



NORTH OF  
**SUPERIOR**  
COUNSELLING PROGRAMS

Programmes de Counselling  
Nord du Supérieur

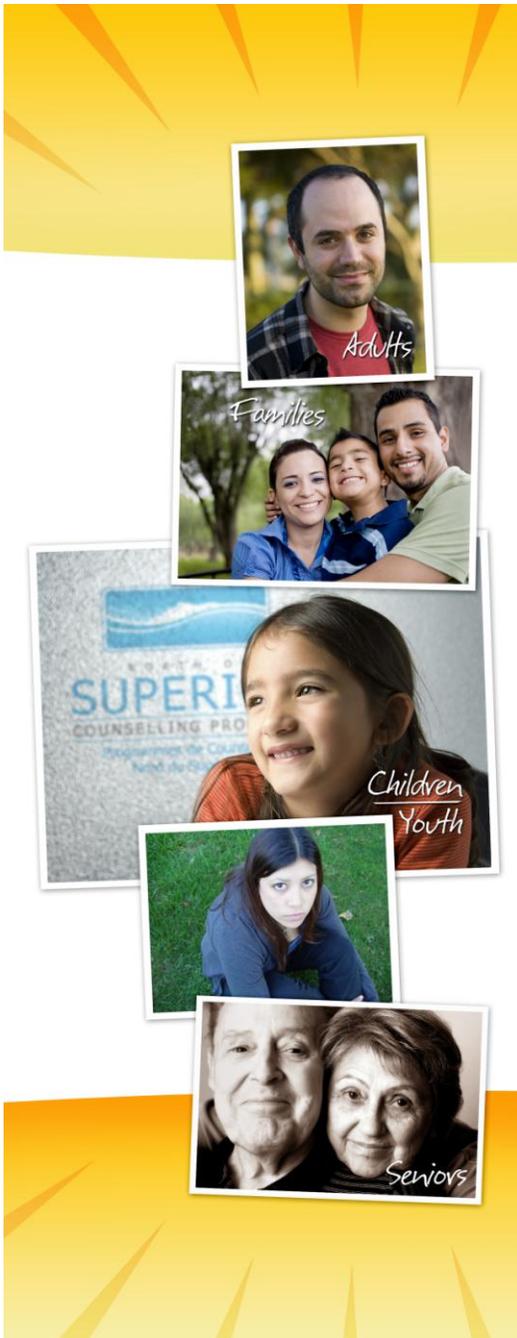
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Supporting healthy communities  
in the North of Superior District

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**Annual Report to the Community**  
**2012 – 2013**

***“Community Wellness Programs  
For Individuals & Families since 1983”***



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## 1.0 Our Mission, Our Vision, Our Values,

### Our Vision

North of Superior Counselling Programs' vision is to be a leader in client-centered mental health and addictions care which promotes resiliency in people and empowers the communities served.

### Our Mission

North of Superior Counselling Programs mission is to enhance the emotional well-being of people in our communities through professional counselling and education as well as partnerships with specialized services.

### Our Values

North of Superior Counselling Programs believes in:

- ✚ Treating people with respect and equality
  - ✚ Honoring diversity
  - ✚ Respecting confidentiality
  - ✚ Accountability and transparency
  - ✚ Providing high quality service
- ✚ Being responsive to the changing needs of the people and communities we serve
  - ✚ Involving others in the circle of care where needed

## 2.0 Board of Directors

The Board of Directors of North of Superior Counselling Programs is comprised of ten (10) volunteer representatives from the North of Superior & Greenstone area, including the Past Chair. The Board establishes Board policies, Strategic Directions and oversees the fulfillment of the Agency's vision, mission and mandate as a community mental health and addiction agency.

