

# SOUTH COAST WELLNESS CHRONICLES



**South Coast Wellness**  
Addiction and Mental Health



SOUTH COAST WELLNESS never rests. Over the past three months much has been accomplished. In this edition, as always, we share staff and team updates. We also peek inside our burgeoning research initiatives, look forward to our Accreditation, launch our Greenspace, and share our Staff Appreciation event. We will also peek inside our community collaborations. Lastly will also give some insight into our fall activities including launching our staff wellness survey in early September and expansion of our EMHware capabilities.

The SOUTH COAST WELLNESS CHRONICLES will be in your email quarterly. The newsletter will be sent quarterly. The schedule is as follows:

July, October, January, and April. If there are any updates, facts, or requests please let the editorial committee know by emailing [SOUTH COAST WELLNESSCHRONICLES@South Coast Wellness.ca](mailto:SOUTH COAST WELLNESSCHRONICLES@South Coast Wellness.ca).

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## **SOUTH COAST WELLNESS PROGRAM UPDATES**

SOUTH COAST WELLNESS has eleven programs. There is always a new metric or innovative intervention originating from one of the teams throughout the year. To keep every updated on the activities of the program we highlight each program and provide a brief update. If anyone wants more in-depth information, please reach out to the managers or any program staff.

### **ADDICTIONS:**

The Addiction Program continues to provide community-based, client-focused services for alcohol, drug, and gambling concerns for people of all ages. All of its Clinicians are now fully trained on the Global Appraisal of Individual Needs Screener (GAINS), which is an evidence-based measure of bio- psychosocial aspects of an individual's life and functioning. It supports treatment and intervention planning.

### **ADDICTIONS MOBILE OUTREACH TEAM (AMOT):**

AMOT has been officially trained using a Naloxone kit. An invaluable tool for the team and the community. In addition, AMOT restarted weekly drop-in program at Dogwood Suites Thursdays from 10am-12pm. Lastly, AMOT restarted monthly Holmes House groups that occur every 3 weeks to provide information regarding SOUTH COAST WELLNESS, peer support, mental health, and addiction recovery.

### **ADULT MENTAL HEALTH:**

The adult team has been diligently working on seeing clients and the counselling waitlist is currently hovering at three months. We are also pleased to have Amanda complete a student placement with us. The team is also working on creating a new name for its program. We will unveil that in our next newsletter.

### **ADMINISTRATION:**

The Administration team has had a successful initial meeting for the planning of administration procedures manuals in all areas of clinical and non-clinical deliverables. The team is currently working on the first phase of developing procedures documents to standardize the manuals.

A special thank you to the Administration team for their support to SOUTH COAST WELLNESS staff during the office revitalization project in Townsend and Simcoe. Thank you to all staff who participated in the process and provided a helping hand to the Administration team during this time.

Congratulations to Stacey Olthof on her new position as Executive Administration Assistant! Stacey's new role will be a daily support to the leadership team and new agency initiatives.

## **Crisis Assessment Support Team (CAST)**

The Crisis Assessment and Support Team (CAST) is working on creating better practices for follow-up calls with higher risk clients and is also finalizing the reintroduction of crisis counselling. They will be utilizing the office in Simcoe to meet with clients.

### **Intake:**

Is responsible for receiving community referrals and internal mental health referrals. Intake focusses on connecting clients to our services and refers to external services in the community when needed. Intake has also begun to support the management and triage of the Agency waitlist.

### **Intensive Geriatric Services:**

Is a program which provides non-emergency outreach to clients including assessment, consultation, treatment and education to older adults, and their families. Referrals from all of SOUTH COAST WELLNESS' programs as well as self-referrals have been consistent throughout the year.

### **The Mobile Crisis Rapid Response Team (MCRRT):**

MCRT is well-established in Norfolk. In May two new staff Krystina and Dana joined the team and we have not reestablished MCRT in Haldimand County. In addition an Memorandum of Understanding has been completed with both counties. The teams are now in the process of finalizing Protocols with all three hospitals on transition process and expectations.

### **Mobile Mental Health & Addictions Clinic (MMHAC):**

The adult team has been diligently working on seeing clients and the counselling waitlist is currently hovering at three months. We are also pleased to have Amanda complete a student placement with us. This past quarter SOUTH COAST WELLNESS had the highest number of referrals for all the four Provincial pilot sites.

