



CONNECTING THE DOTS
People • Services • Communities



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

Officers:

Nainesh Kotak,
President

Karen Adams,
Vice-President
(resigned Oct. 2022)

Gops Narayanan,
Vice-President
(with effect Oct. 2022)

Cara Cross
Secretary/Treasurer
(with effect Nov. 2022)

Directors:

Susan Mohos

Cathy Kwiatkoski

Rory McNabb

Elaine Moore

Nkunda Kabateraine

Sean Gormley

Jim Murray

EveryMind

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

Charitable registration number:

11908 7807 RR0001



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.

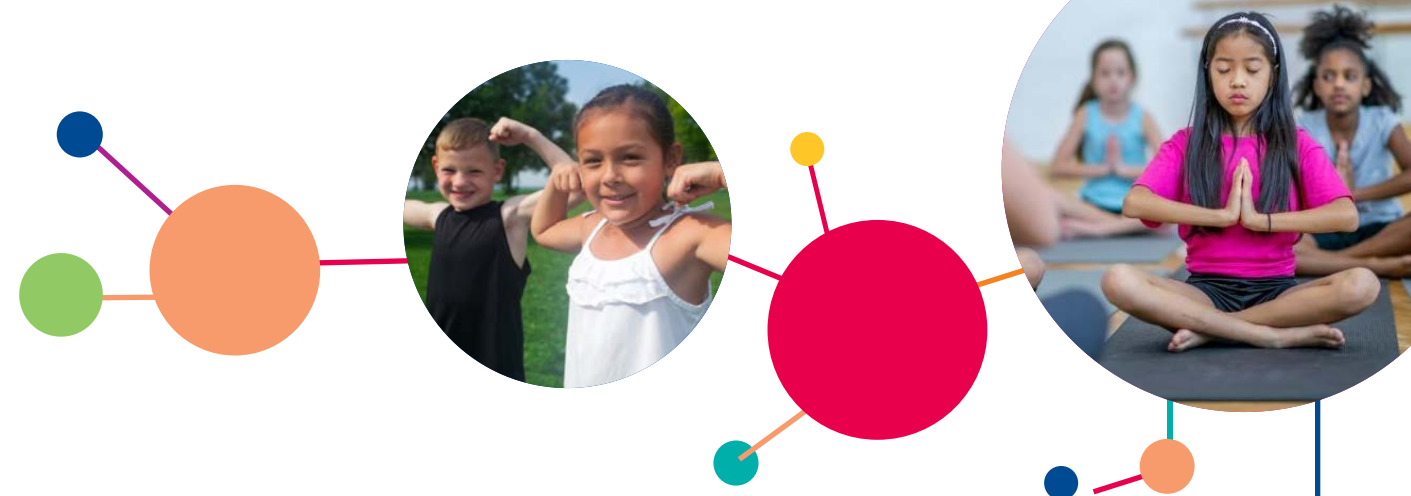
As part of our Diversity, Equity and Inclusion Strategy, over the summer months of 2022, EveryMind's Indigenous Knowledge Committee led the effort of reviewing and revising our existing Land Acknowledgment statement. This staff-led initiative came into being because we felt our statement did not truly reflect our organizational commitment towards recognizing our past, continuing our present journey of learning and reflection, and bettering the future for all.

Following an assessment and selection process – including a review of community statements and input and engagement by staff, EveryMind's new Land Acknowledgment statement was introduced in July 2022.

We start all large organizational meetings, town halls and trainings with this new Acknowledgment. It is read by a different staff member at each meeting. To empower staff to lead this acknowledgement and recognising the inherent importance of names, the Committee also created a video with the correct pronunciations of the Indigenous Nations whose land we work on. Staff are also encouraged to share a personal reflection or learning about our complicated connection to our land, its true history, its many people – native and settlers, and how we cannot truly move ahead without coming to terms with our past.