### The Board of Directors Elected at the 2012 Annual General Meeting

<b>Position</b>	<b>Name</b>	<b>Community</b>
Chair	Dale Randa	Member at Large
Vice Chair	Kurt Pristanski	Greenstone
Treasurer	Carl White	Nip/Red Rock/Dorion
Director	Armand Giguere	Francophone
Director	Jo Ann Rotz	Greenstone
Director	Lloyd Michon	First Nation
Director	Pam McKeever	Schreiber/Terrace Bay
Director	Laura Ritson	Marathon
Director	Raymond Lelievre	Manitouwadge
Director	Don Plumridge	Armstrong

### **3.0 Management Team & Staff**

#### **Management Team**

Karen Efron, Executive Director  
Alison Collins, Manager – Human Resources & Administrative Support  
Sheryl O'Reilly, Program Manager, Children Services  
Vacant - Program Manager, Adult Services

#### **Manitouwadge Staff**

GeriLynn Gilbert – Program Assistant  
Sandra Stubbs – Adult Mental Health/Addiction Counsellor  
Abbi Carscadden – Child & Family Counsellor  
Andrea Louvelle – Children's Intake/Counsellor

#### **Marathon Staff**

Kim Aquino – Program Assistant  
Diane Dubois – Adult Mental Health/Addiction Counsellor  
Annie Wenger-Nabigon – Adult Mental Health/Addiction Counsellor  
Helene Kelly – Child & Family Counsellor  
Mireille Robert – Children's Intake/Counsellor  
Lisa MacKenzie – Infant/Child Development Worker

#### **Schreiber/Terrace Bay Staff**

Kerri Lindsay – Program Assistant  
Michele Gilbert – Adult Mental Health/Addiction Counsellor  
Meghan Miller – Child & Family Counsellor  
Tracy Bryson – Children's Intake/Counsellor  
Jessica Paris – Infant/Child Development Worker

#### **Nipigon Staff**

Amy Sutherland – Program Assistant  
Kathy Pelletier – Adult Mental Health/Addiction Counsellor  
Kristie Nicholas – Child & Family Counsellor  
Bruce Eisener – Children's Intake/Counsellor

#### **Greenstone Staff**

Micheline Assad – Program Assistant  
Neil Sheach – Adult Mental Health/Addiction Counsellor  
Gillian Patterson – Adult Mental Health/Addiction Counsellor

Amanda Knuff - Adult Mental Health/Addiction Counsellor (on Leave)  
Lori Christensen - Adult Mental Health/Addiction Counsellor (Contract)  
Miguelle Ouellet – Child & Family Counsellor  
Ashley Gile – Child & Family Counsellor  
Margie Rondeau – Children’s Intake/Counsellor

#### **4.0 Message from the Chair**

During the past year, June 2012-2013, North of Superior Counselling Programs has enjoyed another positive year of service to communities in the District of Thunder. On the NOSP Board of Directors, we are fortunate to have representatives from each of the communities we represent; Greenstone, Nipigon/Red Rock/Dorion, Manitouwadge, Marathon, Schreiber/Terrace Bay, and Armstrong. We have continued our commitment to increasing our skills as a governing body and have allocated time at our board meetings for topics pertaining to board governance.

We are now taking beginning steps to develop a new strategic plan for the next three years and anticipate a planning session to take place in October 2013. There have been many changes since the last Strategic Plan in 2010, both internally and especially externally. Our two major funding bodies, the NW LHIN and the Ministry of Children and Youth Services have both initiated significant changes in their respective systems. The NW LHIN, which funds our adult services; mental health, addiction and Senior Volunteers in Service (SVIS) has developed a “Health Service Blue Print: Building our Future”. This is a ten year plan to reshape, integrate, strengthen and sustain the health care system in Northwestern Ontario. The MCYS plan, “Moving on Mental Health” is a comprehensive systems transformation that will be fully implemented within three years.

These two planning processes share similar long-term objectives of improved quality of services and easier access to the most appropriate services and equitable distribution of resources. They differ conceptually in both approach and timeframe and therefore may have major impacts upon NOSP in the years to come. With thirty years as uniquely constituted children’s and adult continuum of service, one of the few in Ontario, we are confident that strong board leadership and competent staff will provide the foundation for the changes and challenges of the future.

In 2012-13, members of our Board participated in the following events on behalf of NOSP:

- Governance to Governance Session on LHIN Blueprint, January 30, 2013
- Official launch of “Access Network” to coordinate entry to children’s services in Partnership with Children’s Centre Thunder Bay and Dilico, April 9, 2013
- Local Service System Management Table (Children’s Services) All Boards’ Meeting, May 8, 2013

In July of 2012, we welcomed our new Executive Director, Karen Efron, M.S.W., R.S.W., who brought to our agency many years of experience in both children’s and adult mental health leadership. Highlights of the year in agency operations will be detailed in her Executive Director’s report.

