

ANNUAL REPORT

2025-26



Canadian Mental
Health Association
Champlain East

Association canadienne
pour la santé mentale
Champlain Est

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Matthew DeJong - Treasurer

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Danielle Dorschner

Angela Hamson

Bernadine McEvoy-Robertson

Meena Mullur

Erika Randolph

Grateful to our funders



Message from the executive director and board chair

The 2025–26 year marked an important milestone for CMHA Champlain East, as we completed year one of our three-year strategic plan (2025–28). This foundational year focused on strengthening organizational infrastructure, advancing quality and equity, and positioning the organization to respond effectively to increasing and evolving community needs.

Throughout the year, we placed strong emphasis on data integrity and quality improvement, including active participation in the review and alignment of new PDSA and provincial quality standards in support of ministry priorities. CMHA Champlain East also participated in the Excellence through Quality Improvement Project (E QIP) for our resource centres, reinforcing our commitment to evidence informed practice, enhanced client experience, and continuous improvement.

Advancing equity remained a core priority. During the year, the organization finalized its EDIAA (equity, diversity, inclusion, and accessibility) plan, providing a clear framework to guide decision making, service design and organizational culture. This work reflects our commitment to ensuring services are inclusive, accessible, and responsive to the diverse communities we serve.

Significant effort was also dedicated to building and sustaining partnerships that support population health and equity. From advancing French language services and engaging in communities of practice, to contributing to regional and provincial initiatives in suicide prevention, housing and system integration, the organization remained focused on meeting evolving community needs while making the best use of available resources. These collaborations continue to reinforce the importance of shared responsibility and collective action in achieving meaningful outcomes.

We were also proud to launch a new, innovative program: the Wellness College, a community driven mental health initiative designed to improve access to social support, reduce isolation and foster meaningful connections. The college offers peer supported learning opportunities, co-created and co-facilitated by individuals with lived experience and professional expertise, and focuses on

practical skills, resilience, and emotional wellness in inclusive, non traditional learning spaces.

Alongside these achievements, the board of directors and management continued to work closely to ensure strong governance, accountability, and stewardship of resources. Together, we remained focused on organizational sustainability, workforce support and long-term system impact.

We extend our sincere gratitude to our staff, volunteers, community partners and funders for their dedication and trust. Most importantly, we thank the individuals and families who place their confidence in CMHA Champlain East—your voices continue to guide our work and shape our future.

As we move into year two of our strategic plan, we remain committed to strengthening quality, advancing equity, fostering innovation, and working collaboratively to ensure that mental health is possible for all.

