



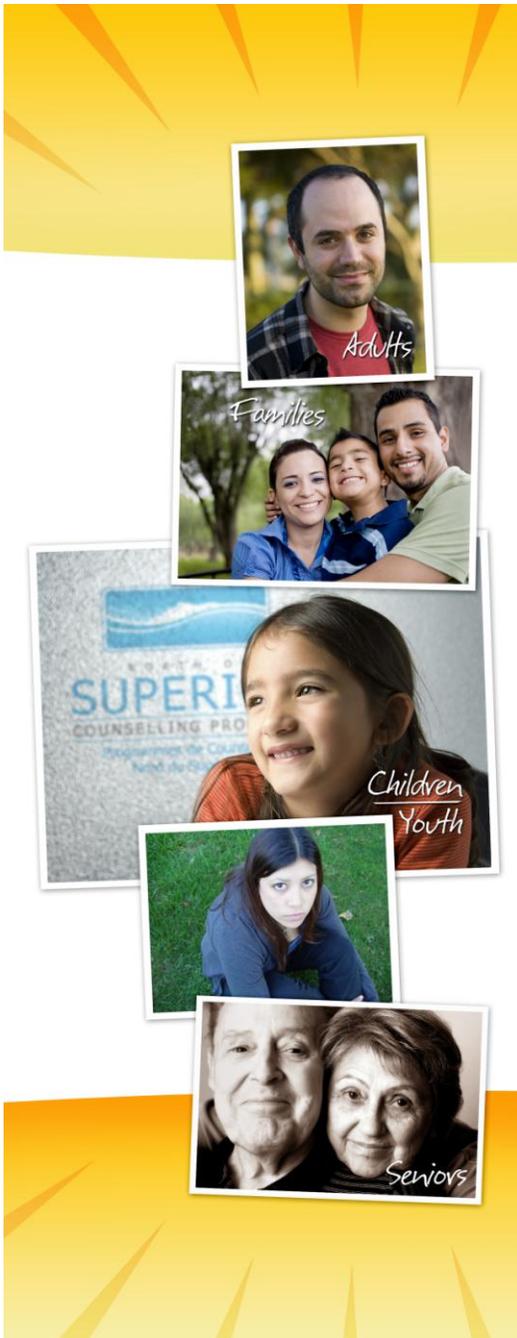
NORTH OF
SUPERIOR
COUNSELLING PROGRAMS

Programmes de Counselling
Nord du Supérieur

Supporting healthy communities
in the North of Superior District

Annual Report to the Community
2013 – 2014

Getting Focused on What Matters Most:
Healthy People
Resilient Families
Vibrant Communities



Contents

| | | |
|-------------|--------------------------------------------------------------|-----------|
| 1.0 | Mission, Vision, Values | 5 |
| 2.0 | Strategic Directions & Core Functions | 6 |
| 3.0 | Board of Directors | 7 |
| 4.0 | Management Team & Staff | 8 |
| 5.0 | Message from the Board Chair & Executive Director | 9 |
| 6.0 | Message from the Director of Finance | 10 |
| 7.0 | Highlights from 2013 | 11 |
| 8.0 | Program Services | 11 |
| 9.0 | Seniors Volunteer Programs Report | 12 |
| 10.0 | Wellness Committee | 13 |
| 11.0 | Health & Safety Committee Report | 13 |
| 12.0 | Services en français | 14 |
| 13.0 | Employee Service Awards | 15 |
| 14.0 | Volunteers | 15 |

1.0 Mission, Vision, Values

Vision

NOSP is a key partner in the support and empowerment of healthy people, resilient families and vibrant Communities within the NOSP Service Area.

Mission

NOSP supports the enhancement of overall well-being and living a good life.

Values

- ✚ Person-Centered
- ✚ Respect for Diversity
- ✚ Professionalism
- ✚ Collaboration
- ✚ Transparency and Accountability
- ✚ Innovation
- ✚ Safety & Accessibility

2.0 Strategic Directions & Core Functions

Strategic Directions

Service Excellence

To become a leader within the NOSP Service Area for the provision of timely, seamless, high quality mental health therapy, interventions and support services across the lifespan with children, youth, families and adults experiencing, or impacted by life challenges, mental illness, addictions, and/or gambling.

