



Addiction & Mental Health Services | Kingston Frontenac Lennox & Addington
WELLNESS ACCEPTANCE BELONGING

ANNUAL REPORT

MESSAGE FROM
OUR BOARD CHAIR

Hear from Board Chair and
Executive Directors

FINANCIAL &
STATISTICAL INFO

Review our audited financial
statements and summaries

PROGRAMS,
PROJECTS + MORE

Learn more about our
achievements and initiatives



A MESSAGE FROM OUR BOARD CHAIR

As I conclude my first year as Board Chair at AMHS-KFLA, there is much to reflect on.

We have so many things to celebrate, and so many people who helped us to achieve these goals. The collaborative model of this Board and the agency Joint Executive Leadership has been an incredible resource and support to me as I embarked on this journey one short year ago.

As an organization, as a system of care, and as a community, at the core we are People Supporting People. This is the theme of our Annual Report as it captures our reflections on this past year and it is a simple way to describe the relationships we have at all levels of the organization, and in all of our interactions.

We have maintained our connection at the board level with our partners throughout the year via Board to Board meetings and other meeting spaces for us to learn from one another and share our experiences and expertise. We thank all of you who have taken part in these sessions or will in the future.

Our efforts continue in building community collaborations and discovering new ways to work with our partners in the Frontenac, Lennox and Addington Ontario Health Team (FLA OHT). We are energized to be part of such a significant redesign of care delivery within our health care system, and to see the impacts of our collective work in our community.

With support from the agency and my Board colleagues, we have also recently embarked on a strategic planning process which will help to further shape our collective direction and priorities for future years to come. This is an incredibly important and key foundational piece in our path forward, and we look forward to the work ahead.

On behalf of the Board of Directors, we thank you for your continued support and contributions to AMHS-KFLA. Your ongoing support to our organization and community is evident and I am so pleased to be a part of it.

Jennifer Foster
Chair, AMHS-KFLA Board of Directors



A MESSAGE FROM OUR JOINT EXECUTIVE LEADERSHIP TEAM

The time has come again to celebrate another year of serving our community – we remain so proud to lead this organization and are honoured to work alongside such an exceptional staff team, Board of Directors and community partners.

Our Annual Report this year has a key theme: People Supporting People – something that we see each and every day at our organization.

We see the client-centered care and support that our people provide to over 6,000 individuals in our community. We see this in our collaborations with our partners in the region as we discover new ways to better serve the people in our region.

Internally, we see our staff team supporting each other in the important work they do, and in our Board of Directors supporting the overall governance of the organization. And of course, we see incredible support from our funders, donors and community.

One person can only do so much, but as a community of people, we can achieve bigger and better things together, and support each other in the process.

A big piece of supporting our effective work together is looking at our workplace culture. We all want to work somewhere that we can be proud of, that reflects our individual values, and allows us to be our best selves each day. Culture belongs to all of us, and we are approaching our workplace culture as a collective, creating opportunities to hear from our team and craft a roadmap to achieve our shared vision together.

A positive workplace culture grows where people feel welcome, safe, and supported to work together on organizational culture which is interrelated to a number of initiatives around Equity, Diversity and Inclusion (EDI) to ensure we have an environment that supports staff and clients in being who they are. During the past year, we formed an EDI Committee and have a dedicated team facilitating training and other initiatives to support this goal. We are excited and energized by this work and look forward to continuing the important work of culture and a welcoming environment.

Our Annual Report outlines just a few of the many achievements from this past year. Every day we are privileged to see examples of people supporting people across all areas of our agency and also see the incredible actions of so many staff and partners contributing to this success.

Our many accomplishments this year wouldn't be possible without the support of our amazing staff team, our funders and donors, our Board of Directors, and our partners. We have an incredible network of support in our community, and we are deeply grateful to be a part of it.