Respectfully,



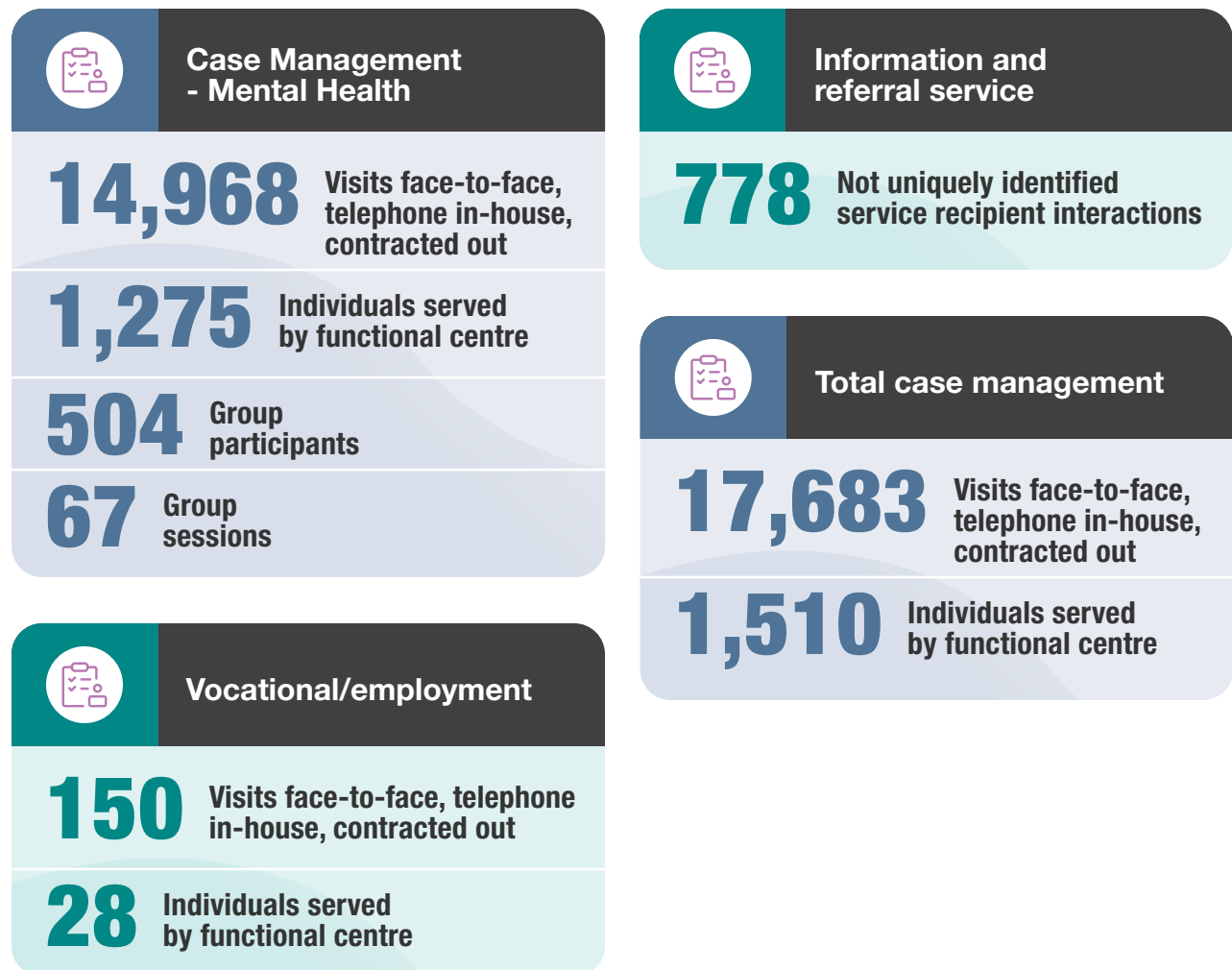
**Joanne Ledoux
Moshonas**
Executive director



Andrew Lauzon
Chair, board of directors

Programs and services case management impact

Our case management services remain a cornerstone of our work, providing individualized, person-centered support that empowers people to move forward in their recovery. By fostering stability, strengthening independence, and connecting individuals to essential community resources, these services create meaningful and lasting impact across the communities we serve.



Program highlights and impact

Quality improvement and E-QIP project

Since October 2025, the QI committee has been advancing the E QIP project alignment initiative to improve client experience at resource centres. By September 2026, the project will strengthen the client experience through welcoming, inclusive spaces, and increased positive feedback. Early feedback highlights the positive impact, reinforcing the importance of compassion, dignity and belonging in service delivery.



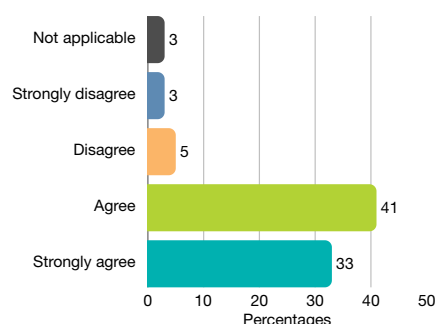
Ontario Perception of Care (OPOC) survey

The OPOC survey was offered to all CMHA Champlain East clients, with 140 of 1,364 invited clients responding—the highest response rate to date. Feedback was overwhelmingly positive, highlighting accessible services, compassionate and knowledgeable staff, and safe, welcoming environments. While some concerns about wait times were noted, overall responses reflected strong satisfaction and reinforced the impact of personalized, person-centered care.

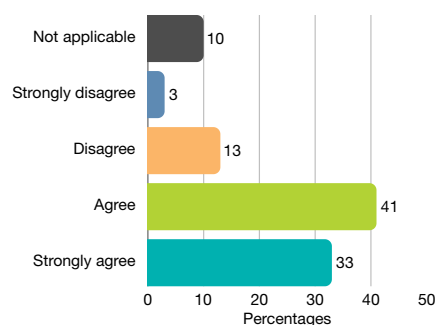
Client feedback underscored the significant impact of individualized, compassionate care. One client shared:

“My intensive case manager is wonderful — very patient, caring, and supportive, and very knowledgeable about all the services available to me and the public in general. If I'm having trouble in just about any area of my life, she has a name and contact information for resources that can help or inform me...even if my trouble isn't mental health related. She is very good at helping me put things in perspective when I get overwhelmed and has talked me through more than one meltdown. She is truly a gem!”