Strong, Integrated Partnerships and Collaboration

Lead, bring together, partner and share knowledge to promote, engage and support comprehensive and sustainable mental health community-based services and support within the NOSP Service Area

Strengthen Our Voice

Strengthen our community presence and continue to be a strong credible voice for community-based services

Build for Future

Continue to build a strong foundation through nurturing the growth and development of North of Superior Counselling Programs' staff, services and resources for long-term sustainability

Core Functions

Providing Clinical Counselling/ Mental Health Services

Provision of community-based clinical and support services across the lifespan (children, youth, families and adults) by providing therapeutic counselling, mental health services and community education.

Access to Specialized Services

NOSP provides a link to a number of specialized services.

Building Capacity

Strengthening capacity of individuals, families, professionals, organizations and communities to address mental health and addiction needs within the NOSP Service Area.

Supporting and Influencing District Voice

To be a consistent, professional, and collectively strong voice that supports, and empowers healthy communities within the NOSP Service Area.

Stabilizing and Optimization of Overall Agency Operations and Administration

To ensure and develop the overall capacity of the Agency ensuring a solid foundation that will support long term sustainability.

3.0 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 2013 Annual General Meeting

| Position | Name | Community |
|-----------------|-------------------|-------------------------|
| Chair | Kurt Pristanski | Greenstone |
| Vice Chair | Carl White | Nipigon/Red Rock/Dorion |
| Treasurer | Raymond Lelievre | Manitouwadge |
| Past Chair | Dale Randa | Member at Large |
| Director | Laura Ritson | Marathon |
| Director | Don Plumridge | Armstrong |
| Director | Pam McKeever | Schreiber/Terrace Bay |
| Director | Lise Koroscil | Francophone |
| Director | Raymond Goodchild | First Nations |
| Director | Pauline Taphorn | Greenstone |

4.0 Management Team & Staff

Management Team

Shannon Cormier, Executive Director

Alison Collins, Manager – Human Resources & Administrative Support

Judy Archer, Program Manager

Pat Hrabok, Program Manager

Marilyn Sinclair, Acting Executive Director, Advising Consultant

Stacey Gleeson, Program Manager (January 2014)

Karen Efron, Executive Director (October 2013)
Sheryl O'Reilly, Program Manager (August 2013)

Manitouwadge Team

GerriLynn Gilbert – Program Assistant
Sandra Stubbs – Adult Mental Health/Addiction Counsellor
Andrea Louvelle – Children's Intake/Counsellor
Abbi Carscadden – Child & Family Counsellor (August 2013)
Isobel Noble – Child & Family Counsellor (Contract)

Marathon Team

Kim Aquino – Program Assistant
Diane Dubois – Adult Mental Health/Addiction Counsellor
Annie Wenger-Nabigon – Adult Mental Health/Addiction Counsellor
Mireille Robert – Child & Family Counsellor (February 2014)
Helene Kelly – Child & Family Counsellor
Lisa MacKenzie – Infant/Child Development Worker
Jessica Paris – Children's Intake/Counsellor (on Leave)
Sophia McGill – Child & Family Counsellor
Laurie Knutson – Adult Mental Health/Addiction Counsellor

Schreiber/Terrace Bay Team

Kerri Lindsay – Program Assistant
Michele Gilbert – Adult Mental Health/Addiction Counsellor
Meghan Miller – Child & Family Counsellor (on Leave)
Tracy Bryson – Children's Intake/Counsellor
Jenny Bourguignon – Infant/Child Development Worker
Lisa Stone – Child & Family Counsellor (Contract)

Nipigon/Red Rock/Armstrong Team

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

Greenstone Team

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
Lori Christensen - Child & Family Counsellor

Nicole Beaulieu – Child & Family Counsellor
Ashley Gile – Child & Family Counsellor
Margie Rondeau – Children’s Intake/Counsellor

5.0 Message from the Board Chair & Executive Director

North of Superior Counselling Programs (NOSP) has been committed to delivering community-based mental health and addiction services across the lifespan in the North of Superior service area since 1983. The specific focus and expansion of services may have shifted over the years but what matters the most is the consistent dedication and commitment to ensuring the sustainability and delivery of high quality services based, and delivered, within the District.