Thank you to all who contributed to our work this year,

Betty Jo Dean
Executive Director,
Operations



Carol Ravnaas
Executive Director,
Client Services



2022-2023 BOARD OF DIRECTORS



board chair
Jennifer Foster

vice-chair
Pytor Hodgson

treasurer
Emily Leslie

members-at-large

Brian Devlin

Linda Hall

Marie-Line Jobin

Dr. David Messenger

Dr. Kim Morrison

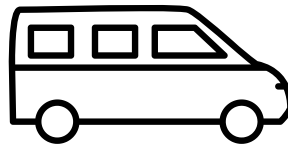
OUR SERVICES & STAFF TEAM



Counselling & Treatment



Justice Services



Outreach



Housing Services



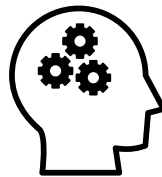
Crisis Services



Rural Services



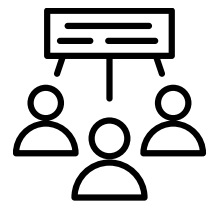
Addiction Services



Community Mental Health



Youth Services



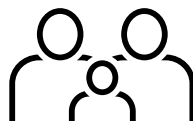
Support Groups



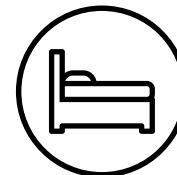
Police Partnerships



Central Intake



Family Resource Centre



Oakes Stabilization



Operations

OUR VISION, MISSION & VALUES

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



THE AMHS-KFLA STRATEGIC PLAN

Our current Strategic Plan sets out 3 Strategic Directions for the agency:

LEAD AND SUPPORT SYSTEM CHANGE

Embrace and create collaborations that lead to better outcomes for individuals and community

Be generous with all resources

Ensure alignment with best practices, funder goals, and society trends

CREATE THE IDEAL INDIVIDUAL EXPERIENCE

People drive their services and determine their own recovery

Service should be seamless in all stages of the recovery journey

Services should be accessible, timely, and responsive

TO BE A TRANSFORMATIONAL ORGANIZATION THAT PROUDLY CONTRIBUTES TO A RESPONSIVE ADDICTION AND MENTAL HEALTH SUPPORT SYSTEM

A caring, confident, and innovative workforce

Create new sources of revenue to address service gaps and ensure service sustainability

Passionate and articulate advocates.

We are refreshing our strategic plan - watch for opportunities to provide input!

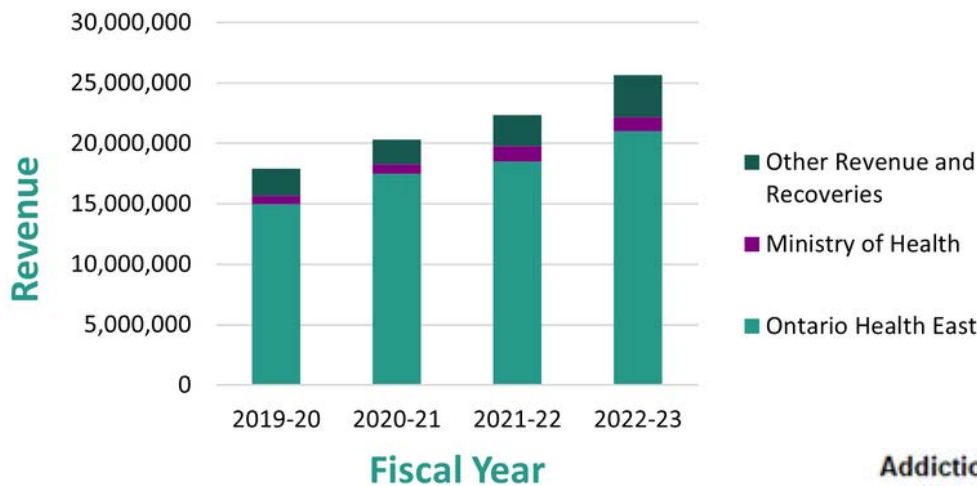
FINANCIAL REVIEW

A LOOK AT OUR FINANCIAL HEALTH & WELLNESS



AMHS-KFLA ended the 2022-23 fiscal year with an **18% increase in revenue** compared to last fiscal year, resulting in a modest surplus retained by the Agency. The increase is largely due to the addition of two new programs within the fiscal year.