I felt welcome from the start



Staff and I agreed on my treatment services and support plan



Data integrity

Over the past year, initiatives were implemented to improve the accuracy and consistency of database information through regular audits, improved supervision processes, reporting practices, and staff training. Enhanced IT training has strengthened the quality of case notes and data tracking. These efforts support high quality, standardized care, and ongoing improvements to wait list management and the overall client experience, including the use of solution focused case management.

The CFCAC client, family and caregiver advisory committee

The CFCAC client, family and caregiver advisory committee continues to support program quality and client centered care by providing lived experience input through regular meetings. Members contribute to quality improvement planning and have provided feedback on key policies, initiatives, and client surveys. The committee promotes meaningful engagement, shared decision making, and ensures services reflect client and family perspectives.

Resource centres program and activity highlights

A variety of activities and initiatives are offered to promote client well-being, connection, and engagement. These include community outings, holidays and special events, wellness and movement activities, therapeutic dog visits, gardening, games, and shared meal events that support socialization and inclusion.

Accessibility has been enhanced through extended evening hours based on client feedback, while engagement and shared decision making are strengthened through formalized client meetings, centre guidelines, and enhanced feedback tools such as suggestion boxes and QR code surveys.

Hoarding response program

During the fiscal year, CMHA Champlain East's hoarding response program served 41 clients, providing specialized, client centered support to individuals facing significant hoarding related risks to health, safety, and housing stability. The program also strengthened regional capacity through leadership and education, including presentations to the executive leadership network and the Prescott Russell Hoarding Coalition, promoting trauma informed, co-ordinated responses and best practices.

Mental health court diversion and court support

Over the past year, CMHA Champlain East's court diversion program continued to support individuals involved in the justice system who experience mental health and substance-related challenges. Working closely with courts, legal partners, police and community agencies, the program diverts eligible individuals to appropriate support and provides court-based assistance and short-term case management using a trauma-informed, person-centered approach.

With Hsjcc funding, emergency weather and hygiene kits supported 16 court-related clients, helping reduce barriers, promote dignity and support safe, equitable engagement with court processes.



Social rehab/ recreation

1,043 Visits face-to-face, telephone in-house, contracted out

342 Individuals served by functional centre

11,137 Group participants

1,331 Group sessions



Hoarding response program

41 Clients served



Diversion and court support

2,565 Visits face-to-face, telephone in-house, contracted out

207 Individuals served by functional centre

Telemedicine services and partnership

CMHA Champlain East, in partnership with Hawkesbury & District General Hospital, has launched a new bilingual (French and English) telepsychiatry service to improve access to timely, confidential psychiatric consultations. The initiative reduces wait times and travel barriers while supporting inclusive, patient centered care across Champlain East, with Anglophone services continuing through The Royal Hospital. A single streamlined bilingual referral form has been developed to simplify referrals and improve efficiency for primary care providers.



47 Mental health sessions (sessional fees)



Investing in our people

Strengthening Clinical Practice Through Psychiatric Education

Dr. Rachel Erstling continues to deliver regular psychiatric education sessions that support ethical, evidence informed, and client centered practice across the organization. These sessions demonstrate strong alignment with Accreditation Canada's Qmentum standards by promoting client safety, strengthening staff competence, and embedding ethical principles into clinical practice.

Frontline staff and program leadership experience

Staff consistently report:

- Increased confidence in ethical decision making
- Increased knowledge and practical information relatable to their roles
- Improved ability to manage complex psychiatric cases safely
- Strong alignment between education, ethics, and daily clinical practice

Comment fournir des soins de santé mentale antiracistes

Twenty-three staff have completed the Comment fournir des soins de santé mentale antiracistes training, which supports the agency's commitment with the EDIAA framework. All staff will offered the same training in the language of their choice in the upcoming year.