Our communities have unique challenges and realities that influence service delivery approaches, best practice and capacity needs. The NOSP Board, staff and volunteers are passionately committed to ensuring the Agency is focused on learning from the past, focused on what matters most today and planning for the future. Over the last year, the NOSP Board initiated a comprehensive strategic planning process that included an operational review and analysis as well as board, staff, partner and community engagement to inform the creation of a new strategic plan for the next three (3) years. The strategic directions will focus on service excellence, building strong, integrated partnerships and collaborations, strengthening our voice, and building for the future.

We are in a time of change and transitions within NOSP, across the District, within communities and the Province. Economic, service system, social and technological changes are often fast paced and present both opportunities and challenges. The 2013-2014 Fiscal Year has been a pivotal year, solidifying the foundation needed to truly gain focus on what really matters and mapping out a plan to carry us forward over the next three years. With service excellence at the forefront, we have embraced this exciting time of change and transition to ensure we optimize on the opportunities and proactively prepare for the challenges that may lie ahead.

The NOSP Board, staff, volunteers and supporting partners remain our greatest resource – their commitment, dedication and passion to the work of NOSP has been critical to the sustainability of the Agency. Words cannot express the how much their time, energy and dedication are appreciated and valued. We also would not be able to sustain the important work in our communities and as an Agency without the support from our funders. In exchange, and in reciprocity of this support, NOSP will continue to be committed to ensuring full transparency and accountability in all we do.

It is with gratitude we move beyond our 2013-2014 Fiscal Year of review, planning and preparation and enter the year ahead with great optimism and excitement ready to get focused on what really matters.

Respectfully Submitted,
Kurt Pristanski, Chair
Board of Directors

Respectfully Submitted,
Shannon Cormier
Executive Director

6.0 Message from the Director of Finance

Funding from the Ministry of Child and Youth Services (MCYS), the Ministry of Child and Social Services (MCSS) and the Northwest Local Health Integration Network (LHIN) remained flat for a second year. Higher allocated administration expenses were experienced this fiscal due to leadership recruitment costs and a one-time collective bargaining signing bonus which contributed to the lowest surplus in many years. Note that the MCYS clawed back a portion of in-year surpluses early in the prior fiscal year (2012-13) and amended our service agreement. This resulted in a surplus for the past two years that appear similar.

Financial challenges continue to include frozen funding while salary and other costs continue to rise. An overhead percentage that is higher than the provincial and Northwest LHIN averages continues to be a concern, and steps are being taken to address this. NOSP is reviewing administration processes as well as educating funders that NOSP's large geographical service area, and other unique to the district factors, will result in a justifiably higher cost structure.

| | | | | 2014 | 2013 |
|------------------------------------------------|------------------|------------------|--------------|------------------|------------------|
| | MCSS/MCYS | MOHLTC | General | Total | Total |
| | \$ | \$ | \$ | \$ | \$ |
| REVENUE | | | | | |
| Operating | 1,717,947 | 1,243,918 | - | 2,961,865 | 2,922,173 |
| Other one time or transfers from (to) | | | | | |
| other agencies | - | 11,880 | - | 11,880 | 14,652 |
| Repayable to Ministries and other agencies | (14,527) | (23,833) | - | (38,360) | (35,419) |
| Interest | - | - | 1,857 | 1,857 | 2,446 |
| Other revenue | 13,480 | 2,262 | 765 | 16,507 | 4,627 |
| | 1,716,900 | 1,234,227 | 2,622 | 2,953,749 | 2,908,479 |
| EXPENDITURES | | | | | |
| Salaries and wages | 930,811 | 664,619 | - | 1,595,430 | 1,597,610 |
| Benefits | 268,281 | 186,992 | - | 455,273 | 404,531 |
| Building occupancy | 142,064 | 95,042 | - | 237,106 | 217,837 |
| Office administration | 148,598 | 71,414 | - | 220,012 | 241,717 |
| Professional fees - client | - | 78,193 | - | 78,193 | 80,732 |
| Purchased services and other professional fees | 5,297 | 8,239 | - | 13,536 | 10,343 |
| Staff training and travel | 56,964 | 20,769 | - | 77,733 | 96,641 |
| Other program supplies and expenses | 1,795 | 233 | - | 2,028 | 1,836 |
| | 1,553,810 | 1,125,501 | - | 2,679,311 | 2,651,247 |
| Allocated administrative expenses [schedule 8] | 163,090 | 108,726 | - | 271,816 | 252,706 |
| | 1,716,900 | 1,234,227 | - | 2,951,127 | 2,903,953 |
| Excess of revenue over expenditures | - | - | 2,622 | 2,622 | 4,526 |