I 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 and cared for by Indigenous Peoples from the beginning. I acknowledge the land on which we work is the territory of the Anishinabek (ah-nish-i-NAH-beck), Huron-Wendat (Wawn-DAT), Haudenosaunee (hoh-DEE-noh-SHoh-nee), Ojibway (Ooo-jib-way)/Chippewa (chi-puh-waa) peoples; and Métis (maey-TEE), all who continue to care for this land today.

Together we have a responsibility to consider what it means to acknowledge the history and legacy of colonialism and recognize that these difficult histories persist in present-day racial realities and privileges at EveryMind. As service providers, we are committed to learning how we can support the de-colonization of child and youth mental health services.



Connecting the Dots to Build a Better Future

John Donne understood the essence of our humanity. He understood the detrimental nature of social isolation and, most importantly, the power of human connection. As we reflect upon, and celebrate, the accomplishments of this past year, we do so with the wisdom of Donne’s words, penned many centuries ago and never more relevant than today, as we look to the future. Indeed, “No man is an island, Entire of itself. Every man is a piece of the continent, A part of the main.”

For more than 5500 children, youth and families struggling with mental health concerns this past year, EveryMind has been that important point of connection, offering hope and a path forward. With courage and determination, we have continued to serve our community and, at the same time, taken on the challenge of building EveryMind for the future, steadfastly passionate about, and fully committed to, realizing our Vision of caring communities working together for children, youth and families.

We are grateful for 2022-23 and the increasing opportunities we’ve had to build and strengthen our connection with staff, clients, service delivery partners and communities. We are better when we come together and express gratitude to all who have worked with us in support of our Mission that inspires hope by leading in the delivery of high-quality mental health services we need.

2022-23 has seen demand for our services increase dramatically. Client preference for a return to in-person sessions has steadily trended upward and we are pleased to have been able to expand our in-person service offerings to meet client expectations, while continuing to offer virtual services to ensure access for all in need. With a continued focus on high-quality, EveryMind continued to invest heavily in training to advance the knowledge base and skillset of our staff, both clinical and administrative. We also celebrated the introduction of new services such as SNAP® groups, the province’s virtual walk-in counselling service, One Stop Talk/Parlons Maintenant, and expansion of our Peel Inclusion Resource Services.

Internally, our Diversity, Equity and Inclusion Strategy was further concretized with a three-year plan and annual deliverables. Additional opportunities for in-person staff connectivity were energizing for all, as we reintroduced our annual summer and winter staff gatherings and fundraising events. Further, we engaged in outreach and advocacy efforts to promote the child and youth mental health sector locally and provincially, with focused efforts on advocacy for the introduction of a provincial funding formula that would begin to address the historic funding inequity that continues to disadvantage Peel’s children and youth.

2022-23 was both challenging and productive. We are proud of the way in which we’ve continued to care for one another, supported by a culture that actively promotes and invests in health and wellness. Concurrently, EveryMind demonstrates an ongoing passion to not only meet client needs but to exceed client expectations. Given community need, we know that our Vision and Mission have never been more pertinent and necessary.

Every day, our clinical staff work on building connections with our clients, empowering them to connect the dots of a treatment journey that unleashes new opportunities to experience a happier and brighter future. That work is supported by an impressive infrastructure staffed with skilled and dedicated professionals. In the pages of this year’s Annual Report, we celebrate and embrace our collective humanity and the way in which we’ve built on existing connections while embracing new opportunities for collective impact, creating circles of care that build resiliency and a strength able to withstand adversity in furtherance of our Mission.

On behalf of the Board of Directors and senior leadership, we want to thank our staff for showing how deeply you care for our clients and their families every day. To our funders, donors, and community partners, thank you for helping us to continue to grow the work we do. To our clients, thank you for connecting with us and trusting us to partner with you on your journey of hope. Together, we can change our reality and build a better future.