Revenue Growth



Visit our website or [click here](#) to view **AMHS-KFLA Audited Financial Statements, including comparison to prior fiscal year**

The Agency reported **385,587 staff hours of supporting people** during the fiscal year, and continues to have a strong financial position with **87% of resources providing direct program services** for fiscal year 2022-23.

AMHS-KFLA values and continues to collaborate with community partners to provide new and innovative ways of efficiently providing service.

Addiction and Mental Health Services - KFLA For Twelve Months Ending March 31, 2023

	2022-23 Actuals
Revenue	
Ontario Health East	21,306,317
Ministry of Health	1,339,273
Other Revenue and Recoveries	3,254,205
Total Revenue	25,899,794
Expenses	
Salaries & Benefits	17,938,150
Supplies & Services	2,119,962
Equipment, Contracted Out and Occupancy	4,971,691
Total Expenses	25,029,803
Ministry and Other Funding Repayables	465,255
Surplus/(Deficit)	404,736
Amortized Grant Revenue	540,173
Amortization Expense	852,847
Revised Surplus/(Deficit)	92,062

2022-2023

by the numbers



Calls to our
Crisis Lines



Individuals who
accessed services



Total contacts with
clients



Referrals Received to
Programs + Services



Total Support Group
sessions offered



Staff Members who
make it all happen



EXPANDING OUR PROGRAMS

STABILIZATION BEDS

“If you are having any issues this is a good program because it helps open your eyes... Being a part of the program made me feel cared about and less alone. I had things in common with others. I was always encouraged instead of being forced which was helpful.”

New programs at AMHS-KFLA often come together quickly, meeting an identified need in the community and leveraging funding to support people in our region.

Ontario Health, the City of Kingston and United Way came together to fund an innovative new program that we launched this year, our Oakes Stabilization Beds Program.

This residential program helps to prepare individuals experiencing homelessness, substance use and mental health concerns for longer term treatment programs, providing a stable environment, daily programming and an assigned individual case manager to all program participants.

A true partnership, we support the program with a dynamic staff team of case managers, team lead, and a nurse to provide care and support.

The support from our staff team is supplemented by many of our other partners.

Lionhearts assists us with delicious and healthy food. We have regular visits from the Portable OutReach Care Hub (PORCH) via Kingston Community Health Centre's Street Health, who also deliver on site services and a support group to participants. Home Base Housing provides support via housing first and we see the benefits of this program and partnerships each and every day.

The program provides health services and support as well as something more: community.

“This program was like family and community. I belonged.”

The power of connection cannot be understated, in addition to regular group sessions, we often take our participants out for recreational activities to further support their recovery and wellness.

Support offered by the program is flexible, and works with each individual’s needs and goals.



Sometimes people need time to build trust and be comfortable and our staff team is able to support individuals at a pace that works for them.

“It was a big deal for me to go. After trust was built with my case manager and staff, I felt more comfortable and safer to talk. I opened up and was able to be more vulnerable. I lowered my pride.”

The goal of the program is to support people in securing permanent housing in the community, and programming to further support their addiction recovery.