A full copy of the financial statements will be provided at the annual general meeting

Respectfully submitted,
Dan Hill, CPA
Director of Finance

7.0 Highlights from 2013

- Full Management Team
 - o The new Executive Director started on December 9, 2013
 - o Two new Program Managers also joined the Agency
- Staffing changes including members of our Team leaving our area for new adventures, families growing with new babies arriving, and natural transitions with some moving on to new opportunities
- Renewal of funding agreements, and completion of compliance requirements
- A Wellness Committee comprising both staff and management was created and produced the first annual Wellness Committee Annual Report
- Health and Safety Committed sparked new initiatives throughout the year with successful outcomes
- Comprehensive engagement process for the development of a new three year strategic plan
- An extensive outreach and relationship (re)building campaign was initiated
- Increasing opportunities being explored to foster greater collaborations and partnership building
- Extensive systems review initiated to optimize on efficiency and effectiveness for the best interest of clients, staff and communities served
- Ratified Collective Agreement
- Initiated comprehensive review of policies and procedures
- Signed agreement with, and began the accreditation process with, the Canadian Centre For Accreditation
- Professional development for staff including (but not limited to) Triple P Parenting, CAFAS, Train the Trainer ASIST, Fetal Alcohol Spectrum Disorder, Addictions, Eating Disorders

8.0 Program Services

NOSP provides mental health and addiction services across the lifespan with nine (9) offices located across the North of Superior Service Area. The program services include:

Infant, Children and Youth (0-18 years): Through the provision of a range of evidence-based, client-centered and culturally safe intake, assessment, counselling, targeted prevention, intervention, education, support and referral services, NOSP is committed to providing mental health and addiction services to children between 0-18 years of age, inclusive, and their parents and/or caregivers. NOSP consults and collaborates closely with specialized services, community partners and professional service providers to ensure that once problems are issues are identified, all clients receive services compatible with their unique needs.

Adults (18+): The Adult mental health and addiction program is aimed at supporting individuals overcome life challenges in healthy and healing ways. To best support this, NOSP provides clinical counselling, therapeutic groups, psychiatric consultations, coordinated care plans, education, addiction assessments, referrals, and recovery support.

Seniors: The Senior Volunteers in Service (SVIS) program provides a friendly visiting program that support seniors who live alone with companionship and fellowship from other seniors. The service is operated in all North of Superior communities.

9.0 Senior Volunteers Programs Report

"How beautiful a day can be when kindness touches it!" ~George Elliston

With the dedication and compassion of our Volunteers, the Senior Volunteer in Service (SVIS) program has continued throughout the year. Over the summer I was able to touch base with our eleven (11) extremely devoted volunteers. Unfortunately, our Volunteer numbers have declined and we are hopeful to sign up more this Fiscal.

The 2013 Annual Volunteer Conference was held on September 5-6 in Schreiber and Terrace Bay. Six (6) of our SVIS Volunteers were able to participate in the conference. "Enhancing Communication..... When interacting with a person with Dementia" presented by Sarah Pudney-Gillin, Public Education Coordinator with the Alzheimer Society in Thunder Bay was very informative and thoroughly enjoyed by all. Following breakfast at the Terrace Bay Bakery we participated in a chair/wheelchair exercise program for seniors, and the physically challenged. Thankfully, the rain stopped and the sun peeked through long enough for us to take a walk to the Aguasabon Gorge in Terrace Bay.

