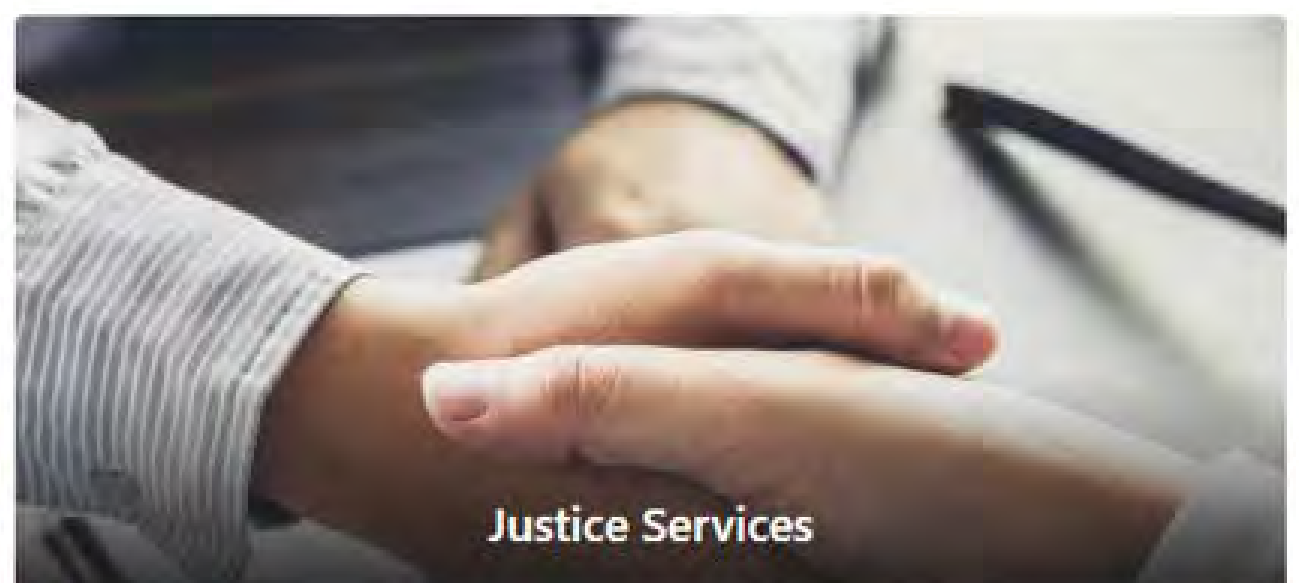
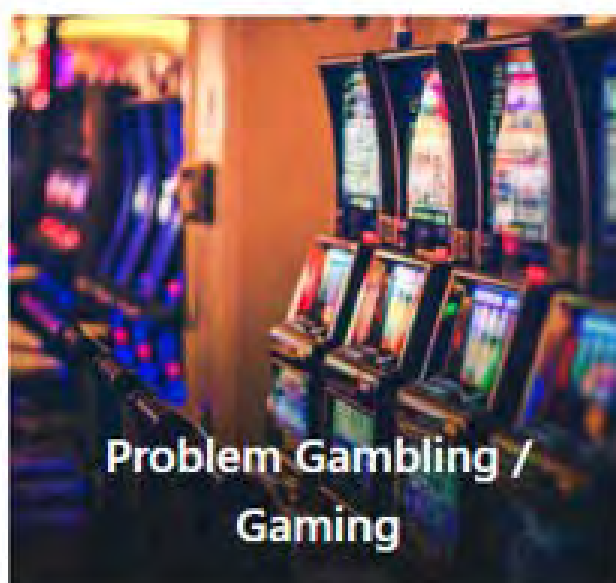




Addiction & Mental Health Services | services de lutte contre les dépendances et de santé mentale
Kingston Frontenac Lennox & Addington

REPORT TO THE COMMUNITY

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The Transformation Journey
Enhanced Client Services
Spotlight on Care Innovations
Financial Health and Wellness

VISION

A community where people have wellness, acceptance and a sense of belonging.

MISSION

As a leading, transformative and collaborative organization, AMHS-KFLA's mission is to provide responsive, high quality community-based addiction and mental health services that empower the people it serves to be well and achieve their full potential.

