchless amenities, HEPA filter units, and updated washable, wipeable anti-microbial furniture in both client spaces and for all staff work stations. Drop-down spaces, lockers and a quiet room were created to support a flexible work environment.

As regular summer programming was suspended at our Caledon Campus, a new concrete recreational track was added to the property for staff and clients in Live-in Treatment, Respite programming and Day Treatment to have a safe space to ride bikes,

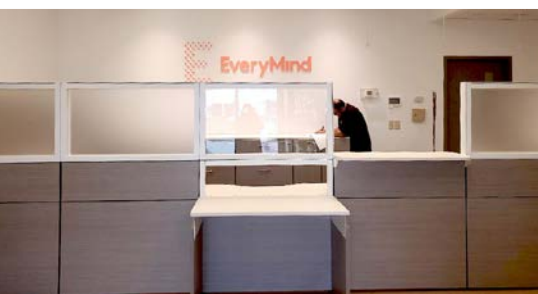


scooters or walk as part of their wellness activities.

Our social and team-building events also continued virtually, with monthly townhalls and movie trivia nights, among others.

EveryMind is grateful for the flexible support provided by the Ministry of Health that enabled us to take the necessary steps to put the health and the needs of our clients and staff first.

In a year of many unknowns, one fact remained unchanged – our commitment to our clients and employees.





LEARNING TOGETHER

By Being INCLUSIVE and RESPECTFUL

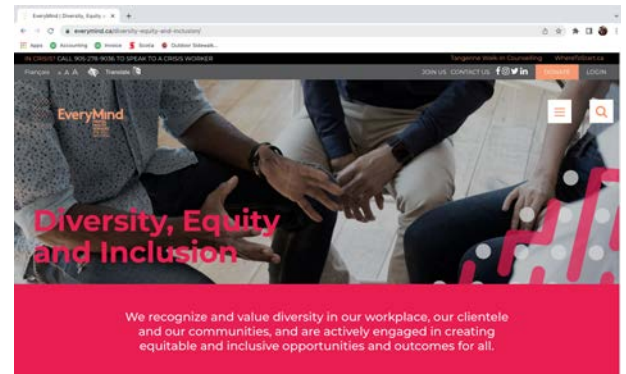
EveryMind is actively engaged in creating equitable and inclusive opportunities and outcomes for all. This has driven us to work towards implementing an updated DEI strategy.

To help achieve this goal, in Spring 2021, Deloitte Inc. was engaged to conduct a project with the end goal being an organizational strategy to drive DEI initiatives at EveryMind. Based on input and engagement from internal and external stakeholders – our employees, clients and community partners,

and on a detailed assessment of existing policies and procedures, Deloitte has developed a three-year strategic plan for us.

This strategy will become our road-map that drives measured and sustainable change, and will include a current-state assessment, employee engagement and a leadership forum.

In 2021, EveryMind also made the decision to make mandatory



for all staff “Transforming Power, Privilege and Prejudice”, a highly-regarded training workshop that educates on the history of systemic racism and provides practical tools on how to manage micro-aggressions.

By Being OPEN TO LEARNING

In May 2021, EveryMind and other child and youth mental health (CYMH) lead agencies pilot-tested the Ontario Perception

of Care survey created by the Centre for Addiction and Mental Health. The goal of the pilot project was to develop a

standardized approach to integrating clients’ and families’ voice/experience into CYMH quality improvement initiatives.

While we learned that most of clients thought that our services were effective and high-quality, we also heard that we can work on improving wait times for services, timing of appointments, and building stronger plans for youth transitioning between clinicians or after services. EveryMind is committed to looking at ways to make improvements in these areas!

WHAT DID YOUTH AND CAREGIVERS SAY?

