

Finding Focus within Transformation

2016-2017 ANNUAL REPORT



NORTH OF
SUPERIOR
COUNSELLING PROGRAMS

Programmes de Counselling
Nord du Supérieur

Healthy People • Resilient Families
Vibrant Communities

Service Area

Proudly governed, managed and delivered within the District of Thunder Bay since 1983, North of Superior Counselling Programs (NOSP) continues to be committed to being a leading provider of community-based mental health and addiction services across the lifespan.

The NOSP Board, Management and Staff respectfully acknowledge the Robinson Superior Treaty Area that the NOSP Service Area works within.





WELCOME • BIENVENUE • BOOZHOO

Throughout 2016-2017 fiscal year NOSP Board of Directors, Management and Staff have been committed to ‘finding focus within transformation.’ With traction being gained on the system change recommendations identified within key strategies such as the North West Local Health Integrated Network’s Blueprint and the Ministry of Children and Youth’s Moving on Mental Health in combination with the important work of the Provincial Mental Health and Addiction Advisory Council, transformation is a consistent and eminent reality creating a perfect storm unable to be avoided.

Although it is still too early to tell what transformation will look like for NOSP in the end, the Agency has chosen to move onward courageously while using the 2014-2017 strategic directions of Service Excellence, Strong Integrated Partnerships and Collaborations,

Strengthening our Voice, and Build for the Future as our navigation system.

Although change and the unknown can be scary, just as we ask our clients to work through their fears of the unknown and challenges they face, we are choosing to boldly walk our talk, while searching for focus within the unknowns of transformation. The journey over the past year has not been easy; there have been many lessons learned, plenty of growth, and some painful transitions. But there have also been many successes and accomplishments that we would not have been able to achieve without our valued staff, clients, communities and partners within the NOSP service area, city of Thunder Bay and across the Province. To all who sail with us, and at times help keep us afloat as we navigate this perfect storm, we thank you; your contributions, insight, honesty and collaborative support is most acknowledged

and appreciated.

North of Superior Counselling Programs (NOSP) is honoured to share the 2016-2017 Annual Report and look forward to continuing our commitment to boldly moving onward courageously into the perfect storm of transformation with the focus we have gained throughout the year.



The secret to change is to focus all of your energy, not on fighting the old, but on building the new. -Socrates



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.



Core Functions

Providing Clinical Counselling/Mental Health Services

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

Access to Specialized Services

NOSP provides a link to a number of specialized services including, but not limited to, psychiatry.

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

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



Key Values

Person-Centered

We put people first by being respectful, compassionate, supportive and caring.

Respect for Diversity

We are committed to inclusion.

Professionalism

We are committed to superior service, evidence-based practice and continuous learning.

Collaboration

We are committed to building connections and working with all communities and partnering agencies/groups.

Transparency and Accountability

We are open and responsible.

Innovation

We welcome and support the creative exchange of ideas.

Safety and Accessibility

We are committed to ensuring the provision of safe and accessible service delivery within a healthy work environment.

NOSP is...

NOSP is a non-profit community-based counselling agency dedicated to providing a broad system of mental health and addiction counselling and support services across the lifespan.

NOSP services across the lifespan

0-17

Children/ Youth & Families Services

- Access Network Partner
- Brief Services (Walk-in Counselling Clinics)
- Counselling/ Therapy
- Family Care Giver Support
- Targeted Prevention
- Intensive Services
- Developmental Community Support Services/ Case Coordination
- Referrals to Specialized Services

18+

Adult Services

- Mental Health Counselling & Case Management
- Substance Abuse Case Management & Counselling Support
- Rental Supplement/ Supportive Program
- Problem Gambling Community Support
- Referrals to Specialized Services
- Senior Volunteers in Service Friendly Visiting Program

Board of Directors

The composition and structure of the NOSP Board of Directors are defined by the Bylaws and Board Policies of the Agency, and allow for representation from each of NOSP's main communities. To ensure representation and a voice from the different areas and groups of the expansive NOSP Service Area, the NOSP Board optimizes on the access and use of technology to conduct business.