Our values in the community:

Compassion



Innovation



Excellence



Accountability



WE ARE HERE FOR YOU: CRISIS SUPPORT

AMHS-KFLA is here for you. If you are in distress, or know someone who is, give us a call. Our crisis phone lines are staffed 24/7, 365 days a year by experienced professionals who can provide immediate support, advocacy and referrals to appropriate services as needed.

Crisis services are free, confidential and delivered in a respectful, non-judgmental manner by a multidisciplinary team of mental health and addiction specialists.

Kingston & Frontenac

Lennox & Addington

24/7 Crisis Line:

613.544.4229

613.354.7388

Toll Free:

1.866.616.6005

1.800.267.7877



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Kingston Frontenac Lennox & Addington

Moving Forward: Looking Ahead

A Message from Bruce Swan

SUPERVISOR, JULY 2020 TO PRESENT

This report provides the opportunity for us as an agency to share with our community some condensed highlights of the immense progress made during the appointment of Karen Berti as Health Services Supervisor to AMHS-KFLA in December 2018, until the completion of her term in June 2020. I formally took on my role as Supervisor in July of 2020, and look forward to navigating a path together with staff, clients and partners to further the work done to date and support our next steps as part of an integrated network of care.

Much work has been undertaken by the AMHS-KFLA staff team since December of 2018 to get us where we are today. As a team, we have celebrated the launch of an innovative housing program in a new state of the art facility, we have welcomed new clients and staff into innovative roles and programs and are working alongside our valued community care partners – we are collaborating more closely with our community partners than ever before.

Since I was appointed as AMHS-KFLA Supervisor this summer, I have already seen first hand the dedication of the staff team to the individuals they support, and the ability the organization has to innovate and collaborate to deliver needed services to clients.

This year, in addition to significant organizational change, we have also faced an unprecedented worldwide pandemic which has shifted the way in which we deliver some of our services, and our team has responded in kind, adopting to the changing nature of precautions and protocols in place, modifying services and supporting new initiatives and programs while ensuring clients are always connected to the care they need.

The AMHS-KFLA care team continues to be an incredible asset to our region and a valuable partner in cross-sector care initiatives, and we look forward to continued work with our partners in supporting a responsive network of care in our region, and achieving our organizational vision of a community where everyone has wellness, acceptance and a sense of belonging.



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The Transformation Journey

A Message from Karen Berti

SUPERVISOR APPOINTED DECEMBER 2018 TO JUNE 2020

Through an intensive third-party investigative review (May 2018), and a subsequent operational review and redesign process across all programs and services, AMHS-KFLA is now providing timely access to service for nearly 7,000 clients annually. As the appointed Agency Supervisor from December 2018 to June 2020, I am pleased to report that a healthy financial position has been achieved and the care team is well-positioned to effectively advance the vision of a comprehensive and connected mental health and addictions system across Ontario.

Today, AMHS-KFLA represents an impressive skilled-staff team providing high quality care and support across our core programs. Hand in hand with clients, their families and care partners we have made significant achievements in the course of returning the Agency to its core mission – to serve clients first.

The team is now leading in the delivery of high-quality care in the addictions and mental health sector and within existing operational dollars, the team has informed, implemented and overseen several care innovations and is operating in full alignment to the objectives set out in the government's *Roadmap to Wellness*. Through a focus on quality client care, outcomes have been achieved across the 4 pillars: Improving Quality, Expanding Existing Services, Implementing Innovative Solutions, and Improving Access.

Through strength in partnerships, long historical wait lists have been addressed, clinical expertise has been enhanced, quality standards and innovative service delivery models have been implemented, and staff are supporting clients in their recovery journey through a clinical stepped model of care framework.

