



## **NEW KIDS ON THE BLOCK**

On October 1<sup>st</sup>, 2020, the new Board of Directors was appointed to provide oversight and leadership at LLGAMH. Two weeks later, the new CEO was announced.

While we are definitely the new kids on the block, we are excited to be part of this amazing neighbourhood. LLGAMH has a committed and passionate team, doing a great job - particularly during the global pandemic.

Over the past year, we have continued to build upon the foundational work that has set LLGAMH up for success. Together, we are navigating a new path for LLGAMH, with a continued focus on providing the very best care for our clients.

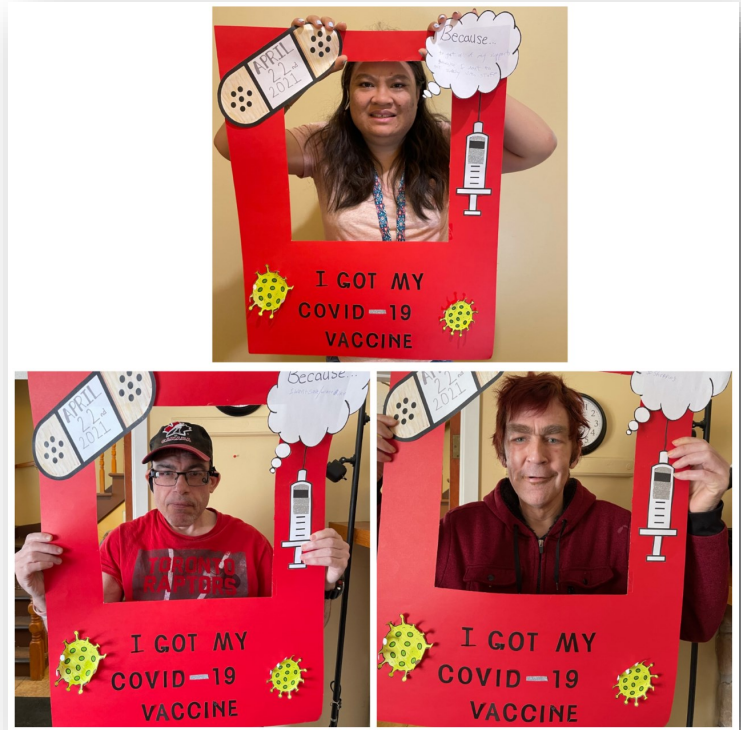
Thanks for the warm welcome!



**Roger Haley**  
Board Chair



**Patricia Kyle**  
CEO



## **We're Here For You!**

It is said that when the going gets tough, the tough get going. That has certainly been true for the LLGAMH team this past year. COVID-19 has impacted every aspect of the care we provide in local communities - but that caring continues.

Our team worked hard to pivot and provide care in new ways - from virtual appointments to socially distanced bingo. Safety precautions were quickly put in place in offices and group homes, and vaccination clinics were organized. The goal was to continue our caring and ensure our clients were supported.

We are also grateful to our local communities for your support over the past year. Every gift has had a direct impact on the clients we work with - and these random acts of kindness have bolstered our team as well. We are definitely all in this together!

# A Year in Review

Despite COVID-19, work continues to strengthen LLGAMH, our team, and our programs. Here are just a few updates:

**ICARE**  
*Integrity · Compassion · Accountability · Respect · Equality*

- ◆ **Clinical Care** An overall review of LLGAMH's programs and services will be part of our upcoming strategic planning process. Programs such as the diabetic foot care clinic demonstrate our ability to respond to the needs within our community.
- ◆ **Building Our Culture** LLGAMH's values were confirmed in July 2020, involving more than 40 staff members. A committee is now reviewing our ICARE behaviours, looking at new ways of recognition and celebration.
- ◆ **Enhancing Partnerships** We continue to collaborate with our partners to support local communities. We are a founding member in the Lanark, Leeds, and Grenville Ontario Health team. One of the goals for year one is better connections to mental health resources. We are also working with Lanark County and United Counties of Leeds and Grenville to better understand the housing, homelessness, and health needs of vulnerable populations.



## Committed Volunteers

The 2020/2021 Board includes volunteers from communities across Lanark, Leeds and Grenville. Thank you for your passion for improving mental health and addictions care in our region.

- ◆ Roger Haley - Board Chair
- ◆ Shelley Bacon
- ◆ Scott Coombes - Chair, Finance
- ◆ Carole Dufort
- ◆ Ron Holman
- ◆ Paul Howard
- ◆ Dr. Alison Inglis
- ◆ Candace Kaine
- ◆ Christina Latifi
- ◆ Cait Maloney - Chair, Governance
- ◆ Felicia O'Hara
- ◆ David Price - Chair, Quality

*(Thank you to Scott Coombes who has left the Board and welcome to Mike Larocque who joined in July 2021.)*

## By the Numbers

- ◆ In 2020/2021, LLGAMH provided care and services to over 4,500 clients who reach out for help with depression, anxiety, substance use, family and relationships, challenges, grief, trauma, and housing.
- ◆ Read LLGAMH's full financial statements at [www.llgamh.ca](http://www.llgamh.ca). We are pleased to report that the auditors noted that there were no deficiencies last year (2019/20) or this year (2020/21) compared to the audit two years ago when there were significant concerns. The agency ended the 2020/21 year with a small surplus.
- ◆ Thank you to the many donors who have raised funds to support LLGAMH's programs. In particular, thank you to Ontario Health, the Ministry of Health, Ministry of the Attorney General, the United Way Leeds & Grenville and the United Counties of Leeds and Grenville for their ongoing funding and additional grants.

**Let's Connect!** As we move forward together, we want to hear from you. Share your ideas and help us ensure the very best care for our clients. Contact Patricia Kyle, LLGAMH CEO at [kylep@llgamh.ca](mailto:kylep@llgamh.ca).

*LLGAMH offers services and programs to people who are experiencing substance use and/or mental health concerns. Mental health services are provided for those 16 years and older and substance use services to persons of any age. We also recognize that family members and caregivers play a significant role within our client's circle of care. We support family members and caregivers through counselling and group activities. Our "one door – one number - one click" philosophy ensures easy and simple access to the tools and support you need.*