From June 2011-June 2013, it has been my privilege to serve as NOSP’s Chair of the Board of Directors. In completing my two-year term, I look forward to supporting a new Chair for the coming year, and continuing to serve the Board as Past Chair of the Board of Directors. Three members of our Board will have completed their

terms as Directors of the Board as of this AGM; Armand Giguere, our Francophone representative, Lloyd Michon, our First Nation's representative and Jo Ann Rotz, representing Greenstone. We extend our sincerest appreciation for the services of these dedicated Board members.

To assure continuity on our Board, the Nominating Committee, chaired by Pam McKeever, has been actively recruiting new members to stand for election of the Board. We look forward to their report and to new candidates that will be presented at our AGM meeting on June 20, 2013.

On behalf of our Board, I wish thank all the members of our Board of Directors, Management and Staff members of North of Superior Counselling Programs for the work over the past year and for the services to our clients and our communities.

Respectfully Submitted,  
Dale Randa, Chair  
Board of Directors

## 5.0 Message from the Executive Director

My first year as your Executive Director has so quickly passed! Amidst the incredible beauty north of Lake Superior, scenic drives to our offices across the District and despite weather challenges, with the assistance of talented staff and support of our committed Board of Directors, we have accomplished a lot together over the last year. Highlights include:

- **Priority focus on Staff Safety with a goal of bringing the Agency into compliance with the Occupational Health and Safety Act of 2010 (Bill 168):** This involved making available cell phones to all staff working outside of the office, development of the legally mandated Risk Management Plan, provision of required training to all of the members of the joint Health and Safety Committee, creation of new policies and procedures related to the Act's new regulations, and just completed, June 10-11, two days of training for our staff in "Therapeutic Crisis Intervention" instructed by two certified trainers.
- **Successful Revision of LHIN M-SAA Targets for Adult Programs:** Following a number of meetings/teleconferences initiated by the LHIN concerning the cost per case of our adult services, we reached an agreement for this fiscal year to bring down our cost closer to the provincial average. This included adoption of standards for direct service staff in this program, shifting of support staff expenses to other administration categories, and plans to enhance training in addictions to encourage referrals of clients with substance abuse. Our objectives for fiscal 2013-14 have been acknowledged by the LHIN with a review intended prior to M-SAA (Multi-Sector Accountability Agreement) approval in the next fiscal year.
- **Revision of the previously approved Agency Budget:** The Management Team devoted an all-day meeting in January to identify savings to incorporate \$15,000 of annualized, unbudgeted expenses and to be able to afford a small salary increase to offer at union negotiations. This resulted in a projected balanced budget for 2013-2014 in spite of no increase by either the LHIN or MCYS.
- **Support to Armstrong Children's Program:** In our second year of service, our staff member in this program returned to the Yukon, resulting in a lengthy vacancy. We were most fortunate to eventually appoint a well-qualified professional, Magean White, beginning in February 2013. At the same time,

noting the absence of staffing for adult services, a proposal for a full time adult worker was submitted to the LHIN. This proposal was denied and subsequently a request to review the decision submitted by our Chair, Dale Randa, on behalf of the Board. We are hoping that this year will see added resources allocated to a community much in need of services!

