



2024-25

Report to Our Community



LANARK, LEEDS AND GRENVILLE

ADDICTIONS AND MENTAL HEALTH

Together, we are here for you, today and tomorrow.

Transforming Care For Our Clients

MESSAGE FROM KIM GIFFORD, CEO, LLGAMH

Our clients are at the centre of everything we do at LLGAMH.

They inspire our team members to improve access to services, work with dedication to connect clients with the right support to reach their goals, and identify new ways – both big and small – to transform addictions and mental health care in the communities we serve.

In this year's **Report to Our Community**, we share a few examples of how the team has made an impact in clients' lives, including the expansion of high-demand programs into rural areas, spreading addictions and mental health awareness to build more support in the communities, engaging clients and families in how to optimize the LLGAMH experience, and securing the final approval to open and lead the Lanark, Leeds and Grenville HART Hub to give clients a better chance for long-term recovery.

Our team's achievements this year have been supported by the strong collaboration with our community partners. By building better together, we have continued to expand client-first services and care across our communities. I would like to recognize the vital leadership and support of our municipal and provincial partners as we work toward our shared goals of reshaping addictions and mental health care for improved outcomes.

On behalf of the LLGAMH team, I extend sincere gratitude to LLGAMH's funding partners and the community fundraisers for providing us with support in helping us deliver exceptional care and services. A special thank you to Ontario Health, Ministry of Health, Ministry of the Attorney General, the United Way Leeds & Grenville, and the United Counties of Leeds and Grenville.

With thanks,

Kim Gifford
CEO, LLGAMH



2024-25 CARE BY NUMBERS



Services
delivered to
more than
3,600 clients



Average wait
time further
decreased by
23%



Total number of
programs and
services
(increased by 18)

How the STEPPS group helped one client ‘start being the person I wanted to be’



Brook credits STEPPS for helping her build a healthier life.

For **Smiths Falls resident Brook**, the STEPPS group was a lifeline to better understand her borderline personality disorder diagnosis and learn emotion regulation skills so she could build a healthier life.

STEPPS—Systems Training for Emotional Predictability and Problem Solving—is a 13-week group program designed for people living with borderline personality disorder (BPD) or traits of BPD to understand their diagnosis better, improve emotional regulation, have better relationships, and learn healthy coping skills. LLGAMH offers STEPPS on an ongoing basis in Brockville and Smiths Falls.

Brook completed STEPPS in the fall of 2023 and repeated it a year later. “The first time in STEPPS got me in the mindset that I want to be

healthy – and if you don’t want to get better, you can’t. second time was when the information really started to stay in my mind, and I naturally started to apply things in my everyday life that I learned from STEPPS.”

When Brook reflects on when she came to STEPPS in 2023, she notes that she had very little impulse control, would anger quickly, self-harm, had a criminal record, and faced challenges in her personal relationships.

“I’m still a work in progress, but STEPPS really did turn me around,” **shares Brook**. “I see my daughter more often now, my family is more open and trusting of me being in their lives, I am off hard drugs, and I haven’t self-harmed in a really long time. I can find joy in things now.”

For Brook, the big ‘aha’ moment from STEPPS was understanding her subjugation. She reflects that she’s learned to value herself more. “Doing whatever another person wants so they won’t leave is not healthy; it doesn’t make me happy, and it puts a lot of pressure on the person as well. I’ve learned I don’t have to be in control of everything; I can control how I react and deal with it, and that’s very empowering.”

STEPPS is facilitated by **Melanie DeLisle** and **Crystal Knapp** in Smiths Falls and by **Terra Arsenault** and **Matt Schliesmann** in Brockville.

Brook has completed the STEPPS and Anger Management groups and continues to see Melanie for one-on-one sessions to support her ongoing growth.

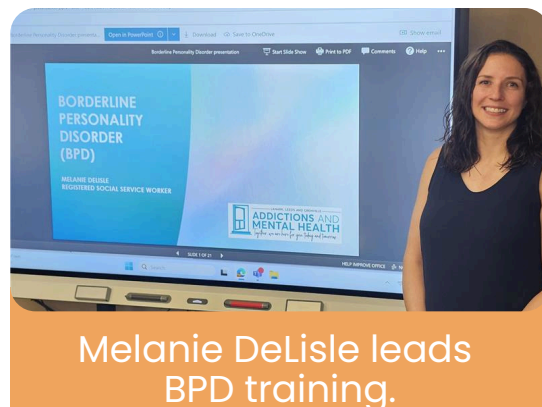
She adds, “I am so grateful. I was a very different person before, and they helped me start being the person I wanted to be. It’s like I can actually live now – not everything is a crisis anymore.”

» OUR PEOPLE

LLGAMH team builds community awareness to strengthen addictions and mental health support

The LLGAMH team has made a greater effort to extend its reach and share addictions and mental health expertise with community partners and residents by increasing participation in regional committees, wellness fairs, and launching community-based training sessions.

“We’re making a greater effort to ensure our staff’s collective depth of expertise and experience in addictions and mental health is shared with our partners and community members to better support those with mental health and substance use challenges,” **says Chris Curry, Program Director, Planning and Implementation.**



Melanie DeLisle leads BPD training.

» FUNDING HIGHLIGHT



The Ontario government provided the Agency in 2024-25 with **approximately \$240,000** in additional funding for infrastructure maintenance and upgrades.

This past year, two staff members – **Melanie DeLisle, Opioid Case Management, and Chris Rudan, Psychotherapist** – developed and facilitated training sessions in the community.