Board Members

Board of Directors 2016-2017 – District Wide Board of Directors Representatives



Armand Giguere
Chair



Valerie Newton
Director



Adam Brown
Vice-Chair



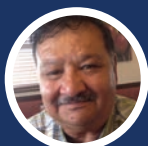
Beverley Goodchild
Director



Lise Koroscil
Treasurer



Doug Kashak
Director

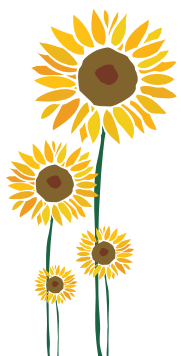


Raymond Goodchild
Director



Jocelyn Bourgoin
Director

Don Plumridge
Director



From the final Accreditation Review Report:

"The overall diversity, functioning, skills and community representativeness at the Board of Directors level at NOSP was highlighted as a strength. Members of the governing body have clear guidelines addressing conduct and ethics" (p. 5).

Message from Leadership

Finding Focus within Transformation



Armand Giguere
Board Chair



Shannon Cormier
Executive Director

The 2016-2017 fiscal year has been dedicated to “Finding Focus within Transformation.” North of Superior Counselling Programs (NOSP) has been navigating what leadership has coined as the “Perfect Storm” of internal and system change, transition, and transformation over the last few years with each year seemingly gaining momentum and intensity. When faced with change and transformation, there is always a choice as to how one will react; to either succumb to a sense of hopelessness and cling to status quo, or embrace the unknown and choose to explore the possibilities and opportunities that may be found within it. Although it is too early to tell what transformation may look like in the years to come, NOSP has boldly chosen to move onward courageously by strategically working on finding focus within transformation, exploring the opportunities and possibilities that will best support and serve the unique individuals, families and communities within

and across the District of Thunder Bay.

One of the key “*finding focus*” strategies for this year was the application to become an accredited organization with the Canadian Centre for Accreditation (CCA). CCA (<https://www.canadiancentreforaccreditation.ca/>) offers accreditation founded on recognized best practices in governance, leadership, management, and specific program areas such as children and youth services, community mental health and addictions, and community support, to name a few. As this was the first time NOSP has ever gone through such a process, it proved to be a very intensive and exhaustive commitment whereby the Agency was required to provide documented and demonstrated evidence in relation to the specified industry standards and best practices linked to the organization’s operations, governance, management and mandated program services. As with anything worth doing, it was

a challenging journey to endure but in the end it proved to be of great value in many different ways. Our accreditation approval was formally granted December 14, 2016 providing greater focus for the journey ahead.

A second significant strategy towards “*finding focus*” this year was a Transformation Project that received some one-time financial support from the Small Hospital Transformation Funding through the North of Superior Health Group. The Transformation Project was a three month intensive strategy with the intention of gathering critical information that would not only influentially inform transformation but also provide prioritized focus for NOSP while moving forward. Led by Birchbark Collaborative, a consulting group from Winnipeg, Manitoba, three key engagement processes were completed. The insight gained from the project is/has been instrumental in identifying three key non-negotiable transformation

priorities as we move forward into the next fiscal year. The project also provided further focus as to specific operational recommendations to help continue focused momentum while navigating the waters of change through the perfect storm of transformation. Although there still remain many opportunities and possibilities of what transformation may end up looking like in the future, the three non-negotiable transformation priorities that will guide the way forward include:

1. To ensure person-centered Mental Health and Addiction service delivery remains at the heart of all that the Agency undertakes
2. That Mental Health and Addiction services remain governed, managed and administered from within the District of Thunder Bay
3. That Mental Health and Addiction services remain integrated in their delivery across the lifespan

The final key strategy in our commitment to “*finding focus*” was related to data. More specifically, NOSP worked with the North West Health Alliance (NWHHA) and Children’s Centre Thunder Bay (Lead Agency) to review and identify how NOSP could better streamline and further strengthen the quality of current data systems that are being used to capture and track program activity, service gaps, and community needs. The

NWHHA also completed a detailed environmental scan and data review process that has informed a number of recommendations and prioritized actions that will lead to data consistency, improvement and expand data quality. This is critical to ensure transformation decisions are grounded in accurate and appropriately reflective data-based evidence.