- **Meeting with Dilico Senior Executives:** Our Board meeting in November 2012 with the two senior officers of Dilico Anishinabek Family Care was an historical first meeting for our agency, an essential step in furthering a partnership with the only other significant services presence in community adult and children's mental health in the District.
- **Negotiation of a two year union contract:** With the capable assistance of HR consultant, Barry Anderson, we secured within a two day meeting, a contract from April 2013 to May 2015. CFO Dan Hill's presentation of our budget during negotiation was an important ingredient in the discussion of our financial position. The steps of transparency we have taken over the year through OTN staff meetings and the Labour-Management Committee will be continued through the life of the new contract and forward.
- **Development of proposed five year property plan:** Our management team has undertaken a review of all rental offices with a view to making significant changes to reduce administration costs and promote further integration with appropriate partners.
- **Launch of Access Network with two mental health partners:** As one of three lead agencies (Dilico and Children's Centre Thunder Bay) a new access mechanism was initiated as a single point entry for clients seeking services for their children and families. This is a welcomed systemic change for Thunder Bay and District. The extensive work on the planning subcommittee over a three year period by our children's services Program Manager, Sheryl O'Reilly, is acknowledged with appreciation!
- **Beginning revision of SVIS (Senior Volunteers in Service):** Following the loss of our SVIS coordinator, steps have been taken to revise the program and make the best possible use of our limited resources. Kerry Lindsay, our Program Assistant in Schreiber has assumed all of the support duties in relation to our volunteers under the direction of Alison Collins. I will be organizing a road show to all communities served in this program to offer added in person support to our volunteers, make new connections/strengthen existing relationships with community groups in order to increase awareness of this important program. Given the MOHLTC high priority direction of aging in place and remaining at home as long as possible, a renewed commitment by our agency is essential in my view, with a hope that this can be considered as part of our strategic planning.
- **New Part Time Children's Counsellor in Geraldton:** Through the revision of our budget and expenses in children's services, even without any new funding, we were able to establish and fill a new 20 hour position for the upcoming fiscal 2013/14 to address the wait list in this office. A LHIN proposal for a new position in adult services for Geraldton was not approved and unfortunately, we lack the flexibility to increase adult services without new money.
- **Recruitment of New Manager for Adult Services:** Looking ahead into fiscal 2013/14, Stacey Gleeson, M.A., Counselling Psychology, will begin with NOSP on June 17<sup>th</sup>, based at the Nipigon office. Following a number of years with the Thunder Bay Counselling Centre, Stacey's expertise and excellent skills will benefit the adult team and be a valued enhancement to our Management Team as well!
- **Assistance to the Board in Strategic Planning:** Beginning with a position paper underscoring the uniqueness and value of our thirty year integration children and adult mental health services, I developed

a draft process, modified and approved by the Board to carry out a new strategic three year plan, following the last plan of 2010. This will include input from staff and key informants knowledgeable about stakeholder and systems issues. Discussion with potential facilitators is underway, for the October 20, 2013, planning session.

**Thanks again to the Board and Staff for all of the contributions that have made this another meaningful year of service to our clients!**

Respectfully Submitted,  
Karen Efron, MSW, RSW  
Executive Director

## **6.0 Message from the Director of Finance**

This past year has been one of refinement. The day-to-day accounting and financial leadership continues to be performed by the service team from the Nipigon District Memorial Hospital. Funding from both ministries remained flat during 2012-13. Both ministries also sought to claw back funding earlier in the year than in past years due to persisting fiscal pressures within the province.

An exercise is currently underway at the Northwest LHIN to rebalance community sector funding within its jurisdiction. This may result in changes to funding including an activity based funding approach that is currently being rolled out in the hospital sector and has existed in other countries for decades. The purpose of activity based funding is to compensate healthcare providers based on the volume and intensity of cases completed during a given year. This may result in more year-to-year fluctuations in revenues received. Current challenges also include an overhead percentage that is higher than the provincial average. Overhead includes costs such as rent, board travel and ED, HR and PA salaries. Plans are underway to streamline administration processes as well as consistently reminding governing bodies that NOSP's large geographic distribution is unique and contributes to higher costs. It is our objective that in working with the ministries that they will agree to an overhead percentage that is the mid-point between NOSP's current costs and the provincial average.

During the year the NSOP Management Team reviewed statistical collection and reporting procedures and positive changes have been made. NOSP experienced lower staffing vacancies in 2012-13 resulting in a lower repayable at year end to the ministries than in recent history. Surplus funds were also used to purchase three large OTN screens which will increase the effectiveness of long-distance communication in the district.

It is anticipated that the next fiscal year will continue to deliver challenge and fulfillment.

Respectfully submitted,  
Dan Hill, CA  
Director of Finance

## **7.0 Children's Mental Health Services Report**

It is with pleasure that I deliver my Program Manager report for the 2012-2013 year. This past year our highly efficient and dedicated team implemented a wide variety of best practices and evidence based services throughout the district of Thunder Bay. Our Clinicians continue to implement such practices as Triple P Parenting, Cognitive Behaviour Therapy, Dialectical Behaviour Strategies, The Second Step Program, Safe Talk training, just to name a few.