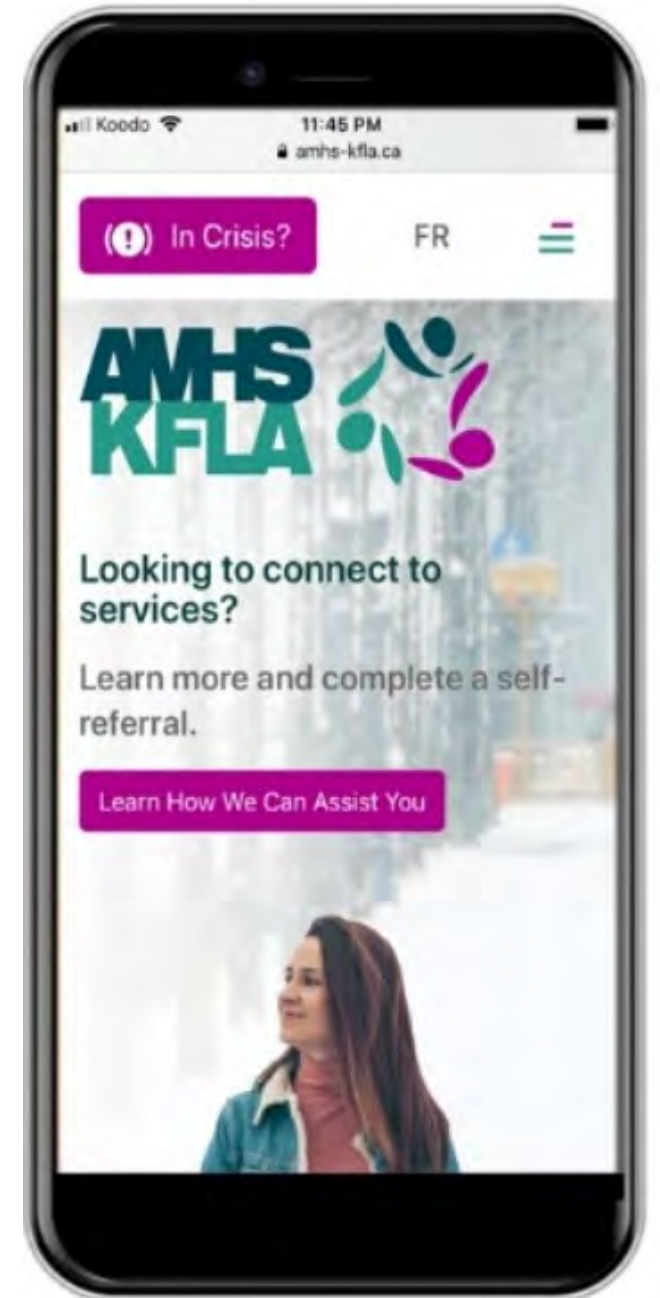
Collectively we have done everything that we said we would do and more. It has been a great privilege to support the important work of the Agency, which is now in a sustainable financial position and situated for ongoing success. I am proud of the care team and know they are dedicated to supporting an individual's recovery journey every step of the way.

Enhanced Client Services

We heard your feedback and it was time to improve our website to help you access key information on programs and services.

We are pleased with the new French and English site. The new menu, layout and functionality has made it easier to get to the information you care about.

The site is compliant with accessibility (AODA) standards and is compatible with various technological devices.



We Expanded our Care Team

Our amazing team can be seen across the region. Staff are located in partner agencies and we have included more roles to support client services and our operations to meet the growing needs of our community and continue to offer high quality and timely care for those we support. Examples include, and are not limited to the following:

- Peer Navigators
- Increased access to psychiatry and clinical roles across programs
- A Rural Manager based in Napanee and program Team Leads
- A Youth Team and LGBT2SQ+ focus
- A Quality Improvement Lead and an Advanced Practice Lead
- Expanded Counselling and Treatment staff to eliminated historical waitlists and provide access into our rural communities

24

UPDATED GROUPS
OFFERED TO
CLIENTS AND THE
PUBLIC

20

PARTNER AGREEMENTS
WITH AMHS-KFLA TO
SUPPORT SERVICE
ACCESS TO CLIENTS

HERE TO HELP

If you are not in crisis but seeking information our Coordinated Access Team is your single point of entry to services across the region that may best fit your situation. Call us to connect:
Monday to Friday 8:30 am - 4:30 pm

MAKING REFERRALS EASIER

We have made it easier to make referrals to service through our website: www.amhs-kfla.ca under the menu 'Get Help', you can self-refer or connect a loved one to care by filling out the referral form. Health partners making referrals on behalf of a client can also access a fillable online referral form.

Facility Updates

Office spaces were redesigned to better support staff workflow, communication and client care.

To support a client-first customer service approach, Peer Navigators were hired and work from office reception areas.

Site specific changes were made to increase the number of rooms available to support training and offer more group sessions.