If someone was to ask for one word to describe this fiscal year it would have to be intense. The commitment to complete each of the three “*finding focus*” strategies above and beyond the regular operational accountabilities and requirements was nothing less than intense. The successful accomplishments and outcomes of this year, coupled with the courage to be bold leaders in leading and informing transformation, speaks to the depth of commitment and dedication of the Board of Directors, Management Team and Staff of NOSP. Without the Team of people we have on our ship and the many key partners that support our work, all that has been accomplished this year would not have been possible. For this, we are truly grateful.

“ Just when the caterpillar thought the world was over, it became a butterfly. -Unknown

Services across the Lifespan

Program Area	2015-2016		2016-2017	
Children/Youth & Family Mental Health Core Services	Clients Served	1,628	Clients Served	1,863
	Targeted prevention	1,247	Targeted prevention	800
Adult Mental Health & Addiction Case Management/Support	766		817	
Senior Volunteer in Service	56		47	
Rental Supplement/Support Program	Rental Supplements		Rental Supplements	5
	Program Support	0	Program Support	17
Total Cases Served	3697		3546	

No Show / Missed Appointments

A 'no show' is when time is set aside for an appointment but the session is not attended with no advanced notice of the cancellation. This creates missed opportunities for those who are hoping/needing to speak to a counsellor, contributes to waiting lists and has a direct impact on the number of people NOSP Counsellors are able to serve.

Program	2015-2016	2016-2017
Children/Youth & Families	492	534
Adult	630	760

KEEP or CALL! If appointments are made, please honour that time – KEEP the appointment or CALL in advance to cancel so that time can be scheduled with someone else who wants and/or needs to speak to a Counsellor.



Travel Fact

In alignment with the commitment to ensuring client-centered care, NOSP Staff have traveled a combined 46,699 km to surrounding communities from the main office locations. This is an increase from last fiscal year by 913 km. With each kilometer traveled valued time is lost behind a windshield, which in turn impacts the amount of time Counsellors have available to meet with clients directly.

Despite having a vacant manager's position for the majority of the year, this year's Management Team travel was only 2,400 km short from the previous year traveling a combined 33,286 km to meet with staff, local planning groups, and community partners.

Innovative Service Delivery through Ontario Telemedicine Network (OTN) Technology

19

Education Sessions

99

Meetings and Service Consultations

171

Specialized Services
(Psychiatry, Psychology, Consultations)

36

Video-based Counselling Sessions

9

Regular Board Meetings
(9 out of 9)



From the CCA Accreditation Review Final Report:

"The organization was notable in the scale of progress achieved given the complexity of the organizational transitions it has progressed through, and reviewers commend NOSP leadership and staff on the effectiveness and reach of quality services provided. Across the breadth of the Organizational, CYMH and MHA Standards modules, NOSP is credited for the commitment of staff, for leveraging limited resources to optimize client reach, and for building a culture of placing clients at the center of their service delivery journey" (p.18).

An aerial photograph of a beach with waves crashing. The top half of the image is a dark, deep blue ocean. The bottom half shows white, frothy waves breaking onto a light brown sandy beach. The waves are moving from the top towards the bottom of the frame.

“

Growth is painful.
Change is painful. But
nothing is as painful as
staying stuck where you
don't belong. -Mandy Hale

Adult Psychiatry Specialized Services

In addition to providing psychiatric assessments and follow up with 139 registered clients as well as 27 psychiatric consultations, the theme of “Finding Focus in Transformation” has also carried over into our Adult Psychiatry Services where NOSP and Western University Extended Campus Program have been jointly working on the exploration of innovative and creative ways to enhance Psychiatry Services within and across the District. We are also working collaboratively with St. Joseph’s Care Group to explore potential collaborative partnerships to meet the needs of this important specialized service. This work will continue into the next fiscal year.

Meet the NOSP Psychiatry Team



Dr. Giuseppe Guaiana
Clinical Director of the North of
Superior Program of Western
University

Dr. Giuseppe Guaiana graduated in Medicine from the University of Milan, Italy in 1998. He was Board Certified in Psychiatry in 2002, from Italy and United Kingdom. After certification, Dr. Guaiana took up an Assistant Professor (Clinical Lecturer) position at the University of Hull, United Kingdom, in 2003. He then moved to Switzerland, in 2005, where he remained until June 2009. He obtained a Master (MSc) in Affective Neuroscience in 2007, and Doctorate Degree (PhD) in 2012, both from Maastricht University (Netherlands).