Areas of Excellence

- ✓ Youth said they were:
 - Treated with respect
 - Seen on time
 - Assured that personal info was kept confidential
- ✓ Caregivers felt:
 - Valued and welcome
 - Included in decision-making and consent process
- ✓ Youth and caregivers felt that staff were sensitive to their cultural needs

91% of youth agreed that our services have helped them more effectively deal with life's challenges

90% of caregivers would recommend our services if a friend were in need of similar help

88% of youth and caregivers think that the services provided at EveryMind are of high quality

“As the single and sole caring parent for my son, I felt endless support from staff during my son's treatment. I feel that our counselor went above and beyond, and I am truly happy to have been able to work with her. She was always kind and patient, understanding and she took my needs as a parent into consideration as well.” – A parent's thoughts on our Infant, Child, Youth, and Family Counselling service



GROWING TOGETHER

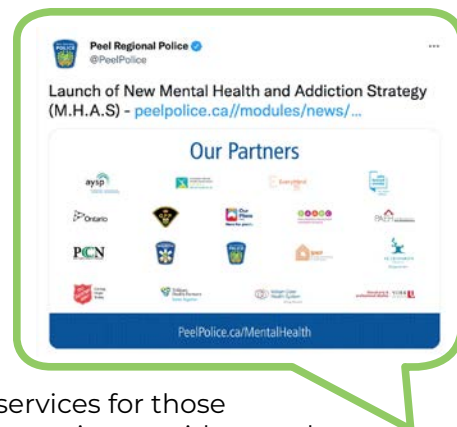
By Being COLLABORATIVE

In Spring of last year, EveryMind and nearly 20 other community organizations began working with Peel Regional Police (PRP) to help develop a Mental Health & Addictions Strategy to ensure the best possible outcomes for those in the community experiencing a crisis and to provide barrier-free access to services for everyone affected by mental health and addictions challenges.

The aim was to “work collaboratively to develop superior and sustainable services for those impacted by mental health and addiction,” with a goal to have community service-providers work together with PRP to support community engagement and mobilization.

On November 30, CEO Ceri Harnden along with David Smith, CEO of Canadian Mental Health Association Peel Dufferin and Catherine Wiggan of the John Howard Society participated in the in-person press conference to launch this strategy.

This strategy is a living, flexible document and we look forward to continued collaboration, planning and action for the development of future initiatives as part of a flexible approach.



everymind.ca

In 2019-20, Peel received less than half the Provincial average for mental health services & addictions funding. With financial supports in place, such as emergency subsidies, families would be better equipped to pay bills & seek supports such as counselling.

#mentalhealthmatters

We must speak up for residents in Peel seeking mental health & addictions supports. We need more funding to ensure no one is left behind. Share your story, make your voice heard. We are committed to sharing OUR story at the @AMOPolicy Conference next week.

Linda and her two children were stuck in isolation for an entire year with no financial support, which led to additional physical and mental health problems as well as educational challenges.

EveryMind has also signed the Stakeholders Agreement indicating its commitment to the 2020-24 Peel Community and Safety Well-being (CSWB) Plan, whose purpose is to harness partners' collective and collaborative action to ensure Peel is a safe, inclusive and connected community where all residents thrive. Community safety and well-being are broad and multi-faceted, encompassing many

areas and intersecting with many sectors. Partners of Peel's CSWB Plan are working to address complex social issues facing Peel. These strong collaborative efforts will result in healthy communities that foster well-being and success.

There are currently 7 CSWB tables that include 3 Action Tables, 76 partners, 33 organizations and 12 sectors.

To bring attention to the mental health and addictions challenges our community is facing, the Region launched a social media campaign in July 2021 in partnership with Canadian Mental Health Association and EveryMind. This campaign is part of a renewed advocacy strategy calling on our provincial partners to implement a funding formula that will address the historic inequities impacting mental health and addictions services in Peel.

The launch generated 13,079 impressions from the first tweet and on average, the social media posts across all platforms have reached roughly 1200-1500 individuals.



GROWING TOGETHER

By Being COLLABORATIVE

In June 2021, EveryMind and Canadian Mental Health Association Peel Dufferin launched one telephone number for residents of all ages in Peel to obtain free, confidential, professional support 24/7 during a mental health crisis.