### **Specialized Geriatrics Services (SGS):**

SGS is pleased to welcome Karena Smith RN as a full-time member as of March 2023.

Despite constant referrals SGS manages to ensure all referrals are seen by a physician on a timely and predictable schedule. If clients require support in the interim the team manages to provide these services as well.

A very personal and heartfelt welcome is sent to Alee and her beautiful healthy daughter, Louise who was born March 25, 2023.



### **TELEMEDICINE:**

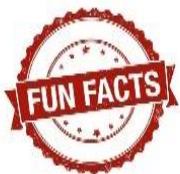
The SOUTH COAST WELLNESS Telemedicine Service serves Brant, Haldimand and Norfolk Counties. The Telemedicine Service provides non-emergency community-based service to adults 16 years of age or older who may be experiencing mental health and/or addiction issues, including older adults with complex needs. The team has, despite constant referrals, maintained a waitlist for less than 14 weeks.

### **Wellness & Recovery Centre:**

As of July, the WRC is implementing a lunch club every other Friday with Member Barbecues. In addition, Outings are slowly being re-introduced to the members of the Centre. There are 3 outings in July. As well the Peer Program is providing 1 to 1 Peer Support one afternoon per month. The team is preparing for skills groups in early September.

## DATA AND FACTS

- ✚ The Addictions Team is now in 9 Secondary Schools.
- ✚ AMOT celebrated its seventh year of operation. They have built their team through ongoing communication and during the COVID shutdown to remain connected and to heighten team comradery by sending updated shift reports to team members.
- ✚ The Adult Mental Health Team has reduced its waiting list since the last report by nearly 80%.
- ✚ CAST along with two BSW students identified a process and criteria for counselling. They served 135 client's last quarter.
- ✚ Our collaborative DBT with our partner agency CMHA have worked through its Pandemic (2020 to 2022) waitlist.
- ✚ Intensive Geriatric Services will provide support to the individual, or any person(s) connected to the individual within 48 hours of contact.
- ✚ Intake can now receive referrals and send updated referral information using the OCEAN e-referral network and platform. This ensures PHIPA compliance and increases the timeliness of services.
- ✚ MCRT diverts 93% of its mental health calls from hospital admissions.
- ✚ The Specialized Geriatrics program has a closing rate just slightly below 95% of all the cases that were assigned and registered as of September 2022.
- ✚ Telemedicine despite functioning with a loss of nearly 70% of its staff, successfully closed slightly above 50% of the cases assigned and registered as of September 2022.
- ✚ The WRC held two wellness fairs this past spring. One was in Simcoe and the other Dunnville. Together these two fairs welcomed over 700 visitors.



## COMMUNITY COLLABORATIONS



SOUTH COAST WELLNESS is proud of its many community relationships that support the Agency and enhance services to the Haldimand and Norfolk Counties. We are also amazed at how seamless our internal collaborations between programs function. This is just a small sampling of these collaborations.

### Wellness Fairs



The Wellness Fair in Simcoe at the Auditorium was a huge success. With over 70 vendors and more than 400 people visiting during the 5-hour period the event was well attended and well received with lots of positive feedback on the participant and visitor evaluation forms. Well Done!



The Haldimand Health & Wellness Fair was a good learning opportunity for the Peer Program and other vendors. Our event sponsors were very pleased with the planning of the event and the advertisement and support they received from us on social media. Not as well attended as Simcoe likely due to the nice weather it still managed to touch the lives of over 100 people.



Meeting Inspector Jennifer Neamtz, Norfolk Detachment Commander at WRC, on March 16, 2023. Had a chance to sit down and explain our Programs and Services to which we offer Haldimand & Norfolk County.



## Toyotetsu

Toyotetsu is an outreach opportunity for the Peer Program to give information to employees of the factory about our services and processes at SOUTH COAST WELLNESS. We still attend twice a month and ensure to get posters to Toyotetsu in a timely manner for posting and advertising our presence for upcoming outreach opportunities. Now that the warmer weather is here, we will be setting up outside, in hopes it will increase our chances of reaching more people and after one time so far it has.