Since July 1 2009, he has been Associate Professor of Psychiatry at Western University. He has been appointed as Clinical Director of the North of Superior Program of Western University in April 2012. Since November 12 2012, he is Chief of Psychiatry at Saint Thomas Elgin General Hospital, in St Thomas, Ontario.



Dr. Vadim Beletsky

Dr. Vadim Beletsky graduated from the Moscow Medical Academy in Medicine 1989, followed by the Neurology residency at the National Institute of Neurology, Moscow. This was followed by several research and clinical fellowships (all in Cerebrovascular Neurology) and included University of Miami, University of Louisiana, University of Toronto and University of Western Ontario. He changed his career path in 2009 following psychiatry residency graduation at Western and joined the Department of Psychiatry in a rank of Assistant Professor at Parkwood Institute, St Joseph’s Health Care London. Current academic portfolio: Psychiatry Clerkship Director. Professional interests: short term intensive psychodynamic psychotherapy, neuropsychiatry. Other major interests: photography.

Adult Psychiatry Team cont'd



Dr. Bhadresh Surti

Dr. Bhadresh Surti completed his medical training in Surat, India in 1974. Dr. Surti moved to Canada in 1977 and completed his Psychiatry Residency in Ottawa, Ontario in 1983. Dr. Surti has been a Consultant Psychiatrist with the North of Superior Counselling Programs (NOSP) of the Extended Campus Program (ECP) within the Department of Psychiatry, Western University, London, Ontario since 1987. He has also been a Faculty member with the department since July 1991 and is currently at Associate Professor rank. At present, he works at the Psychosis, Mood, and Anxiety Program at Parkwood Institute, London, Ontario.



Dr. Sujata Ojha

Dr. Sujata Ojha is Assistant Professor in the Department of Psychiatry at Western University, Ontario and Adult Psychiatrist with the Strathroy–Middlesex ACT team, St. Joseph's Health Care London Hospitals, since March 2017. She earned her Undergraduate and Postgraduate Degree and Diplomas from India and Australia. She worked in the specialty of Obstetrics and Gynecology for 4 years in India before moving to Australia. During her work in Australia she developed passion for working in Psychiatry. She completed her Fellowship in Psychiatry from Royal Australian and New Zealand College of Psychiatrists in November 2016. Dr. Ojha has a vast clinical and growing teaching experience in the field of Psychiatry.



Dr. Priya Subramanian

Dr. Priya Subramanian has been a Faculty member with the Department of Psychiatry, Western University, London, Ontario since March 2010. She completed her medical training in Chidambaram, India in 2001 and her Psychiatry residency in Bristol, UK in 2007. She moved to Canada in 2008 to complete a Fellowship in Psychiatric Rehabilitation at Western University.

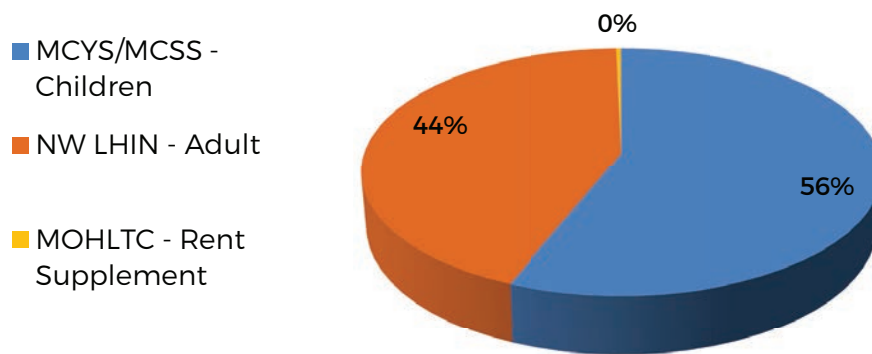
Dr. Subramanian is a Certified Psychiatric Rehabilitation Practitioner (CPRP) in good standing with the US Psychiatric Rehabilitation Association. She is a passionate advocate for the integration of psychiatric rehabilitation approaches in the usual care of individuals with severe mental illnesses (SMI). Currently works at the Prevention and Early Intervention Program for Psychoses (PEPP) at LHSC-Victoria Hospital, London. As part of this role, she will utilize her skills in psychiatric rehabilitation early on in the recovery trajectory of individuals with psychotic disorders, with the purpose of helping them achieve their full potential in various aspects of their life.

