

Mission Statement

That NORTH SHORE COMMUNITY SUPPORT SERVICES, INC. promotes and encourages people to live to their fullest potential and strives to make a significant difference in the mental health of individuals and families in the community, through advocacy, education and the development and provision of a range of supports.

Our heartfelt appreciation goes out to all those people and organizations for their moral and financial support in helping us to fulfill the requirements of our consumer/survivors.

Our success is a direct reflection of your efforts!

A special Thank You to the following:

Board of Directors (2017 - 2018)

Charles Houle, President
Anne Cranston, Vice-President
Lesley San Cartier, Treasurer
Heather Clouston, Secretary
Tracy Rawcliffe
Pauline Murphy
Helga Westerhoff
Laurent Denis
Patrick Bucholtz
Paul Morin

**WE HAVE
MOVED!**

Staff, Placements, Students

Samantha Andrews, Kyle Best, Zack Girard,
Anke Lansky-Johnson, Nikki Lapish, Sylvie
Plante, Avery Proulx, Cory Rose

ALL OUR DEDICATED VOLUNTEERS AND COMMUNITY PARTNERS!

The Board of North Shore Community Support Services, Inc., two thirds of whom are Consumer/Survivors or Family members, provides an excellent representative balance between membership needs and programs delivery. Our entire vision is founded on the principle of collaborative direction by Consumer/Survivors. From that proposition we conduct our cooperation with the Ministry of Health and Long-Term Care (NELHIN) objectives, common cause partners, & strategic planning for our Supports.

Club 90

Club 90 is a Psychosocial Rehabilitation Program for adult consumer/survivors who experience severe mental illness living in Elliot Lake and area. Supports are offered with the philosophy to promote people's ability to choose, and ensure that options are available to meet the full range of people's needs to live successfully in the community. The Club simultaneously responds to all levels of need of members, responding to emotional problems, social isolation or severe crisis. Consumer/survivors level of needs vary from requiring intense supports, assistance, and/or re-assurance. Club 90 provides a safe environment for people to pursue their interests and be themselves.

How we do it


Café: Members of Club 90 prepare and/or help to prepare lunch or dinner daily. For a nominal fee, members enjoy a nutritious meal prepared onsite. People share their expertise and learn new skills. Further, while, for example, peeling potatoes share their challenges and successes and staff is able to assist the person with options and suggestions to problem solve through active listening and referrals. Education includes food preparation and safety, smart shopping, how to eat healthy on a limited budget. These skills are an integral part of this unit.

Clerical: Members participate in general office operations and publish a monthly newsletter, create and maintain web pages, create blog spots including interactive updating. Members take on the membership raised accounting of funds, share/learn use of various software products and how to navigate the internet and communicate in various ways with business, friends and family. Résumé preparation, letter writing, business cards etc are also part of this unit. And again, via engaging in work with members, staff is gaining insight and are able to support members in achieving their goals and working toward their dreams.

Maintenance: Members maintain premises and equipment. People share/learn maintenance skills – from janitorial 'chores' to maintenance of equipment, from health and safety to slip and fall prevention. And as in all our activities, people share their thoughts and issues and receive supports to problem solve and grow.

**62% of Club 90 Members are Males,
38% are Females;**

**2.5% between the ages of 16 and 24;
11.0% between the ages of 25 and 34,
11.0% between the ages of 35 and 44;
25.0% between the ages of 45 and 54;
29.0% between the ages of 55 and 64;
19.0% between the ages of 65 and 74;
2.5% between the ages of 75 and 84;
The average age between 45 and 64 .**

 **144 were members of Club 90
and engaged 4,555 times;**

*** Complete Ministry of Health and Long Term
Care Common Data Set (CDS) information
available upon request.**

Education/Awareness: Workshops, Webinars, including presentations from Mental Health and Addictions Provider: and other community organisations/services are central to the Club 90 life. Members not only take part in the learning aspect but as well in the teaching side through community engagement: Spring Wellness Fair, Consumer/survivor breakfasts, Mental Health Week, Drag Races, Mental Illness Awareness Week and many many more events. In part to remove stigma attached to mental illness, in part to fund-raise and in part to have fun! Not to forget the skills building and/or sharing by organizing events, advertising, public speaking, soliciting adverts and supports, giving back to our community....

Social Recreation: Members are engaged in; Art, Music, cards and board games; billiards, movies, T.V., foosball, darts, trips to various locations in and out of town, bowling, cardio exercise, swimming, fishing, camping, hiking, walking, barbeques, etc. are part of the leisure life offered. And foremost; all gaining peer support and building friendships – not being alone.

Off-Site Communication: Staff connect with members through outreach: via phone, snail mail, e-mail, social media or blog for support & give reassurance or just chat.

All programs are fulfilling the Ministry of Health and Long-Term Care/North East Local Health Integration Network's mandatory reporting requirements of Common Data Set (CDS) & Management Information System (MIS), with HRIS & MS GP financial systems and CRMS client record management software.

Statement of Revenue & Expenses Year ending March 31, 2018

<u>Revenue</u>	<u>2017/2018</u>
Ministry of Health & Long Term Care/NE LHIN	\$407,671
Services Canada	3,472
Service Agreement	49,250
Donations	2,800
Fundraising	3,134
Transitional Employment	388
Other	91
	466,806
 <u>Expenses</u>	
Salaries & Benefits	283,482
Fundraising	246
Rent & Utilities	33,114
Staff & Board Development	2,538
Travel	3,962
Professional Fees	7,558
Repairs & Maintenance	100,889
Telephone	5,813
Office Supplies & Postage	4,960
Program Supplies	19,514
Transitional Employment	723
Insurance	1,688
Affiliation Fees	734
	465,221
 <u>Excess (deficiency) of Revenue over Expenses</u>	 <u>\$1,585</u>

Taken from the audited financial statements as prepared by Joe Ruscio, Professional Corporation, Sault Ste. Marie. Complete copies of the financial statements are available for review to members of the corporation at our offices.

Information/Referral

The District of Algoma toll free phone-in service 1-855-366-1466 connects callers from East Algoma to local staff to respond here at our office between 9:00 am to 4:00 pm and staff at Maplegate from 4:00 pm to 8:00 pm (Monday-Friday). This ensures local information and referrals guide callers to appropriate services. Additionally a self serve information tool available for free 24/7:

East-Algoma Connects! whenever, where ever!



<http://www.eastalgomaconnects.com>

Digital Inquiries: 54,874 (apps and website)
In person Inquiries: 3,093 (phone/face-to-face)
Total contacts: 57,967 (East Algoma)

Seniors' Mental Health Outreach

This services provides consultation and assessment to the elderly population in Elliot Lake and along the North Shore exhibiting signs of serious mental illness and/or cognitive impairment. Referrals are accepted from family physicians, nurse practitioners, social workers, counsellors, concerned family members, or the person themselves. A total of 186 persons were referred and served by the program. People enrolled: 1% between the ages of 45 and 54; 6% between 55 and 64; 35% between 65 and 74; 38% between 75 and 84; 20% aged 85 and over. We had to say fair-well to our nurse Nikki Lapish who left for a career change to the private sector in February 2018 :(

Supported by / Financé par :



Ontario

Local Health Integration
Network
Réseau local d'intégration
des services de santé



An Associate member of
Addictions & Mental Health Ontario

Annual Report

2017 - 2018

**NORTH SHORE COMMUNITY
SUPPORT SERVICES, INC.**

February 14-2018 changes forwarded to Henry P.



**'Moving On' to
10 Paris Drive, Unit 6
Elliot Lake, ON, P5A 2L9**