Nainesh Kotak
Board President



Ceri Harnden
Chief Executive Officer



Finding and Making Connections

As part of EveryMind’s Diversity, Equity, and Inclusion Strategy, this Annual Report shares staff demographic data for the first time. Paired with our client data, it depicts representation: a diverse staff group that reflects the richly diverse Peel community. Representation matters – because when staff can make connections with children, youth and families around shared life experiences, we build strong therapeutic relationships and create circles of caring communities.

Who We Are



41% can speak a language other than English
3% identified as Indigenous compared to 0.5% in Peel

26 different languages are spoken
22 different languages were learned as their first language in childhood
8% identify as members of the 2SLGBTQ+ community

Languages other than English spoken by staff

Russian, Farsi, Italian, Nepali, Tagalog, Punjabi, Turkish, Malayalam, Chinese, Tamil, Arabic, Polish, Hindi, Gujarati, Urdu, Ukrainian, Mandarin, Spanish, Vietnamese, Portuguese, Persian, French, Bengali, Telugu, Cantonese

Gender* of our staff members

79% woman | **15%** man | **5%** prefer not to answer
**as defined by Statistics Canada*



Staff members identifying as racialized

39% YES | **56% NO** | **5% Prefer not to answer**

15% identified as South Asian
13% identified as Black

Interesting Fact: 13.9% of Peel residents identify as Black

17% identified as a person living with a disability

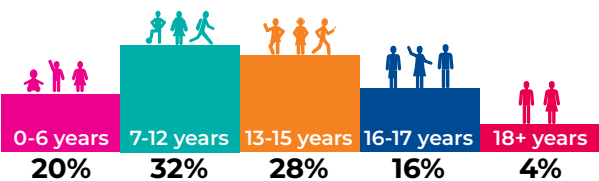


Who We Serve

5508 unique clients served by EveryMind
7617 services provided to clients



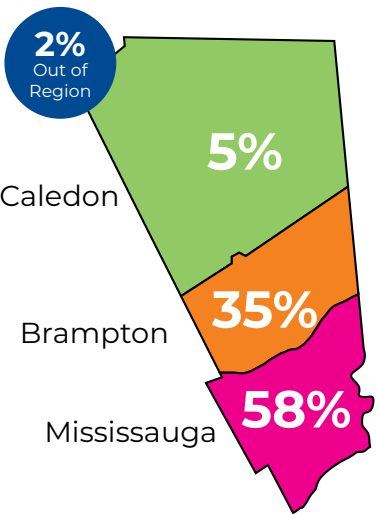
Age range of clients



Mental health concerns

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

- anxiety concerns **76%**
- mood concerns **55%**
- behavioural concerns **44%**
- school concerns **30%**
- family relationships **27%**
- suicidal thoughts/attempts **13%**
- self-harming behaviours **13%**



Where do our clients reside?

2% Out of Region

Caledon
Brampton
Mississauga

Gender* of children & youth we serve

54% girl / woman | **44%** boy / man | **2%** non-binary
**as defined by Statistics Canada*



Languages other than English spoken at home

Portuguese, Romanian, Twi, Tamil, Tagalog, Malayalam, Urdu, Ukrainian, Patois, ASL, Chinese, Cantonese, Hindi, Sinhala, Mandarin, Arabic, Somali, Japanese, Russian, Filipino, Spanish, Punjabi, Farsi, Korean, Vietnamese, Polish, French, Gujarati, Pashto, Bengali, Albanian, Kannada, Greek, Bulgarian, Hungarian, Nepali, Croatian, Italian



Building Client Connections*



Building Staff Connections*



*Direct quotes from our clients and staff.



Connecting People

This year marked our return to in-person events, including staff celebrations and fundraising galas. It was a year to reconnect and to feel rejuvenated by that connection. It was also a year where we used technology differently, to cast our net wider as we aim to spread our message of help and hope.

EveryMind broadened the scope of our in-person services, offering the option for all of our services, including groups, walk-in counselling, and intensive services. We made the choice to continue to offer virtual or phone alternatives, believing that this hybrid model is best suited for a community as large and diverse as Peel.