905-278-9036 (or toll-free 1-888-811-2222) connects to EveryMind's crisis support service for children, youth and families, and CMHA's crisis support service for adults and

older youth. Both agencies' crisis calls flow into this single number to ensure that every caller will receive support, no matter which number they call. In its first year of operation, it has already provided strengthened connections for over 700 callers in need of support for themselves or for a child or youth under 18.

This consolidated service simplifies access and streamlines the telephone-system infrastructure for crisis



response across the child/youth and adult mental health sectors. It is a major step towards improving access to mental health crisis services in Peel.

By Being ACCOUNTABLE



Accreditation is an external peer review process that evaluates the services provided by an organization against national standards of excellence. It identifies what is being done well and where there is room for improvement.

This last year, EveryMind moved to Accreditation Canada as our accrediting body because its accreditation standards, many with a healthcare focus, are the best fit for us now that our CYMH sector reports to the Ministry of Health. This accreditation program also provides us with more opportunities for organizational development. Accreditation Canada is an independent, not-for-profit organization that is dedicated to working with its clients, policymakers, and the public to improve the quality of health and social services for all. We completed our first survey and accreditation level, the Primer, in February 2022.

EveryMind achieved 96.4% compliance, having successfully met 81 of the 84 applicable criteria. Our identified strengths included passionate staff dedicated to the delivery of high-quality services and a strong culture that recognizes the importance of our people, clients, and community partners. Surveyors also commended our enduring commitment to client-centered practices.

Surveyors encouraged EveryMind to continue building our capacity to utilize our ethics framework, to identify the position responsible for oversight of medication management processes, and to proactively engage children, youth, and families in the co-design of clinical services and processes.

"One thing that was really helpful about the workshop was that the questions were very thought provoking and inclusive. It helped me be more aware about the different perspectives."
– Feedback from a participant in one of our youth workshops



MOVING FORWARD TOGETHER

By Living Our VALUES

As we reflect on the past year and look ahead to a new one, we remember a year where we celebrated successes, overcame challenges, sought out opportunities and became more determined than ever to stay strong and resilient. 2022-23 will continue to pose challenges but Team EveryMind is well-positioned to face them all and move forward together.

We are excited for the next steps in our **DEI journey** and to continue preparations for the **next phase of our accreditation process** – the Qmentum survey in 2024.

Since 2020, EveryMind has been involved collaboratively with other lead agencies and leaders to support the creation of a **Provincial Virtual Walk-in Counselling Clinic**. As this initiative picks up pace in 2022-23, we look forward to continuing to provide leadership, cooperation, and guidance to this big, bold idea.

We are eagerly looking forward to the **launch of the SNAP® program** at our Caledon campus this fall, in association with Child Development Institute. SNAP®, which stands for Stop Now And Plan, is an evidence-based cognitive-behavioural model that teaches children struggling with behavioural issues, and their parents, how to manage their emotions and behaviour by getting them to stop, think and plan positive alternatives before acting impulsively.

We have also embarked on a uniquely collaborative and innovative partnership involving youth with lived experience, the Peel District School Board, the Dufferin-Peel Catholic District School Board and York University's School of Social Work. Starting this September, the **4 Youth By Youth Pilot Project** will offer secondary students a two-credit course and a co-operative educational experience to foster resilience and develop knowledge and skills while gaining practical experience in youth leadership/engagement and participatory-action research.

EveryMind also continues our **research partnership with York University**, with multiple projects such as the Mitacs-supported post-doctoral work of Dr. Renée Sloos, who is using social network analysis to examine the collaboration relationships across the health, education, and social care systems in Peel region. We are also supporting a Social Sciences and Humanities Research Council (SSHRC)-funded program of research led by Dr. Maria Liegghio, Associate Professor in the School of Social Work, that is centered on the knowledge held by children and youth involved with the mental health system, and their caregivers and families, to develop new knowledge for enhancing community-based service-delivery models. Partnering with Dr. Liegghio and Peel Regional Police, EveryMind is working to improve our collective understanding of the lived experiences that children and youth living with mental health challenges, and their caregivers have during their encounters with crisis response services, including police services.