## Donations

In May SOUTH COAST WELLNESS received a generous donation from Cayuga Mutual Insurance Company and the Ontario Mutual Insurance Association in the amount of \$33,325 to support SOUTH COAST WELLNESS services. Pictured above is Steve Quinn (President and CEO Cayuga Mutual Insurance Company) and colleagues presenting the donation cheque to Bill Helmeczi, SOUTH COAST WELLNESS CEO and Jean Montgomery, SOUTH COAST WELLNESS Board Chair. Thank you to all participating members and a special thank you to Steve Quinn for initiating the fundraising event.





## STAFF APPRECIATION DAY

Thank You

On June 22 SOUTH COAST WELLNESS had its Staff Appreciation Day at the Lions Club in Townsend. It was a fun day with food, games, and awards. All our staff do a wonderful job every day, and this was one small way to show how much we appreciate them. As this was our inaugural Appreciation Day everyone was given a small gift. Staff who have been at SOUTH COAST WELLNESS for 1, 5, 10, 15 and 20 years were given specific tenure appreciation gifts. Thank you and Congratulations to:

1 year

- Andrea Varga
- Cari Gordon
- Megan Brown
- Nathan Middlemiss
- Phil Kuva
- Tamia Knight
- Trudi Townsend

10 years

- Harmony Szolga
- Kelly Graham
- Sheila Greene
- Stacey Olthof



15 years

- Darralynn Foster
- Karl Grinbergs

5 years

- Jacqueline Boniface
- Marissa DePaulo

20 years

- Jane Coulson



AMOT Team

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and Jacqueline Boniface

## PROJECTS AND ACTIVITIES

### Research

A Ph.D student in her community comprehensive program will in four phases work to develop greater insight and understanding as to how to improve service access, commitment to treatment, and outcomes. This will be followed by a knowledge mobilization phase to ensure the findings can be utilized at SOUTH COAST WELLNESS. This will be done in collaboration with the AMOT and Addiction staff.

### Accreditation

Accreditation is a process whereby an independent, third-party evaluation of an agency against recognized standards, conveying formal demonstration of its impartiality and competence to carry out specific conformity assessment tasks. The Canadian Centre for Accreditation is tailored to community-based health and social services across Canada. It offers accreditation founded on recognized best practices in governance, leadership, and management, and in program areas including community-based health, mental health, and addictions. Below is our work plan to achieve our successful Accreditation.

Activities	Duration in Weeks	Percentage of Project	Target Met	December	January	February	March	April	May	June	July	August	September	October	November	December	January	February	March
Introduction	3	10	☑	█															
Policy Outline	9	10	☑		█														
Review Policies	9	10	☑			█													
Purpose of Procedures	6	5	☑			█													
Policy Distribution	28	20			█														
Policy Reviews	7	15										█							
Policy Discussions	7	5													█				
Policy Edits	4	10															█		
Policy Approval	3	5															█		
Policy Sign offs	4	5																█	
Policies Submission	2	5																	█

### Greenspace

To provide optimal services, it is imperative that we continually assess service progress and outcomes. With Greenspace measurement-based care will allow our staff to manage this complex requirement easily and timely. Supporting our staff so that they can then leverage the data to ensure value added innovative services for our clients. This digital platform has shown the maintenance of change by 350 times more often than without measurement-based care.

## Website

The website committee is hard at work. We have identified four website designs. The committee will select the design this summer and the content will be completed by early September. We will have a two-week period where the website design committee reviews the content and interaction before going live at the end of September. This will coincide with the conclusion of our strategic planning process which will then be uploaded to our website.

## Balanced Scorecard

SOUTH COAST WELLNESS' balanced scorecard is a tool we can use to monitor the performance of services that will also support timely feedback for improvement. As you can see from the scorecard it illustrates our progress by numerical ratings for each action, Service Delivery, Service Excellence, Finance and IT, and Human Resources. The focus is on our capabilities and collaboration skills to manage and evaluate the performance of our services internally and externally. We have been submitting to our Board of Directors for the last two quarters. In the category of Human Resources, we are performing well. This category will be supplemented with the results of our Guarding Minds Health Survey in September. Guarding Minds at Work: Psychological Wellness and Safety is a primary emphasis for all well functioning organizations.