Celebrating our Connections In-person

EveryMind staff continued to follow a hybrid work model but there were opportunities to celebrate in person such as our summer staff event and our annual winter gathering. We also had a chance to laud our donors with our donor appreciation event and our annual gala. We closed out the 2022-23 year with Social Work Week in March, using the opportunity to recognize our social workers and the exceptional work they do in enhancing the mental health and well-being of children, youth and families in the Peel community.



Deepening Our Youth Engagement

Our Youth Engagement team had a banner year, conducting trainings, lunch and learns, information sessions and workshops across Peel in order to further our aim of empowering youth to support their peers.

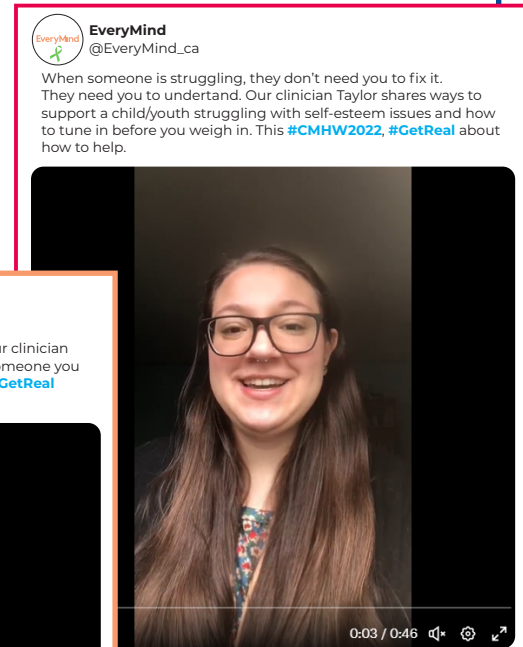
Key milestones included training a second cohort of 16 Youth Peer Support Workers, aged 18-25, adding new members to our Youth Engagement Committee, and delivering two workshops on Mental Health and Wellness to more than 50 students in the Peel District School Board's Focus on Youth co-op summer program for grades 11 and 12 for the second summer in a row. The New Mentality group for Peel – a provincial network of youth volunteers and adult allies, who are creating change in Ontario's Child and Youth Mental Health (CYMH) service system, held a lunch and learn on July 6, led by youth facilitator, Mahnoor Syeda, which focused on building connections with diverse racialized youth in the CYMH system.



Using Technology to Enhance Our Outreach

The first full week in May is marked annually as Child and Youth Mental Health Week. In 2022, like every other year, we used this as an opportunity to continue to advocate for the most vulnerable, raise awareness around the many facets of mental health and wellbeing, and reduce stigma. Our colleagues at Canadian Mental Health Association (CMHA) chose #Empathy as a theme and we incorporated this into our own social media campaign. Four of our clinicians and our Director, Clinical Leadership and Excellence, created brief videos around how to be empathetic as a peer/caregiver/parent when dealing with a child or youth facing mental health stresses, such as body image issues and suicidal thoughts.

This was our first foray into a social media video campaign and we are happy to report that it was widely-viewed and well-received.





Connecting Services

In the first full year post-pandemic, EveryMind expanded our in-person service options, broadened the range of our services, and staff accessed additional clinical training in order to better serve our clients.

Expanding Peel Inclusion Resource Services (PIRS) & EarlyON Services

Congratulations to the PIRS and EarlyON teams for their outstanding efforts and performance in 2022, which contributed to the Region of Peel's decision to expand EveryMind's funding for a larger PIRS team, and to provide additional funding to address inflationary pressures.

Our PIRS and EarlyON Resource Consultants provide special needs resourcing to the licensed childcare sector by supporting educators, children and their families to ensure all children can fully participate in childcare programs. Resource Consultants develop plans for families and their childcare provider which focus on a child's strengths and areas of development; provide strategies and resources to use in childcare; support childcare educators to implement strategies; and support children to successfully transition from childcare to school.