Chris Rudan facilitated a full-day Mental Health First Aid training for community members in Kemptville, funded by the Municipality of North Grenville. Attendees included parents, coaches, scout leaders, and public servants who have adolescents in their lives struggling with mental health challenges. The group of 15 participants learned skills to assess mental health and substance use risk, engage in effective conversations, and provide support to adolescents in their lives.

“Participants appreciated hearing other people’s experiences to help normalize their own situations,” **says Chris Rudan.** “They also shared that the session expanded their knowledge and skills to help them communicate respectfully and effectively with their youths on how to navigate support.”

Melanie DeLisle developed and facilitated two workshops for Brockville & Area Community Living

Association to help their staff support a client with borderline personality disorder (BPD) and other clients with BPD traits. Melanie engaged the staff in interactive activities to better understand how people with BPD perceive the world and process experiences based on their past experiences.

“Coming into the training, the staff were a bit nervous about providing support for the client, and when they left, they shared that they felt more confident,” **says Melanie DeLisle.** “When we spread awareness with people working with clients in the community, they better understand the individuals’ challenges, what to expect, and have the lens of compassion that means clients are going to be more successful.”

LLGAMH will continue to focus on community partner training and other knowledge-sharing opportunities.

» COMMUNITY PARTNERSHIPS

LLGAMH approved to lead future HART Hub in Lanark, Leeds and Grenville



The HART Hub combines group sessions and individual counselling.

The Ministry of Health approved the Lanark, Leeds and Grenville HART Hub in January 2025.

Operating across two locations—United Counties of Leeds and Grenville and Lanark County—LLGAMH will lead the innovative initiative in collaboration with numerous community partners.

The Agency is currently in the final stages of securing government funding. Upon approval, it will proceed with confirming the HART Hub locations.

A provincial initiative, the HART Hubs are referral-based healthcare facilities that provide an entire continuum of care under one roof, encompassing addiction treatment, mental health care, primary health care, supportive housing, vocational training, and social services to help people achieve long-term recovery and stability. The HART Hubs do not provide supervised consumption services, safer drug supplies, or needle exchange services.

“The HART Hub offers our communities a transformative, full continuum of mental health and addictions care, providing individuals with a real opportunity for lasting recovery, and in some cases a pathway out of homelessness,” **says Kim Gifford, CEO.**

The HART Hub is for any individual who can benefit from a seamless, multi-phase approach to addictions recovery. Clients may move through the full continuum of care to support every stage of the healing journey or access only one or a few of the services (e.g., withdrawal management and addiction treatment only). The program offers the following four-part continuum of care:

- 1. Withdrawal Management**
- 2. Intensive Residential Treatment**
- 3. Supportive Treatment**
- 4. Supportive Housing**

The HART Hub locations are anticipated to open in 2025.

» FUNDING HIGHLIGHT



The United Way Leeds and Grenville contributed **\$45,000 in 2024-25** to support direct client services, including the Drop-In Centre's social recreation programs, the Diabetes Foot Care Clinic, and the Vocational Program.

» OUR QUALITY

Standardized survey amplifies the client voice to improve service delivery



CFAC members from L to R: Fern Smith, Amanda Lalande-Fitzgerald and Jeffery Powers. Not photographed: Nathalie Mellanby.

The Client Family Advisory Council (CFAC) was established in the fall of 2024 to engage client and family representatives in optimizing the client experience across LLGAMH.

The members include **Amanda Lalande-Fitzgerald, Nathalie Mellanby, Jeffery Powers,** and **Fern Smith**, who represent various client and family experiences with mental health and substance use challenges.

Based on anonymous client survey feedback, CFAC has recommended creating a formal process for clients to share their feedback, concerns, and compliments. As a result, the group is launching a new initiative—**Compliments and Concerns**—which will be soft-launched this summer across all LLGAMH offices. Clients will be invited to share their thoughts either online, by using a QR code posted in high-traffic areas and on the website, or by completing a printed form available on-site.

“Our committee is looking forward to receiving feedback from clients and family utilizing LLGMH services,” **shares Fern Smith, Chair of CFAC.**

“From the feedback, we will make every effort to address concerns and explore compliments to learn what made the interaction a positive experience. We are committed to continuous improvement and are confident that enhanced communication with clients and families will strengthen LLGAMH services.”

CFAC will also play a crucial role in providing input on how to create a supportive environment for clients at the future HART Hub.

» FUNDING HIGHLIGHT



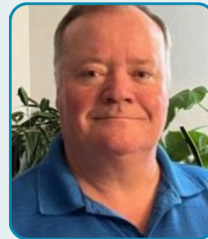
The success of community third-party events in 2024-25 raised an incredible **\$55,000** in support of client services. A special thank you to the **ML Memorial Golf and Hockey Tournaments** for their significant contributions.

The 2024-25 LLGAMH Board of Directors

The Board provides LLGAMH with governance, oversight, and financial stewardship to strategically guide the team in delivering leading addictions and mental health services in communities across Lanark, Leeds and Grenville.



David Price
Board Chair



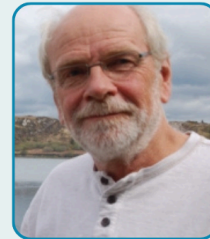
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**Katherine
Parker**
Board Director



**Todd
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Board Director



Our 2024-25 Financial Statements

Please visit **www.llgamh.ca** to access LLGAMH's full financial statements.



Give Back Today

Generous community support significantly impacts the services we provide to our clients and families. LLGAMH receives immense support from our funders; however, we depend on charitable donations to help us deliver and enhance client programs and services. Learn more about how you can give back today by visiting **www.llgamh.ca/donate.php**.



Connect With Us

Do you have an idea, feedback, or a question? Reach out directly at **conversation@llgamh.ca**

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