### Balanced Scorecard Summary

Program: Agency Wide  
 Period End: 30-Jun-23  
 Quarter: 1

Q1 Operation Plan Indicators to Annual Scorecard		Target	Score	
Customer Service and Quality	Met treatment and intervention goals	25.00%	22.00%	
	Waitlist management	25.00%	22.00%	
	Outcomes: quantitative	25.00%	22.00%	
	Group and workshop satisfaction	25.00%	23.25%	
<b>Total Customer Service and Quality</b>		<b>100.00%</b>	<b>89.25%</b>	●
Program Effectiveness	Provided EBP or IEP treatment	25.00%	24.00%	
	Met intake standards	25.00%	24.00%	
	Met transitioning standards and fidelity compliance	25.00%	20.75%	
	Risk and privacy issues	25.00%	23.50%	
<b>Total Program Effectiveness</b>		<b>100.00%</b>	<b>92.25%</b>	●
Workplace Health and Excellence	Employee employer issues	25.00%	46.00%	
	Staff retention	25.00%	44.00%	
	Workwellness reporting	50.00%	NA	
<b>Total Workplace Health and Excellence</b>		<b>100.00%</b>	<b>90.00%</b>	●

Legend : Well above expectations ● At or slightly above expectations ● Below expectations ●

## QUESTIONS TO THE EDITOR

Over the past few months, several questions have come forward. Below are two of the most common questions asked, along with the answers that were provided. If you have any questions that you would like to have answered and believe that others would be interested, please do not hesitate to ask your manager, the CEO, or write to [SOUTH COAST WELLNESSCHRONICLES@South Coast Wellness.ca](mailto:SOUTH COAST WELLNESSCHRONICLES@South Coast Wellness.ca).

We had another question that relates to the Personal Health and Privacy Legislation. The question is it allowed to restrict access to an individual's personal health information. The answer is yes if these following conditions exist:

- The information cannot be found or never existed.
- The law restricts us from providing information such as a custody order.
- As well Agencies can deny if there is a risk of serious harm to either the treatment or recovery of the individual or a risk of serious bodily harm to the individual or another person.
- May lead to the identification of a person who provided information of a record to the custodian explicitly or implicitly in confidence if the custodian considers appropriate in the circumstances that the name of the person be kept confidential. If an Agency does determine it will not provide the information, it must do so with a written rationale.



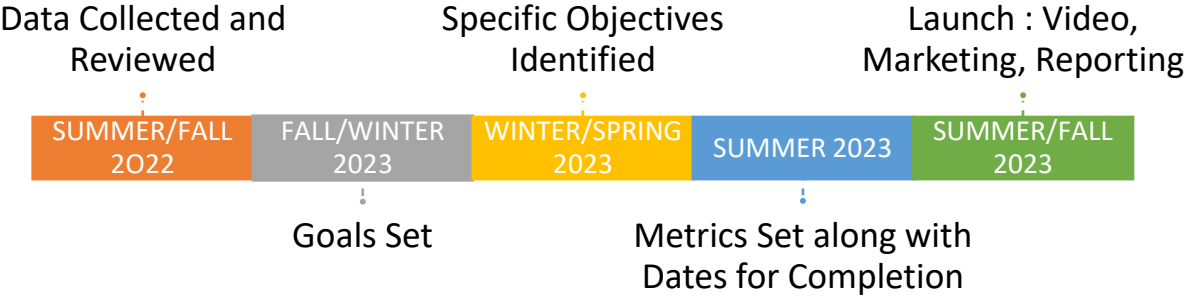
### Client Information Enhancements

As you know EMHware is a secure cloud-based software, which can support a seamless transfer of historical data from other systems into ours. Referrals can be sent electronically using our built-in tools (no more paper, faxing, or data entry). EMHware gives intuitive and effective processes for managing clients, appointments, notes. It also supports ministry reports to ensure that Agencies can report their statistics in the Ministry format. Along with this SOUTH COAST WELLNESS will soon have access to online faxing, teletherapy sessions through its portal, increased outcome data, and the ability to have appointment reminders.



### Strategic Plan

We are working on our Strategic Plan and below is a timeline. The Strategic Plan will be launched and reported on in our next Newsletter.



We hope you enjoyed SOUTH COAST WELLNESS' inaugural newsletter. Remember the next one is **October 2023**.