Solution-focus case management

Nearly all frontline staff have completed solution focused case management training, strengthening the organization's ability to deliver timely, client centered care. This approach emphasizes client strengths and practical goals, improving engagement, service flow and responsiveness while supporting reduced wait times.



Mental health promotion in action

During the April 1, 2025, to March 31, 2026, reporting period, the mental health promotion operational plan demonstrated strong performance, with 84 planned activities completed.

Programs and campaigns reached over 30,687 individuals through in-person and community initiatives, while digital outreach generated nearly 944,604 views.

Overall, the plan made meaningful progress in advancing mental health literacy, suicide prevention, stigma reduction, and community engagement across Champlain East, despite minor delays related to staffing changes.



30,687 individuals reached



944,604 views

Ontario Trillium Foundation Grow Grant – Mood Walks and ASIST trainings

In 2025–26, CMHA Champlain East received a \$229,700 Ontario Trillium Foundation Grow Grant to expand Mood Walks and ASIST suicide prevention training over three years, with a focus on rural, underserved and Francophone communities.

In year one, delivery expanded regionally, reaching 147 participants through four Mood Walks supported by transportation initiatives, with a fifth planned for at risk youth.

Four ASIST trainings, including two French sessions, were also delivered across multiple communities, strengthening suicide prevention capacity and equitable access across the region.



Received a

\$229,700

Ontario Trillium Foundation Grow Grant



Mental health promotion initiatives

Activity	Engagements	People Reached
ASIST	8	88
Cogeco	12	18,000
General Awareness	16	981
Lived Experience Testimonials	2	110
Living Life to the Full	3	28
Mental Health First Aid	4	65
Mental Health Works CMHA Ontario	4	105
Mood Walk	5	551
Newspaper articles	12	6,000
safeTALK	2	32
Hockey Team Up	3	67
The Working Mind	3	30
Wellness College	1	15
Men's Summit	1	125
CAMPAIGN - Bell Let's Talk, Mental Health Week, World Suicide Prevention Day (safeTALK), Mental Illness Awareness Week	7	4,500
TOTAL	83	30,697



Facebook reach

944,604



United Way Community Investment Funds Grant – Wellness College – first cohort results: Choosing Joy After Grief

The first cohort of the Choosing Joy After Grief Wellness College course launched in March with 16 participants and strong engagement throughout the four-session series. Volunteer facilitators received training in co production and adult learning to support high quality delivery, and the program met its retention target with sustained attendance across sessions.

Post course evaluation results demonstrate positive outcomes across key recovery indicators. Compared to before the course:

71% of respondents reported improved overall mental well-being

86% reported increased understanding of mental health and wellness concepts

86% reported greater confidence using healthy coping strategies

100% of respondents indicated they felt more connected to others or to a supportive community

100% agreed or strongly agreed that the course helped them build supportive peer connections

Participant feedback rated facilitation and accessibility very highly, highlighting strong preparation, accessibility, and overall satisfaction. The course fostered meaningful peer connection and created a safe, respectful space to explore grief. New partnerships with Carefor, Chartwell and Centre Charles Émile Claude support program sustainability, expanded reach, and upcoming bilingual delivery, laying a strong foundation for continued growth.

Employee years of service



At CMHA Champlain East, we believe our greatest strength lies in our people. Each year, we take time to honour team members who have achieved important milestones in their journey with us, celebrating their commitment, contributions, and continued dedication.