Dedicated client parking spots were added at the Kingston office which also has a computer room for client use.

YOUR VOICE MATTERS

A CLIENT AND FAMILY ADVISORY COUNCIL HAS BEEN ESTABLISHED IN 2020 WITH A DEDICATED COORDINATOR.

THE CLIENT FEEDBACK AND COMPLAINT FORM WAS REVIEWED AND UPDATED. YOU CAN FIND IT ON THE WEBSITE OR PRINTED IN FRENCH AND ENGLISH IN THE MAIN OFFICE RECEPTION AREAS.

“ —

Thank you for your important role in mental health in the community, in particular during the challenging time of COVID
- To staff from an anonymous donor

— ”



THE FAMILY RESOURCE CENTRE (FRC)

The FRC provides educational material and information about local resources for family members, professionals, the general public, and individuals living with mental illness or addiction. Call or email for information on access to a library of resources or to receive a monthly newsletter. Email: frc@amhs-kfla.ca or call 613.544.1213

In 2019 we launched an innovative service to support youth aged 16-24 experiencing serious mental illness or addiction.

Our specialized Youth Team provides an array of community-based services and includes a Youth Case Manager, Youth Addictions Counsellor, Youth Problem Gambling/Gaming and a LGBT2SQ+ Addictions Counsellor.

Client Bill of Rights

Every participant in AMHS-KFLA programs and services, regardless of race, culture, religion, gender identity, sexual orientation, economic, marital or legal status, political belief, or any other personal characteristic or life experience has the right to:

- Be treated with respect
- A safe and welcoming space
- Dignity and independence
- Quality service
- Be fully informed
- Provide feedback

Created in collaboration with the former Client Advisory Committee in 2017, the Client Bill of Rights is posted in meeting rooms and client care areas.

“

These times can be tough in different ways for different people. I've said it before, and I'll say it again - the services from AMHS-KFLA have been incredible including their crisis line.

”

Spotlight on Care Innovations

Specialized Rehabilitative Care in a Residential Setting


On Wednesday August 28, 2019 dignitaries joined the AMHS-KFLA Care Team to commemorate the successful opening of a specialized rehabilitative care centre. The ribbon cutting celebration signaled the Agency's progress in returning to its core mandate with a focus on providing supportive care within housing for clients. The occasion was a great opportunity to acknowledge the support of funders and the tenacity of staff in seeing this long-term vision achieved.



Guests included Mayor Bryan Paterson, City of Kingston; Mr. Randy Hillier, MPP Lanark-Frontenac-Kingston; Mr. Mark Gerretsen, MP Kingston and the Islands; Ms. Kate Betts-Wilmott representing Mr. Ian Arthur, MPP Kingston and the Islands. Representatives from the City of Kingston's Housing and Social Services Department and the Ministry of Municipal Affairs and Housing were in attendance and recognized for their contributions to this success.

"Housing is a top priority for Council and of real importance to all our residents. We're looking at innovative ways to address the pressure on our housing market. This building is inspiring and exactly the sort of innovation we need! These units will house an underserved population, those with serious mental illness, and include 24-hour care among other specially designed features. I am thrilled to see this supportive housing project complete!"

- Mayor Bryan Paterson, City of Kingston



This 4-storey building is a state-of the art care facility with efficiency features that reduce the carbon footprint through the geothermal system. As a result, the Agency will experience a 40% savings from that of conventional heating and cooling systems.

Two interprofessional care teams now work onsite to provide wrap-around client care 24 hours a day, 7 days a week. A dedicated Peer Navigator works from the first-floor reception area.