The average District
wait time for NOSP
Adult Mental Health/
Psychiatry is 49 days.

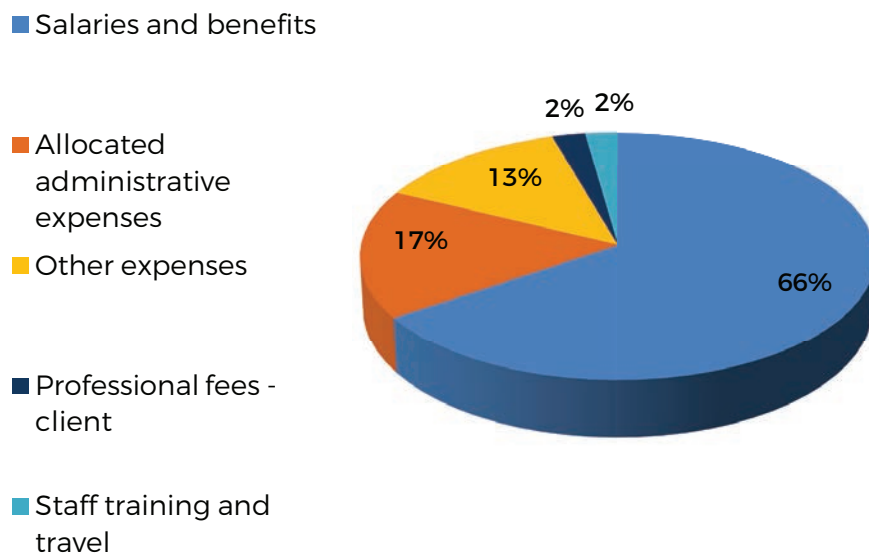
~NWA Environmental Scan
Report, 2017

Financial Summary

Funding



Expenditures



Statement of Operations	MCYS / MCSS Children	NW LHIN Adult	MOHLTC Rent Supplement	Other	2017 Total	2016 Total
	\$	\$	\$	\$	\$	\$
Revenue						
Net Ministry funding	1,808,247	1,404,839	11,192	-	3,224,278	3,120,868
Other revenue	3,322	1,278	-	820	4,600	33,232
	1,811,569	1,406,117	11,192	820	3,229,698	3,010,219
Expenditures						
Salaries and benefits	1,170,787	944,195	-	-	2,114,982	2,002,769
Allocated administrative expenses	200,621	341,093	-	-	541,714	756,889
Other expenses	400,236	15,656	11,192	-	427,084	93,708
Professional fees - client	-	72,668	-	-	72,668	80,008
Staff training and travel	39,925	32,505	-	-	72,430	75,935
	1,811,569	1,406,117	11,192	-	3,228,878	3,009,309
Excess of revenue over expenditures	-	-	-	820	820	910



NOSP Staff



Above (no particular order)

Nicole Beaulieu, Valerie Richards, Gillian Patterson, Alexandra Gagnon, Ashley Northam, Annie Roy, Jessica McMillan, Stephanie Cossette, Darcie Donaldson, Kerri Lindsay, Meghan Miller, Michele Gilbert, Magean Plue, Helene Kelly, Lisa Mackenzie, Kathryn Crichton, Kim Aquino, Sophia McGill, Kayla Horzempa, Diane Dubois, Joshua Wong, Krista McCooeye, Katie Freeman, Hailey Watson, Neil Sheach, Candace Davies, Shannon Cormier.

Missing

Lori Christensen, Margie Rondeau, Andrea Louvelle, Jenny Bourguignon, Amy Sutherland, Kristie Nicholas, Micheline Assad, Annie Wenger-Nabigon, Emily Currie, Jessica Paris.