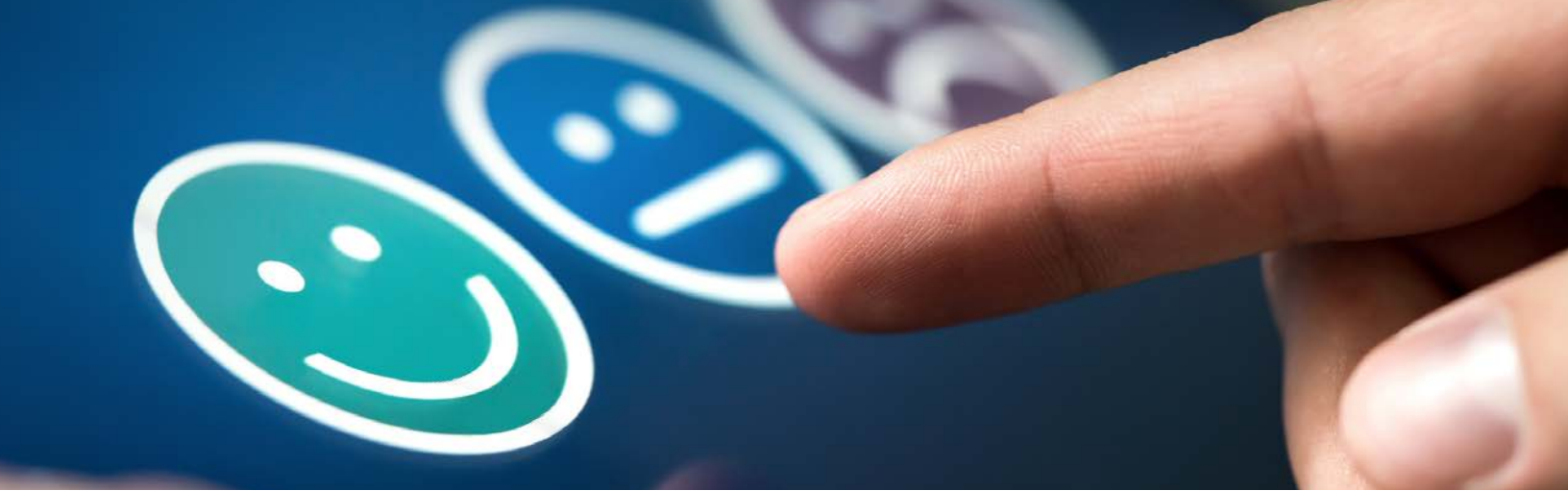
To date, 10 individuals have completed the program and have successfully maintained housing. A typical length of stay in the program is 9 months.



“I had a sense of relief. I am happier. I have a sense of accomplishment because I completed the program. My life has improved. I feel more worthy.”

Thank you to our funders, partners, program staff and most of all, the participants for all they have contributed to the program.





CLIENT FEEDBACK

SUPPORTING OUR QUALITY IMPROVEMENT PLANNING

AMHS-KFLA is committed to delivering quality services to the people that access them. To determine areas of strength and where improvements can be made, feedback from the individuals that we serve is essential.

At AMHS-KFLA we have a number of ways that we collect client feedback about programs and services. One of these tools is the Ontario Perception of Care (OPOC) survey.

The OPOC is a validated survey developed by the Centre for Addiction and Mental Health (CAMH) that standardizes the collection of client feedback. The tool provides evidence to inform quality and equity improvement initiatives on a program and agency-level.

During the 2022-2023 fiscal year, we undertook 7 month-long survey blitz periods across 8 functional centres of service.

186 of our clients completed the Ontario Perception of Care (OPOC) survey during the 2022-2023 fiscal year.

Key highlights of our findings include:

89.2% of respondents indicated that their wait time for services was reasonable.

83.3% of Indigenous clients strongly agreed staff were sensitive to their cultural needs

91.6% agreed that they were involved as much as they wanted to be in decisions about their treatment.

96.4% of respondents agreed that they felt welcome from the start.

As an agency that strives to lead and support systems change and create the ideal client experience, it is imperative that AMHS-KFLA clients' perception of care is used as evidence to drive both quality and equity improvement efforts.

These findings inform our Quality Improvement Plan for the forthcoming year, and have helped us to identify key priority areas including increasing awareness of an opportunities for client feedback, refining our discharge process and exploring hours of service.

GROWING COMMUNITY Our Garden and Little Forest

Any transformative project has a goal in mind: connection. The original vision for our garden was a small community vegetable garden, access to free food, have access to nature, and connect with others while indoor gatherings were restricted during the COVID-19 pandemic.

Our vision itself has since evolved and transformed and become so much more than we could have ever expected or imagined.

This year we had a number of additions to the space, which has made it more welcoming and accessible to our clients and community members.

We added a gravel access path, wide enough to accommodate wheelchair users, those using other mobility devices, or those with limited mobility, so they can access the garden space.



Together with numerous clients and community facilitators of The Mess, we have also started a beautiful mural to our garden, turning what was once a grey cinderblock wall to a colourful and cheery frame surrounding the living art that is our garden.

Flowers, fruits, vegetables and more thrive here, and bring the buzz of pollinators to the space.