Hélène Roy



25 YEARS

Intensive Case Manager

Barbara Snyder



20 YEARS

Receptionist

Angèle D'Alessio



20 YEARS

Mental Health Promoter

Charles Séguin



5 YEARS

Team Supervisor

Josée Jeaurond



5 YEARS

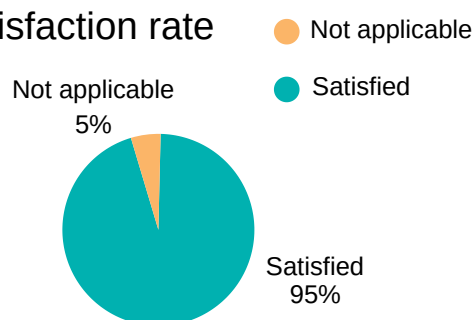
Intensive Case Manager

French language services

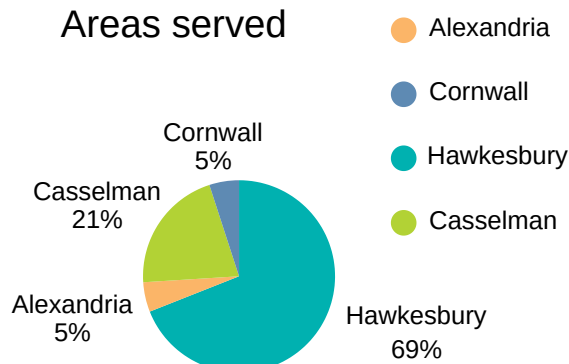
CMHA Champlain East has been designated under the French Language Services Act since 1991. We are committed to providing our services in both official languages (French and English).

Total staff	47
Required designations positions	28
Met designations	21 (75%)
Total clients served	1,234
French clients served	286 (23.2%)

Satisfaction rate



Areas served



Thank you to our volunteers

We extend our heartfelt thanks to our 28 devoted program volunteers, whose compassion, dedication, and generosity make a meaningful difference in our community. Our volunteers play a vital role across our programs—co-facilitating sessions, creating welcoming spaces through social connection and supporting the logistical setup of events and activities. A recent survey feedback highlights a strong and positive experience, with 80 per cent of respondents reporting they feel appreciated and recognized, and 85 per cent sharing that their volunteer role aligns with their personal values. Volunteers consistently value the flexibility and supportive environment, and we remain deeply grateful for the time, care and energy they bring to our work every day.

We extend
our **heartfelt thanks**
to our **28 devoted** 
program volunteers

Environment	
80%	of respondents reporting they feel appreciated and recognized
85%	sharing that their volunteer role aligns with their personal values



Staff gathering



In our field of work, staff members are continually meeting with clients, preparing reports, and managing tight deadlines. While everyone is dedicated to their roles and finds meaning in what they do, it's equally important to take time to pause and recharge. To support staff's well-being, we offer trivia questions weekly and host two staff gatherings each year, providing opportunities to relax, unwind and connect with colleagues. We're proud to consistently achieve a 91 percent attendance rate at these gatherings, which highlights how much our staff value coming together to share a meal and participate in enjoyable activities during our summer staff gathering and winter holiday celebration.

Financial overview

Statement of financial position

	OPERATING	DONATION	CAPITAL	2026
ASSETS (Current)				
Cash	\$ 800,841	\$ -	\$ -	\$ 800,841
Accounts receivable	129,619	-	-	129,619
Prepaid expenses	77,345	-	-	77,345
Due from operating fund	-	150,097	-	150,097
	\$ 1,007,805	150,097	-	1,157,902
Capital	-	-	60,011	60,011
TOTAL	\$ 1,007,805	\$ 150,097	60,011	\$ 1,217,913

	OPERATING	DONATION	CAPITAL	2026
LIABILITIES AND NET ASSETS (Current)				
Accounts payable	\$ 358,985	\$ -	\$ -	\$ 358,985
Settlement payable	249,936	-	-	249,936
Deferred contributions	248,787	-	-	248,787
Due to donation fund	150,097	-	-	150,097
	\$ 1,007,805	-	-	\$ 1,007,805
Net Assets	-	150,097	60,011	210,108
TOTAL	\$ 1,007,805	\$ 150,097	60,011	\$ 1,217,913

Financial overview

Statement of financial activities and changes in net assets

	OPERATING	DONATION	CAPITAL	2026
Revenue	\$ 5,387,628	\$ 291,611	\$ -	\$ 5,679,239
Expenditures				
Operating	5,306,730	289,359	-	5,596,089
Amortization	-	-	57,630	57,630
	5,306,730	289,359	57,630	5,653,719
Surplus (deficit) before settlements	80,898	2,252	(57,630)	25,520
Current year settlements	(46,090)	-	-	(46,090)
Surplus (deficit) for the year	34,808	2,252	(57,630)	(20,570)
Investment in capital assets	(34,808)	-	34,808	-
		2,252	(22,822)	(20,570)
Net assets, beginning of year	-	147,845	82,833	230,678
	-	150,097	60,011	210,108
Interfund transfers	-	-	-	-
Net assets, end of year	\$ -	\$ 150,097	\$ 60,011	\$ 210,108

ANNUAL REPORT

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Charitable Status Number:
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