24/7

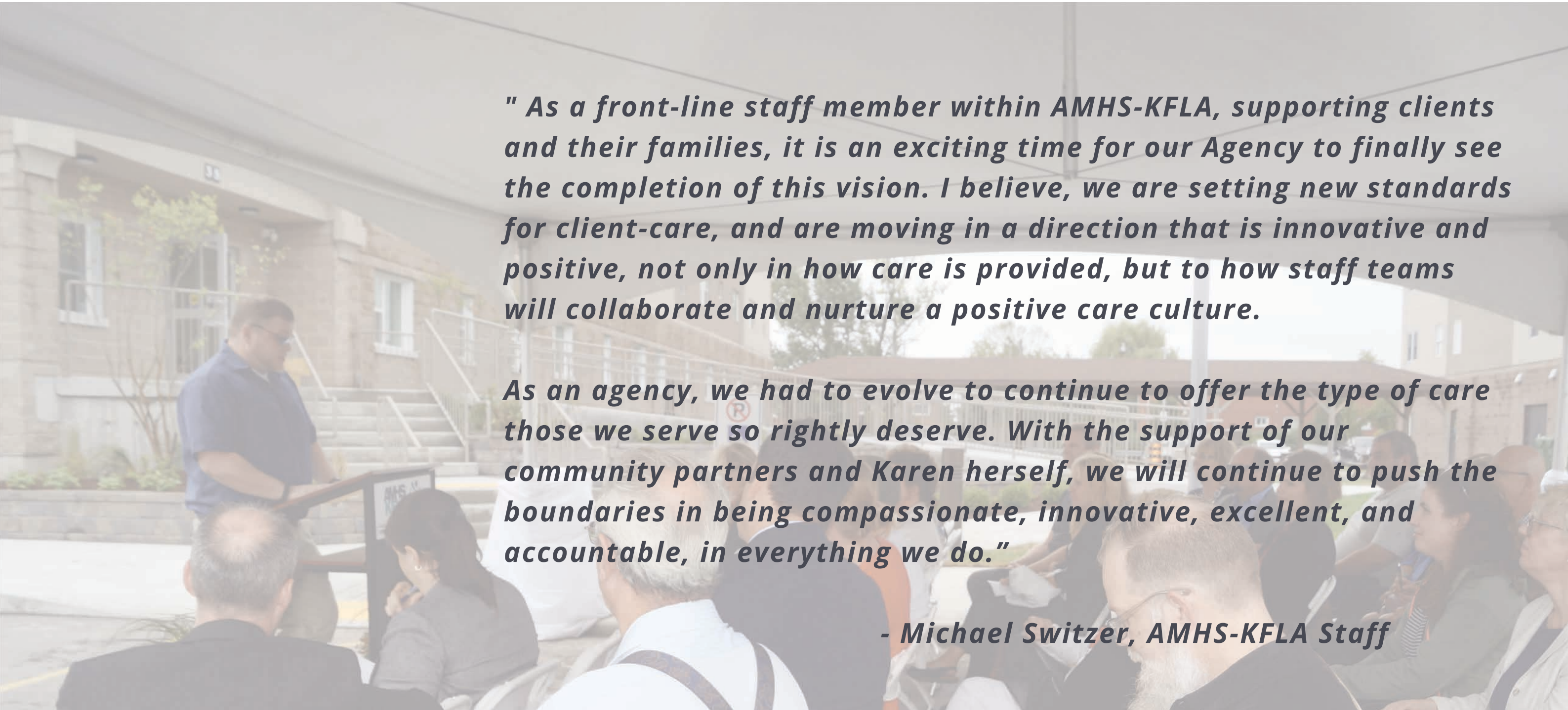
This build provides clients access to their own apartment-style living unit, with wrap around support from our care teams to help build skills that will enable them to transition successfully, in their own time, to a more independent living setting.

It is here, family members will know their loved ones will be better supported in their recovery journey than in the past residential group home setting.

This accomplishment is the result of hard work and the dedication of many at the Agency, past and present. There is no question that this is a beautiful legacy for all involved."

Karen Berti, AMHS-KFLA Supervisor (2018-2020)

Apartments were furnished, and clients and their families were engaged in customizing their units by personalizing their space with the selection of household items such as bedding and towels. Visits were arranged with staff in advance of the move to help prepare clients for the transition and a staff, client and family BBQ was held to welcome the start of this new chapter for clients and the Agency.



" As a front-line staff member within AMHS-KFLA, supporting clients and their families, it is an exciting time for our Agency to finally see the completion of this vision. I believe, we are setting new standards for client-care, and are moving in a direction that is innovative and positive, not only in how care is provided, but to how staff teams will collaborate and nurture a positive care culture.

As an agency, we had to evolve to continue to offer the type of care those we serve so rightly deserve. With the support of our community partners and Karen herself, we will continue to push the boundaries in being compassionate, innovative, excellent, and accountable, in everything we do."