Produce harvested from our garden continues to be provided to agency clients.



In May, we planted 22 fruit trees. Then in October, perhaps the most ambitious effort – and one that required a lot of help from a lot of people – we planted 690 trees to create our own little forest. Informed by the Miyawaki method, this helps to create organic, compact, and biodiverse forests in small sites which can grow faster and denser and are maintenance free after the first couple of years.

With the guidance of Little Forests Kingston and a whole lot of support from our staff, clients, and community, we held 3 tree planting days to get the job done, adding many native and fruit trees to the space.

We are forever grateful to all who have assisted with this project – the contributions of the individuals, business and organizations involved will have a lasting impact, and will benefit our clients and community for many years to come.

CLIENT & FAMILY Advisory Council

2022-2023



Launched in 2020, CFAC continues to be an important part of our agency's growth, offering meaningful input on quality improvement projects and agency change and development.

This past year, CFAC members worked to support the launch of an awareness campaign in partnership with St. Lawrence College around the online Breaking Free addiction support online resource.

CFAC was integral to supporting the goal of reaching as many students as possible with this important resource, and were able to reach 600 first year students.

Council members continue to spread awareness of the importance of the client voice and lived in experience in the development and review of mental health services, and participated in several presentations across the region including those to staff at Utilities Kingston, United Way of KFL&A and internally for AMHS-KFLA staff.

CFAC member, Linda Hall, was appointed to the AMHS-KFLA Board of Directors, to further ensure the voice of clients and caregivers is embedded within the agency.

Priorities for the coming year include planning social events to increase client's awareness and access to the Ontario Perception of Care (OPOC) Survey, as well as recruitment to continue to grow the group, enhance advisory and peer capacity within the agency.

The council will also prioritize their own capacity with knowledge sharing and enhanced training in Compassion Fatigue.

CFAC Members 2022-2023

Brenda Fuss
James Hatcher
Linda Hall
Tessa Hanmore

Thank you for your time and contributions!!

To learn more about or to get involved with CFAC, please visit

<https://www.amhs-kfla.ca/get-involved/volunteering/>



REOPENING OUR DOORS

WELCOMING SPACES FOR CLIENTS + VISITORS

This year, we made a number of improvements to our office spaces in Kingston as we reopened to walk-in visitors after the pandemic.

Allocated treatment spaces were adjusted to prioritize windowed rooms for client appointments.

Waiting areas were refreshed with new plants, information and resources to welcome visitors.

Furniture and décor in treatment rooms has been updated to be comfortable and inviting.

New signage and window privacy film was also installed on our Princess Street facing windows.





SUPPORT GROUPS AT AMHS-KFLA

We are thrilled to have many of support groups back and running. Groups highlighted here are open to anyone in the community, and no registration is required, stop by and join us!

Musicalize Your Mental Health

Join us to play some tunes, sing along or just listen
No musical talent required!

Tuesdays, 10:30 am - noon

AMHS-KFLA 552 Princess Street, Kingston

- Feel free to bring an instrument if you have one
- Safe space to connect
- All are welcome
- No need to register or be a client, just drop by!

Join us for a jam session! Bring your instruments, borrow one of ours or sing along! Every Tuesday starting at 10:30 am at 552 Princess St.

Photography Group

Share your love of photography or explore a new interest!

All are welcome to join us at The Mess
10 am - Noon

130 Clergy Street, Kingston
(inside St. Andrews)

2nd & 4th Wednesday of the Month

This is not a photography class, but the group leader is available to questions that might come up.

Bring whatever type of camera you like to use, whether it's a cell camera, point and shoot, or a high end DSLR. If you do not have a we will have some available to use. All are welcome!

This is not a photography class but rather a group who gets together to share and take photos. Greg is happy to answer questions that may arise. Some cameras are available to borrow.

Questions? Contact us:
613-544-1356 or
info@amhs-kfla.ca



Visit our website for info on groups and events
www.amhs-kfla.ca

OFF TO A GOOD START

Enjoy some exercise, social contact and breakfast! All are welcome no need to sign up! Just show up!