Our organization continues to demonstrate leadership and commitment to making a difference in the lives of children and families in our communities. “It is estimated that nearly 1 in 5 Ontario children under the age of 19 experiences a mental, emotional or behaviour disorder that is severe enough to seriously affect their daily functioning at home, school or within the community. The good news is that early diagnosis and treatment lead to better outcomes for children later in life.” Our team continues to focus on school-based services. Our education partners have really valued their work in making positive changes for our schools and families. Many of our clients are reaching their therapeutic goals and being discharged from our programs because of their hard work and self-efficacy in reaching and maintaining their goals.

As we continue to work collaboratively with our partners, one major event that happened this year was The Access Network. This is a single point of contact for individuals and families seeking access to children’s voluntary services and programs in the City of Thunder Bay & District. This is a new and coordinated service for children and families to access a variety of child-centered community services that are funded through the Ministry of Children and Youth Services. By working together, the Access Network aims to improve how people find the help they need for their children. Our intake workers match children and their families with service providers. The focus is putting the needs of the child and their family first. Check out the website for more information. <http://childrensaccess.net/contact/>

We have received the following training this year; Triple P Level 5 Pathways, CAFAS (Child and Adolescent Functional Assessment Scale), BCFPI Certification (Brief Child and Family Phone Interview), Training on Suicide Intervention, Attachment, Training on Autism Spectrum Disorders and training on Attention Deficit (ADHD.)

Another huge development for us this year has been our enhanced services with Toronto Sick Kids Hospital regarding Tele-psychiatry services for our clients. We used to do this through Dilico, and this year NOSP has taken this program on ourselves and we are now able to do referrals directly from NOSP to Toronto Sick Kids Hospital. Not only has this program been instrumental to the services for our district clients but also invaluable in a consultive manner to our clinicians and collaborative partners.

As we look forward to the coming year, we will continue to be responsive and dedicated to the needs of children and families in our community. It is an honour to serve as the Program Manager for Children’s Mental Health Services, and I look forward to another rewarding year ahead!

Respectfully submitted,  
Sheryl O’Reilly, BA Law  
Program Manager – Children’s Mental Health Services

## 8.0 Senior Volunteers Programs Report

*“No one is more cherished in this world  
than someone who lightens the burden of another.”  
~Author Unknown*

Over the past year, the Senior Volunteers in Service has continued to grow in strength and vitality. We continued our focus on recruiting additional volunteers, retaining current volunteers, and taking steps to continue the growth of this important program in our Agency. We are extremely happy to announce that our volunteers provided over one thousand hours of their valuable time to make a difference in someone’s life!

Our Home Maintenance program has not grown over the past year. There are valid issues in recruiting volunteers to do the physical tasks needed to maintain senior housing. In recognition of this, going forward, the NW LHIN is allowing the use of the maintenance funding for our volunteer support services. This offers the opportunity to expand SVIS over the next few years.

The 2012 Annual Volunteer Conference was held on September 21<sup>st</sup> & 22<sup>nd</sup> in Geraldton and consisted of both training and volunteer appreciation activities. The volunteers were treated to the hospitality of Greenstone, and thoroughly enjoyed themselves. Norman Gelineault of the Fawcett Funeral Home educated us on *Death in the Home: What to Expect*, and Monique Gosselin of CCAC prepared a presentation on the North West Community Care Access Centre. Volunteers actively participated in break-out group discussions regarding the challenges and solutions for the SVIS/HM Programs, as well as having an informative discussion about senior services within the communities that we serve.

To further expand NOSP's volunteer programs and to better serve its clients, these supply and demand issues will be the focus of the 2013 advertising campaign. To create further public awareness about NOSP's volunteer programs, our Executive Director will be arranging a "road show" to offer additional support to our volunteers, as well as to make new connections and strengthen existing relationships with community groups.

We are sad to announce that Chelsea Degagne has left NOSP for a major opportunity in her career, as Director of Economic Development for Chapleau. We wish her well in her new role! Her expert coordination of our SVIS/HM programs since 2010 is acknowledged with substantial contributions to the service. We therefore pledge to maintain the momentum she has established with the help and commitment of our Staff! Chelsea has requested that we pass on her thank you to the Board and the Volunteers – *"My time at NOSP gave me the opportunity to meet so many hard working, selfless and giving people, and it was my pleasure to know and work with them over the last couple of years."*

Kerri Lindsay will be our new contact for SVIS. Kerri enters this role with experience as a senior's home support worker and a position working with seniors at the Collingwood Residence. More recently, she joined NOSP in 2009 as a Program Assistant based in our Schreiber office. We look forward to Kerri's energy and talents in our SVIS program!



