

On November 29, 2018, it was announced that the South East Local Health Integration Network (LHIN) had issued a notice of intent to appoint a health service provider supervisor for Addiction and Mental Health Services – Kingston, Frontenac, Lennox and Addington (AMHS-KFLA).

What is a Supervisor?

A Supervisor is someone that can be appointed by a Local Health Integration Network (LHIN) to lead a Health Service Provider and has the same authority and decision making powers as the board and CEO/officers.

Why is this happening?

The LHIN's ability to appoint a supervisor is granted under the Local Health System Integration Act, 2006. Under the Act, a LHIN can determine it is in the public interest to appoint a supervisor of a Health Service Provider to which it provides funding.

Who will be the AMHS-KFLA Supervisor, and when will they arrive?

While the South East LHIN announced the intention to appoint a Supervisor at AMHS-KFLA, there has not been any further specific information provided as to who this will be, and when they will assume their role. More information will be shared as it becomes available.

Will there be staffing changes when the Supervisor arrives?

Typically, the concentration is on broader governance aspects and strategic decision making. It would be unusual that a Supervisor would make changes to frontline staff.

Will there be program changes?

Changes have occurred and are underway to enhance various programs including Housing, Crisis and others. These changes were driven by the Addictions and Mental Health Redesign in the South East LHIN, as well as the AMHS-KFLA operational and strategic plans. This planned work will continue, including the launch of our new housing build in early 2019. Any changes to programs and services will be communicated appropriately to clients, caregivers and staff. Providing quality services to clients are our highest priority, and we work diligently to ensure clients are not negatively impacted by changes to programs and services.

Can I provide feedback or comments about this?

Suggestions, complaints, compliments and other requests regarding our organization and services are welcomed, and can be provided in several ways:

- Online, using the [Feedback Form](#)
- In writing, using a printed form available at AMHS-KFLA offices
- By email to feedback@amhs-kfla.ca
- In person to any AMHS-KFLA staff member
- By telephone; leave a message on our Feedback Line 613.544.9210

Who can I contact if I have questions?

Clients can connect with their usual staff contact(s). Staff members should connect with their direct Managers. If reaching these individuals hasn't been successful, here are some alternate contacts:

- Access, Addiction & Vocational Services – Kim Fraser, kfraser@amhs-kfla.ca
- NSACTT & FACTT – Katie Layman, klayman@amhs-kfla.ca or Mandy Locke, mlocke@amhs-kfla.ca
- Board of Directors – Diane Milina, dmilina@amhs-kfla.ca
- Case Management – Tania Laverty, tlaverty@amhs-kfla.ca
- Crisis Services – Robin Witzke, rwitzke@amhs-kfla.ca
- Communications & Media Inquiries: Terra Smith, communications@amhs-kfla.ca
- Comprehensive Integrated Housing – Jen Boughen, jboughen@amhs-kfla.ca
- Support Within Housing – Danielle Lackie, dlackie@amhs-kfla.ca
- Human Resources Department: hr@amhs-kfla.ca
- Strategic Leadership: Lindsay Yarrow, lyarrow@amhs-kfla.ca

AMHS-KFLA provides responsive, confidential, non-judgmental, community-based addiction and mental health services to nearly 8000 individuals in Kingston, Frontenac, Lennox and Addington. If you require support to participate in the Feedback process, please contact us. For more information on services and programs, visit www.AMHS-KFLA.ca