With growth expected in childcare programming following Ontario's agreement with the federal government to create more affordable childcare spaces, this funding will support anticipated service demand surges and increase our ability to respond within the defined quality standards.

With the relaunch of the Peel Infant-Parent Program in 2021 and the expansion of our PIRS and EarlyON services in 2023, EveryMind's services to children in their earliest years of growth and development, and their parents is now more well-rounded and comprehensive.

Increased Skills in Eating Disorders for Clinicians

In response to the rise in need for supporting children and youth within a spectrum of Eating Disorders, 15 of our Child, Family and Youth Clinicians began certification in Cognitive Behavioural Therapy for Eating Disorders over the fall. This will be a first step in achieving a skill base to provide treatment within a community mental health setting for children and youth who otherwise do not meet the medical threshold to receive treatment within hospital-based clinics. This aligns with the recent release of Ontario Health's Quality Standard for the Treatment of Eating Disorders for Children and Youth.

Making Mental Health Services More Inclusive and Responsive to the Needs of Autistic Children and Youth

Clinicians and leaders across all EveryMind service pathways participated in the Autism and Mental Health foundational training offered by Children's Mental Health Ontario in partnership with Autism Ontario and Dr. Jonathan Weiss. The training takes a deeper look into how service providers can create safe, welcoming and effective environments when supporting children/youth who are autistic and in need of mental health services. On February 14 and 15, EveryMind's clinical leaders and front-line staff participated in the Specialized Advanced Autism and Mental Health Training for Mental Health Providers. As the second part of the provincial training initiative, the training focused on how mental health problems present in autism and how agencies can make adaptations to service delivery and communication strategies to improve interactions between providers and clients. EveryMind's Clinical Management team will be incorporating learnings from the training to enhance our service delivery, ensuring inclusivity of autistic individuals.



Launch of SNAP® (Stop Now and Plan) Groups

Over the Fall of 2022, the first cohort of EveryMind's clinical staff completed training to deliver SNAP® – an evidence-based, cognitive-behavioural group therapy model developed by Toronto's Child Development Institute for children who struggle with behavioural issues. The gender-sensitive SNAP® Boys and SNAP® Girls programs are designed for children ages 6-11 who are engaging in aggressive, anti-social behaviour and/or have come into contact with authority figures at school or in the community. Experienced and highly trained staff work with each family to assess challenges and problems and develop an action plan, with the goal of preventing future anti-social behaviour and reducing the chances of conflict with family, peers and authority figures.

Now a licensed SNAP® affiliate, EveryMind launched our first SNAP® groups for boys ages 10-11 and parents in January 2023. SNAP® groups for girls and for racialized youth will be added to our clinical group offerings in the future.





Connecting Communities

As part of our mission of creating caring communities, we continued our work to advocate for the children and youth of Peel to get equitable access to mental health services and resources. This advocacy included sitting at various tables, providing advice and expertise, sharing our own journey, and speaking and engaging with elected officials and other stakeholders and partners.

Our Diversity, Equity and Inclusion (DEI) Journey

We have formulated a dynamic DEI Strategy with five pillars that articulate a clear path forward and identify priorities that will inform our annual DEI workplans for the next three years. As part of Year 1, our focus is on engagement and tracking with an action plan for each of the five pillars. Some of these actions included aligning our internal and external DEI communications, mandatory anti-racism training for all 220 staff, and "Affirming Sexual & Gender Identity" training for 40 new hires facilitated by "The 519".

As we journey forward, our vision is to gradually but systematically ensure that our diversity, equity and inclusion initiatives create a deeper sense of dignity, justice and belonging for all.