*2012 Annual Volunteer Conference – picture taken at the Discover Geraldton Interpretive Centre – Geraldton, ON*

## 9.0 Health & Safety Committee Report

**“Do your work with pride. Put **SAFETY** in every stride.”**

The Joint Health & Safety Committee (JHSC) is happy to report that no lost time injuries have occurred this year. Meetings are scheduled in accordance with the Terms of Reference, and additional meetings are scheduled as required. Our three (3) Staff JHSC Members participated in Level I Certification, and will be completing the certification process by joining Level II Certification training this Fall. Plans are underway to provide an overview of this training to Health & Safety Reps to provide additional knowledge to aid in their monthly inspections. Monthly inspection reports communicate little to no health and safety issues.

Upon arriving at our Agency, our new Executive Director was made aware that cell phones were not provided to staff working out of the office or when they are travelling to provide service. Although this expenditure was not identified for inclusion in the current budget, our Executive Director felt it is essential to at least take small steps on a plan to address this problem as soon as possible, and this was an agenda item in the first meeting of our new Management Team in August 2012. The Agency’s immediate goal was that every office would have one cell phone! Lack of cell phone service at our Armstrong site saw the Agency purchasing a “SPOT” Messaging Device.

Violence in the Workplace Training was facilitated by our Executive Director to increase our safety in the workplace and meet the training standards as prescribed by Bill 168 amendments to the Occupational Health and Safety Act. Also required by OHSA, Section 32, the Agency has prepared a Risk Assessment Plan. The Management Team, Board of Directors, Staff, and our Joint Health and Safety Committee have reviewed this document. This is a living document, and is reviewed and updated regularly to increase safety in our workplace.

The Health & Safety Committee remains committed to improving, and maintaining health and safety conditions in the Agency!

## 10.0 Services en français

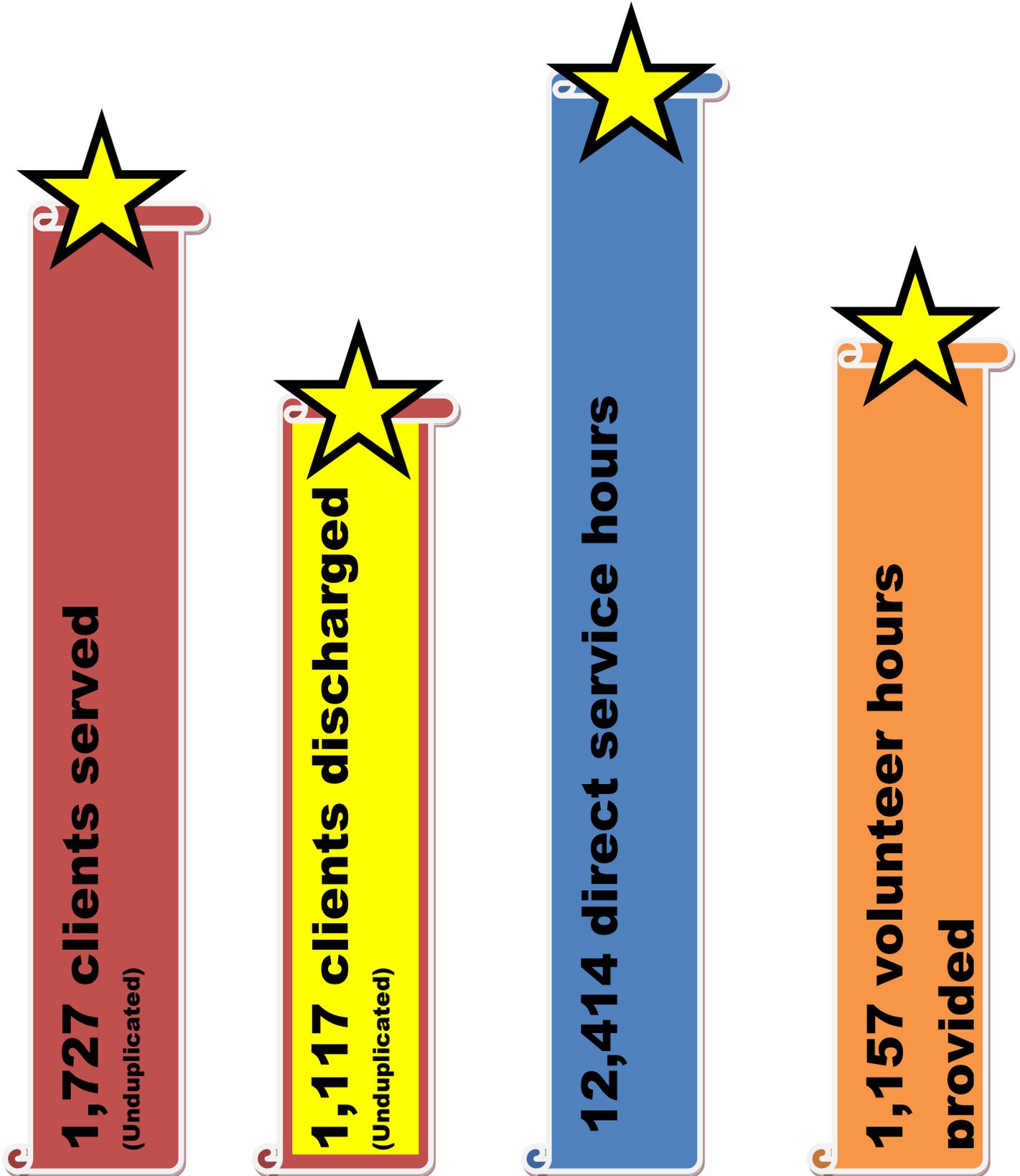
Les Programmes de counselling Nord du Supérieur offrent les services aux communautés de Geraldton, Longlac, Marathon, Manitouwadge, Beardmore, Nakina, Schreiber, Terrace Bay, et Armstrong, qui sont des communautés désignés sous la *Loi sur les services en français*. Au cours de cette année, nous avons travaillé pour améliorer notre accès aux clients et partenaires communautaires francophones dans les domaines suivants :