It truly is a calling to volunteer.... Our dedicated Volunteers continued through the winter even with broken hips, knee replacements and travelling. We had 6 referrals and were able to serve over 104 individuals with 1226 visits.

On a very sad note and with a heavy heart, I want to honour a long time, remarkable volunteer, Pam McKeever, who passed away in February 2014. She was truly a great volunteer in the Schreiber area and will be greatly missed.

I look forward to another year of providing "Friendly Visiting" to our district communities.



**SVIS Annual Volunteer Conference 2013 –
Aguasabon Gorge (Terrace Bay)**
Gloria Marier, JoAnn Rotz, Caroline Brochu, Iris
Smith, Shirley Nelson, Patsy Dryden

10.0 Wellness Committee Report

The newly formed Wellness Committee officially began December 17, 2013 with *Terms of Reference* being developed and goals set. In the short time together, the committee has started many initiatives and achieved successful outcomes, including:

- Wellness-related knowledge exchange and sharing
- Completion and analysis of Agency Wellness Survey
- Development of first Annual Wellness Report with recommendations for staff and management
- Creation of Newsletter dedicated to wellness in the workplace
- Annual plan for promotion of health and wellness
- Activities: Monthly Birthday celebrations, circulating positive and inspiring quotes, quarterly newsletter, appreciation awards, friendly health competitions, fitness competitions
- Present and facilitate brief presentations at Agency T.E.A.M. Meetings

Committee Members

- Judy Archer – Co Chair and Management Representative
- GerriLynn Gilbert – Co Chair and Staff Representative
- Pat Hrabok – Management Representative
- Gillian Paterson – Staff Representative
- Nicole Beaulieu – Staff Representative
- Lisa MacKenzie – Staff Representative

11.0 Joint Health & Safety Committee Report

“Safety is the engine, and you are the key that starts it.”

“Making safety a part of everyday life at NOSP and learning how to always be *safety savvy*”

The Joint Health & Safety Committee (JHSC) is excited to announce many of the initiatives they have accomplished this year:

- Members have worked hard to ensure that safety is on the forefront of everyone’s mind as they conduct their daily work
- The Committee Terms of Reference was completed early in the year
- Influenced creation/updating of Office Safety Plan’s with each office site creating their own plan as developed and approved by staff
- Initiated “Safety Savvy” presentations during agency T.E.A.M. Meetings
- Sharing monthly “Safety Messages” via email
- Supported the creation of “Safety Days” allowing staff the opportunity to hold a meeting twice a year to review their individual office safety plan, discuss any safety concerns, review new policies and take part in planned presentations by the committee and to conduct their annual fire drill
- New members to the Committee have been certified in Level I & II training
- The Committee was also instrumental in accessing ergonomic assessments for many of the offices over the year

Two (2) important indicators that we are having a successful impact include: 1) there has been little time loss due to injuries throughout the year; and, 2) The monthly site inspection reports have identified little to no health and safety issues.

The Joint Health & Safety Committee is very committed to continuing a high standard of safety for the nine (9) NOSP offices, educate staff on how to always keep safety a priority and to always be *Safety Savvy!*

12.0 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 désignées 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) 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*.

13.0 Employee Service Awards

Sandra Stubbs – 5 Years
Ashley Gile – 5 Years
GerriLynn Gilbert – 5 Years
Kerri Lindsay – 5 Years
Kathy Pelletier – 10 Years
Helene Kelly – 15 Years

14.0 Volunteers

“The broadest, and maybe the most meaningful, definition of volunteering: Doing more than you have to because you want to, in a cause you consider good.”
~Ivan Scheier

| | |
|------------------------------|---------------------------------|
| Helen Mehaffey – Geraldton | Paul Cloutier – Geraldton |
| Patsy Dryden – Geraldton | Jo Ann Rotz – Nakina |
| Gloria Marier – Dorion | Iris Smith – Dorion |
| Caroline Brochu – Nipigon | Shirley Nelson – Nipigon |
| Pamela McKeever – Schreiber | Carol (Nan) Baye – Manitouwadge |
| Barbara Olson – Manitouwadge | |