Year 1 (2022-23) Deliverables

- Approve and share widely EveryMind's DEI vision and strategy
- Develop a DEI communications strategy and plan
- Introduce a DEI accountability framework for all leaders
- Define 2-3 levers through which leadership can foster inclusivity at the team level
- Review HR policies, procedures, practices
- Augment DEI education for all staff
- Implement a reporting tool for DEI metrics
- Identify strategic opportunities to engage the community in our DEI journey

Increased Advocacy and Engagement

We continue to sit at key tables in order to share our knowledge and expertise and also to learn from the experiences of other organizations and partners. Some of these key forums include the Peel Mental Health and Addictions Leaders Group, the Lead Agency Consortium, Children's Mental Health Ontario (CMHO) Leadership Exchange, the Mental Health and Addictions Action Table of Peel's Community Safety and Well-being Plan, Peel Core Service Providers' Senior Leadership Table, and CMHO Equity Strategic Planning Sessions.

Taking advantage of the provincial and municipal elections during the year, we also reached out to all elected officials in Peel, apprising them of our work and the challenges we face. This resulted in several face-to-face meetings with key officials.



Outreach to all Schools in Peel

In order to increase awareness of the the switch to a single Crisis hotline number for all ages in Peel, a mass mail-out of informational and promotional materials was sent out to all 244 schools in the Peel District School Board and all 151 schools in the Dufferin-Peel Catholic District School Board. This massive single mail-out ensured consistent and correct information was available for all students in Peel.

BramptonGuardian.com

NEWS Sunday, March 18, 2023

'There is a lack of resources': Youth mental health in Brampton hits crisis point, says city.

The City's mental health budget only receives half the provincial rate of funding.

Excerpt from story:

Ceri Harnden, CEO of the mental health charity EveryMind, said part of the problem is Peel does not receive its fair share of resources. The region has 12 per cent of Ontario's population aged 0-17 but only receives six per cent of the Ontario Ministry of Health's transfer dollars.

The average per capita funding for the rest of Ontario is \$152.48, but the average for Peel is \$76.38, according to the Fair Share for Peel Task Force, a coalition fighting for equal funding for more than two decades.

"Kids are anxious and depressed," said Harnden. "They are not going to school. They are in their basements gaming."

The combined wait list for her charity includes those of the Associated Youth Services of Peel, Trillium Health Partners and William Osler hospitals, and it together total 1,200 children long.

"There are more and more kids that we are seeing where their mental health is of grave concern," said Harnden.



Connecting to the Future

As we look forward to the next year, we aim to continue on our path of creating and nurturing connections with an eye on bettering our services, improving access to our support options and advancing our partnerships in the community.

With this in mind, we are excited about the planned changes to our Tangerine Walk-In Counselling services. First offered over 10 years ago and providing single session services, Tangerine is one of our best-known and most popular resources.

Tangerine
WALK-IN COUNSELLING

During the pandemic, recognising the need to continue to offer Tangerine services, an appointment-based, virtual service was offered. Post pandemic, Tangerine has switched to a hybrid model, offering sessions at our main office in Mississauga in person, over the phone and virtually, with more appointments available. We are currently working on updating the Tangerine website that will offer a better user experience and create an easier, more accessible appointment request system. Our Youth Counselling team is also looking into providing walk-in sessions in youth hubs/centres, which leverages an environment that is familiar to youth, where they can gather and access single session counselling.

This ties in nicely to our participation in Phase Two of the One Stop Talk/ Parlons Maintenant pilot. This new provincial program offers children,



**Ask us about
our new virtual
counselling support
available now!**

Go to **OneStopTalk.ca**
or call **1.855.416.8255**

Service is also available in French. Le service est également disponible en français.



youth (18 years and under) and their families immediate access to free mental health support by providing single session counselling and direct referrals to other services when needed. These services are provided through a network of Ontario-based infant, child and youth mental health agencies. We are working on how best to align our Tangerine Walk-in service model with this new virtual service to avoid service duplication, while continuing to meet the needs of clients for in-person brief services



**ACCREDITATION
AGRÉMENT
CANADA**
Qmentum

We are also excited about the next steps in our journey in Accreditation Canada's Qmentum accreditation program, which helps providers meet global standards, putting mechanisms in place that lead to safe and effective care. Ongoing work within the Accreditation Steering Committee and core teams

includes reviewing policies/procedures, establishing a Youth and Family Advisory Council, and various frontline staff focus groups as a means to include the voice of youth, family members and staff into our internal processes – all of which will help assess our state of readiness and identify areas for growth and improvement prior to EveryMind's onsite survey in 2024.