As always, this work and everything we do is focused on looking for opportunities to improve our collective responses to children, youth and their families prior to, during and after experiencing mental health crises so that we can create caring communities that work **TOGETHER** to support child and youth mental health, well-being and resiliency.



COMMUNITY STANDING TOGETHER

EveryMind is thankful to the senior leadership team and staff who make EveryMind their charity of choice. **To our funding partners, generous individual donors, and the community groups, corporations and foundations who support us, thank you for being part of our caring community working together for children, youth and families.** The following is a list of donors from April 1, 2021 to March 31, 2022.

Leadership Gifts \$20,000+

Alectra Utilities
Bell
RBC Foundation
TD Bank

Major Gifts \$10,000+

Augsburg Evangelical
Lutheran Church
Spectrum Health Care
Foundation
Toronto Star Fresh Air Fund

Loyalty Gifts \$5,000+

Gopala Narayanan
Industrial Alliance
King Masonry Yard Ltd.
Mississauga Firefighters
Association Benevolent
Fund
Rotary Club Meadowvale

Champion Gifts \$2,500+

American Eagle Outfitters
Foundation
Ceri Harnden
Community Foundation of
Mississauga
Kenneth Foxcroft

Mississauga Central Lions
Club
Primerica Financial Services
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Rotary Club of Bolton
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Friends of EveryMind \$500+

Amrit Khaper
Anna Butler
Apex Graphics
Brampton & Caledon
Community Foundation
Carolyn Gordon
Catherine Kwiatkoski
Celestica International LP
Chris Breer
Curl Up & Dye
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Dufferin Peel Educational
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Association
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RBC Royal Bank
Roman Boychuk
Sandra Raposo
St. Gregorios Orthodox
Church of Toronto
The Corporation of the Town
of Caledon
Tianwen Xing
Wendy Walker
Zoë Dawe

We strive for accuracy. In case of discrepancy, please contact the Development Office at fundraising@everymind.ca.



FINANCIAL OVERVIEW

Statement of Revenue and Expenses Year ended March 31, 2022

Service or Process	Revenue	Expenses	Excess Revenue over Expenses
Brief Services	417,547	361,687	55,860
Counselling/Therapy Services	5,421,300	4,536,439	884,861
Crisis Support Services	1,181,513	1,195,513	(14,000)
Family Capacity Building and Support	887,732	912,082	(24,350)
Coordinated Access and Intake	1,100,255	1,109,780	(9,525)
Intensive Treatment Services	7,061,188	6,799,172	262,016
Case Management and Service Coordination	2,154,836	2,098,544	56,292
Specialized Consultation and Assessment	1,162,005	1,136,143	25,862
Targeted Prevention	335,195	335,195	-
System Management	882,100	882,100	-
Community and Prevention Supports	62,222	62,222	-
CSN - Individualized Placement Funding	39,500	30,260	9,240
BPS-Other - Adults Social Services	8,143	8,143	-
Child Victim Witness Program	168,350	196,231	(27,881)
Mental Health/Specialized Programming	168,000	137,721	30,279
Peel Inclusion Resource Services	1,257,858	1,257,858	-
EarlyON	691,087	691,087	-
Specialized Consultation Team	17,385	17,385	-
CSN-Community Enhancement Funding	209,363	209,363	-
Emergency COVID 19 CYMH Supports	700,000	700,000	-
18 + Counselling/Therapy Services **	10,047	246,602	(236,555)
Funds returned to funders	(1,324,410)	-	(1,324,410)
Fund Development	287,123	115,977	171,146
Net Draw from Retained Surplus	141,165		141,165
Net Position	23,039,504	23,039,504	-

** Funded through Retained Surplus

EVENING OF HOPE GALA

Magic Happens

EveryMind is excited to announce the
return of our much-loved Gala

Saturday, November 19, 2022

Mississauga Grand Banquet Hall

Cocktail Reception, Dinner, Auction, Entertainment

**Become a Sponsor |
Purchase Tickets | Donate**



Supporting Mental Health Services for Children, Youth, Young Adults and Families

For details contact Andrea Peca at fundraising@everymind.ca