- Nos clients sont capables de rejoindre un employé bilingue au point d’accès à travers notre système téléphonique et réception.
- Les formulaires d’admission et les rapports cliniques principaux peuvent être disponibles en français sur demande.
- Nous avons des employés désignés qui sont disponible pour offrir des services de counselling dans les communautés désignés sous la *Loi sur les services en français* ;
- Nos dépliants et notre site web ([www.nosp.on.ca](http://www.nosp.on.ca)) ont été traduits en français et sont disponible dans chaque un de nos bureaux. Dépliants ont été distribués à nos partenaires communautaires francophones
- Des présentations sur des sujets reliés à la santé mentale des enfants ont été faites à des écoles francophones;

- Grâce à une subvention du Ministère des services à l'enfance et à la jeunesse nous avons été capable de distribuer de l'information au clients en français et faire des présentations au parents des enfants dans des écoles francophones pour promouvoir le programme Triple P (Programme positif pour parents) ;
- Des programmes et matériels pour enfants ont été achetés pour les clients francophones.

Les Programmes de counselling Nord du Supérieur continue a travaillé vers le but d'être une agence qui offre des services de counselling dans la langue française dans les communautés désignés sous la *Loi sur les services en français*.

## 10.0 Service Activity



## 11.0 Our Employee Service Awards



## 12.0 Our Volunteers

*“Those who can, do. Those who can do more, volunteer. ~Author Unknown”*

Helen Mehaffey – Geraldton

Paul Cloutier – Geraldton

Patsy Dryden – Geraldton

Jo Ann Rotz – Nakina

Remi Levesque – Nakina

Gloria Marier – Dorion

Iris Smith – Dorion

Caroline Brochu – Nipigon

Shirley Nelson – Nipigon

Warren Pearen – Terrace Bay

Pamela McKeever – Schreiber

Preston McKeever - Schreiber

Estelle Morrill – Schreiber

Carol (Nan) Baye – Manitouwadge

Jennifer Budden – Manitouwadge

Winfield Budden – Manitouwadge

Barbara Olson – Manitouwadge

Irene Sheppard - Manitouwadge

Don Ross - Manitouwadge