All in all, it looks to be another exciting year, full of opportunities to learn, explore, build, grow, progress and yes, to connect.



Connecting with Partners

EveryMind is thankful to our Board of Directors, 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, 2022 to March 31, 2023.

Leadership Gifts \$50,000+

RBC Foundation

Major Gifts
\$10,000-\$24,999
Gopala Narayanan
Mississauga Firefighters
Association Benevolent
Fund
St. Mathew's Mar Thoma
Church
TD Bank
Toronto Star Fresh Air Fund

Loyalty Gifts \$5,000-\$9,999

Augsburg Evangelical
Lutheran Church
Bell
Enbridge
Holman
King Masonry Yard Ltd.
Kotak Personal Injury Law
Mississauga Central Lions
Club
Noble Corporation
Rotary Club of Bolton

Champion Gifts \$2,500-\$4,999

Ceri Harnden
Community Foundation of
Mississauga
Primerica Financial Services
(Canada) Ltd.
Scotiabank
The Regional Municipality
of Peel Police Services
Board
Zonta Club of Brampton -
Caledon

Friends of EveryMind \$1,000-\$2,499

Britacan
Cara Cross
Teri Gordon
Commsite Realty Corp
Courtyard by Marriott
Enterprise Holdings
Foundation
Grant Thornton LLP
Green Shield Canada
Kathy Sdao-Jarvie
Kenneth Foxcroft
Lori Galliera

Mark Ramos
Maurice Zakkak
Meridian Credit Union
Nkunda Kabateraine
Peel Elementry Teachers
Local
Peel Regional Police
RBC Royal Bank
Roman Boychuk
Rudy Riske
Zoe 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, 2023 Based on Ministry reporting.

Service or Process	Revenue	Expenses	Excess Revenue over Expenses
Brief Services	560,327	542,683	17,644
Counselling/Therapy Services	4,809,619	4,668,097	141,522
Crisis Support Services	1,184,342	1,184,342	-
Family Capacity Building and Support	887,452	887,452	-
Coordinated Access and Intake	1,110,276	1,155,276	(45,000)
Intensive Treatment Services	6,931,208	6,759,431	171,777
Case Management and Service Coordination	2,169,048	2,070,921	98,127
Specialized Consultation and Assessment	1,158,700	1,113,847	44,853
Targeted Prevention	341,202	341,202	-
System Management	882,100	882,100	-
Community and Prevention Supports	63,442	63,442	-
CSN - Individualized Placement Funding	48,611	43,888	4,723
BPS-Other - Adults Social Services	8,143	8,143	-
Child Victim Witness Program	165,000	207,371	(42,371)
Mental Health/Specialized Programming	176,099	176,099	-
Peel Inclusion Resource Services	1,589,226	1,589,226	-
EarlyON	734,022	734,022	-
Specialized Consultation Team	26,963	26,963	-
CSN-Community Enhancement Funding	215,552	215,552	-
Emergency COVID 19 CYMH Supports	633,922	633,922	-
18 + Counselling/Therapy Services **	11,734	381,274	(369,540)
Funds returned to funders	(478,646)	-	(478,646)
Fund Development	363,389	186,670	176,719
Net Draw from Retained Surplus	280,192		280,192
Net Position	23,871,923	23,871,923	-

*** Funded through Retained Surplus*

SATURDAY, NOVEMBER 18, 2023

EVENING OF HOPE GALA

*An
Affair
of the
Arts*

CONTACT apec@everymind.ca TO RESERVE GALA TICKETS



Young people need to
know they are not alone.

DONATE TODAY.