Honouring Our Staff

5 Years

Andrea Louvelle (November 29, 2016)
Lisa Mackenzie (August 29, 2016)
Meghan Miller (July 26, 2016)

25 Years

Margie Rondeau (February 18, 2016)
Kim Aquino (September 25, 2015)

Retirement

Sandra Stubbs (April 13, 2016)
Kathy Pelletier (May 31, 2016)
Alison Collins (October 7, 2016)

We Honour and Thank our Partners

Partners

Canadian Centre for Accreditation

Birchbark Collaborative

District of Thunder Bay Children's Aid Society

Dilico Anishinabek Family Care

George Jeffry Children's Centre

Children's Centre Thunder Bay

Canadian Mental Health Association of Thunder Bay

BISNO

Sister Margaret Smith Centre

Northwest Dementia Network

Alzheimer's Society

Centre for Education and Research on Aging & Health/ Lakehead University

Responsible Gambling Council

Grief Recovery Institute

ROCK (Reach Out Children's Centre)

Municipal Libraries

Senior Centres

Geraldton Hospice Northwest

Elder Abuse Ontario

Thunder Bay District Social Services Administrative Board

Local Landlords across District

District Hospitals, Medical Clinics, Health Centres, and Physician Groups

ECHO Ontario Mental Health and CAMH & U of T – Centre for Addiction and Mental Health

Centre for Addiction and Mental Health Thunder Bay

North West Health Alliance

NorWest Community Health Centres

CCAC

Thunder Bay Counselling Centre

Probation Services

CUPE

Toronto Sick Kids Hospital – Tele-Psychiatry

CSDC des Aurores boreales

Superior North Catholic School Board and District Schools

Superior Greenstone District School Board and District Schools

District Police Services

District Family Health Teams

OTN

St. Joseph's Care Group

Marjorie House

Victim Services

Wesway

First Nations Communities

PACE

Thunderbird Friendship Centre

Greenstone Municipality (Infant Child Development Program)

Memberships

Family Services Ontario

Children's Mental Health Ontario

Ontario Hospital Association

Client Feedback Testimonials



It's a fantastic environment and is there to support you 100%.

I would tell my friends that it's a good way of talking to someone without them judging you. They help you understand what's going on.

It's a great place to come and share anything you need to talk about, it's very comforting.

They are very kind and respectful and are open-minded to any conversation.

They are there for you and talk to you.

Highly recommend!

It really helps!

The counsellors provide great support.



I wouldn't be doing as well as I am without NOSP support.

Informative, educational, and supportive with empathetic guidance.

Confidential counselling is provided in a relaxed, safe environment. The counsellors have been very well trained and educated. Service is available in a timely manner.

It is a very good service, hardly ever have to wait.

I advise anyone to take advantage of the care and understanding offered.

Easy to talk to, very private.

Purposeful, worthwhile, challenging; Excellent – try it.

It's a great program with very helpful people who want the best for you.



info@nosp.on.ca
www.nosp.on.ca

78 Salls Street, Box 161,
Red Rock, On P0T 2P0

Geraldton

P.O. Box 1089
423 Main St. Unit 3
Geraldton, ON P0T 1M0

Longlac

P.O. Box 610
121 Forestry Rd.
Longlac, ON P0T 2A0

Nipigon

P.O. Box 670
16 Front St.
Nipigon, ON P0T 2J0

Manitouwadge

P.O. Box 207
1 Health Care Cres.
Manitouwadge, ON P0T 2C0

Marathon

P.O. Box 849
51 Peninsula Rd.
Marathon, ON P0T 2E0

Armstrong

P.O. Box 362
111 Queen St.
Armstrong, ON P0T 1A0

Terrace Bay

P.O. Box 309
9 Selkirk Ave.
Terrace Bay, ON P0T 2W0



MIIGWECH • MERCI • THANK YOU

*NOSP Board of Directors, Management and
Staff gratefully acknowledge funding provided by:*





NORTH OF
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COUNSELLING PROGRAMS

Programmes de Counselling
Nord du Supérieur

www.nosp.on.ca