TUESDAY MORNING'S
9:30 am - 11:30 am
Starting September 12th

Join us at 70 Dundas St. East for a walk and then a light breakfast!

What better way to start the day than with exercise, social time and a healthy breakfast! Join us weekly in Napanee on Tuesdays

NEW!

Coffee & Connection

A safe place to relax, connect and create!

Tuesdays From 1:30 to 3:00

108 Addington Road 2, Northbrook (Land O'Lakes Emmanuel United Church)

Starts
June 13

- Light Snacks & refreshments
- Warm, safe place to hang out
- Board Games & Puzzles
- Art, Music, Painting
- Ask questions about services

All are welcome

No need to register or be a client



Now in Northbrook! Join us to relax and socialize. Coffee/tea and hot chocolate provided as well as snacks, games and colouring.



SUPPORT GROUPS AT AMHS-KFLA

Visit our website at www.amhs-kfla.ca/calendar to find listings of all of our open groups!

FOR YOUTH AGES 12-24

FUSE 2SLGBTQ+ YOUTH GROUP


**WE MEET AT ONE ROOF
622 PRINCESS ST., KINGSTON
WEDNESDAYS FROM 4-6 PM**

FUSE is a group for queer, trans, genderqueer, agender, gender pangender, intergender, non-binary, gender non-conforming, gender two-spirit, lesbian, bisexual, gay, pansexual, intersex and questioning youth in the Kingston area.

We hang out, talk about important issues, develop life skills, learn from community members, watch movies, make art, have fun and meet new people. Join us in person at One Roof.

Contact us for more information:
Email: chards@amhs-kfla.ca
Call/text: 613-893-0922
Send us a message on Facebook: @FUSE Youth Group

Supported by:
United Way Kingston, Frontenac Lennox and Addington



Come join us as we hang out, talk about important issues, develop life skills, learn from community members, watch movies, make art, have fun and meet new people!

NEW! **Managing Personal Wellness & Recovery (MPWR) Group**

Access information, support and tools
Rotating weekly topics
No registration or referral required - just drop by!

Thursdays, 1:00 pm - 2:30 pm
Starting February 23, 2023

552 Princess Street, Kingston

COVID Protocols in Place
Please bring your mask, if you do not have one, one can be provided for you.

Rotating weekly topics include:
Distress Tolerance | Emotion Regulation
Interpersonal Effectiveness | Mindfulness



Access information supports and tools. Rotating weekly topics include: Distress Tolerance, Emotion Regulation, Interpersonal Effectiveness & Mindfulness

NEW! **Coffee & Connection**

A safe place to relax, connect and create!
Tuesdays, 1:30 pm - 3:00 pm
552 Princess Street, Kingston

- Light Snacks & refreshments
- Warm, safe place to hang out
- Board Games & Puzzles
- Art, Music, Painting
- Ask questions about services

All are welcome

No need to register or be a client



This group is a great way to relax and socialize. Coffee/tea and hot chocolate provided as well as snacks, games and colouring.

AMHS-KFLA
Wellness Acceptance Belonging

WALKING GROUP

Join us this season for a stroll!

Mondays @ 10:30 am
MEET US AT
AMHS-KFLA OFFICES
552 PRINCESS ST., KINGSTON



Bring Your Water Bottle

Walks are weather permitting, contact the office at 613-544-1356 to confirm if you are unable to attend.

Join us in spring & summer for a walk around the neighborhood. Meet new friends while getting exercise! This seasonal group meets at 552 Princess Street reception area every Monday at 10:30 am

THANK YOU

to our donors



Donations Received
for our Client
Wellness Fund



Paid out of the fund
to support client
needs



of dollars in the Client
Wellness Fund is spent
directly on clients

[LEARN MORE & DONATE: WWW.AMHS-KFLA/DONATE](http://WWW.AMHS-KFLA/DONATE)



Addiction & Mental Health Services | Kingston Frontenac Lennox & Addington
WELLNESS ACCEPTANCE BELONGING

www.AMHS-KFLA.ca

**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



**Ontario
Health**



United Way
Kingston, Frontenac,
Lennox and Addington