- Michael Switzer, AMHS-KFLA Staff

We Grew the Regional Safe Bed Program



We had the pleasure of taking members of the South East Local Health Integration Network leadership on a tour of our Safe Bed Program to speak with staff on the value of this regional resource. Our Senior Team and Program Managers also shared highlights on the transformation journey of the Agency and several innovative programs and services that have been launched with partners to offer timely access to care across KFL&A.

All changes to programs and services were grounded in leading practice approaches to enable timely access to quality care for clients that best support their recovery journey.

In early 2019, the Agency gradually opened 4 Safe Beds for individuals in crisis who have come into contact with police due a mental health or addiction issue. This established the only Safe Bed Program in the South East region. In September (2019) the program relocated and expanded by another 2 beds.

Access to these regional beds is through police referral. Individuals referred by police have been effectively diverted from possible incarceration or an unnecessary hospital visit or admission.

AMHS-KFLA
2019-2020

***Delivering care by
the numbers***

6,664

Clients
Supported

139,329

Total Contacts
with Clients

15,785

Calls to our
Crisis Lines

253

Members of our staff
team who make
it all possible

FINANCIAL HEALTH & WELLNESS



The March 31, 2020 excess of revenue over expenses shown below is a result of successfully implementing a targeted Financial Recovery and Resource Management Plan.

The plan was led by the South East Local Health Integration Network (LHIN) appointed Health Services Supervisor and was essential to securing long-term financial sustainability for the Agency.

AMHS-KFLA ended the 2019-2020 fiscal year in a small surplus. Dollars previously allocated to debt load were redirected back to the Agency, and a balanced sustainable budget was achieved for fiscal 2019-20 with a positive forecast established for fiscal 2020-21.

Overall, AMHS-KFLA was able to attain all assets and cash necessary to cover financial obligations and is no longer burdened with long-term debt. Additionally, within existing operational dollars, the Agency was also able to implement several innovative models of care.

\$8

Million

AGENCY DEBT RESOLVED
THROUGH THE FINANCIAL
RECOVERY PLAN IN LESS
THAN ONE YEAR

\$1.6

Million

RESIDUAL DOLLARS
INVESTED FOR FUTURE USE

\$5

Million

IN CAPITAL GRANTS AND
RESERVES HISTORICALLY
OWED, WAS FORGIVEN

	FISCAL YEAR ENDING	
	30-Mar-20	31-Mar-19
REVENUE		
Funding from Ontario Government	15,692,730	19,294,030
Other Revenue	1,808,036	3,925,770
TOTAL Revenue	17,500,766	23,219,800
EXPENSES		
Expenses incurred in the delivery of services	17,421,265	23,230,553
Excess (deficiency) of revenue over expenses before capital	79,501	(10,753)
Operational impact of net capital activities	4,425,656	(135,242)
Excess (deficiency) of revenue over expenses	4,505,157	(145,995)



The table is a condensed financial summary extracted from the complete AMHS-KFLA Financial Statements for the year ending March 31, 2020 as reported by KPMG LLP in their Independent Auditor's Report. The full report is available at www.amhs-kfla.ca

Thank you!

So much positive change has happened at AMHS-KFLA centered around the one core aim – to establish high quality, timely access to services and supports for clients.

Thank you to clients, their families, staff and partners for your patience and trust in our path forward and your input along the way.

The AMHS-KFLA care team has emerged through significant change and is now represented on over 45 partner tables and provides needed addictions and mental health services across our full geographic area.

As we look ahead, our amazing team's focus will remain on the delivery of timely, quality care and establishment of a Client and Family Advisory Council, supported by a dedicated Coordinator. This Council has been established to help ensure the ongoing direction of AMHS-KFLA continues to be informed by clients and families.

For general information on programs & services:

Kingston Area: 613-544-1356
Napanee & Area: 613-354-7521
info@amhs-kfla.ca

For media and community engagement opportunities please contact:

p. 613-544-9210
communications@amhs-kfla.ca

Walk In Services:

Napanee

70 Dundas Street East
Napanee ON K7R 1H9
p. 613-354-7521
f. 613-354-7524

Kingston

552 Princess Street
Kingston ON K7L 1C7
p. 613-544-1356
f. 613-544-2346

