

2023-24
ANNUAL REPORT



Artwork by Simon Johnson, a local youth.



OUR PURPOSE

Work together to create paths with children, youth and families to reach their full potential.

BOARD OF DIRECTORS

Iva McNair, Chair

Vincent Bolt, Vice-Chair

James Michaud

June Raymond

Tanya Shute

Michel Racine

Carrie Brunet Duncan

Mark Fraser, Chief Executive Officer (Ex-officio)

Monique Levesque, Executive Assistant and Board Liaison (Ex-officio)

LOCATIONS

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Espanola, ON P5E 1J5

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Chapleau, ON P0M 1K0

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COMPASSNE.CA



MESSAGE FROM THE BOARD CHAIR AND THE CHIEF EXECUTIVE OFFICER

“

Reflecting on the past year, our journey can be summarized in one phrase: Creating Paths to Mental Health Support.

This past year has brought many exciting changes to Compass. To ensure we offer the best quality and accessible services, clients can now schedule their own intake appointments on our website. Additionally, this year marks the first full year of the Sudbury Youth Wellness Hub. We have also continued our internal training and leadership development, all while providing high-quality support to children, youth, and families. It is an exciting time for Compass, our communities, and the entire Northeastern Ontario mental health sector.

Our successes, growth, and positive impact on the community have not been without challenges. These achievements have only been possible thanks to the dedication and hard work of our staff, Board of Directors, and community partners.

We are excited and grateful to continue our work together to create a better future for the children, youth, and families we serve. We look forward to what the next year will bring.

”



Iva McNair
Board Chair



Mark Fraser
Chief Executive Officer

LAUNCHING THE SUDBURY YOUTH WELLNESS HUB

The Sudbury Youth Wellness Hub officially opened in June 2023 at 140 Durham Street and has served over 6,200 youth in 2023/24! The Hub is a safe drop-in service for youth that also offers a variety of services including mental health, primary care, peer support, employment, housing and skills/wellbeing activities for youth between the ages of 12-25.

A true example of community collaboration and integration in action, we would like to thank all partners who have provided services in the Hub in 2023/24 including:

- ✓ Cambrian College – Academic Upgrading
- ✓ CMHA
- ✓ Dr. Peter Ajueze
- ✓ Future North
- ✓ Myths and Mirrors
- ✓ Public Health Sudbury and Districts
- ✓ Réseau ACCESS Network
- ✓ RBois Speech and Language Services
- ✓ Spirit North
- ✓ Subvert Yoga and Wellness
- ✓ Sudbury and Area Victim Services
- ✓ Sudbury Community Service Centre Dual Diagnosis
- ✓ Sudbury District Nurse Practitioner Clinic
- ✓ United Way NEO
- ✓ Wordstock



THE HUB BY THE NUMBERS

An average of **52** youth access the Hub each day

44% of Hub service users self-identify as a member of the 2SLGBTQ+ community

IMPROVING ACCESS TO COMPASS SERVICES

Based on feedback from our community, Compass has been working on improving access to mental health services for children and youth. While existing Brief services such as mindSPACE and One Stop Talk are still available, youth and families are able to directly book an in-take into Compass services by visiting our website at www.compassne.ca !

In addition to streamlining access for families, community partners and medical professionals are also able to refer patients for mental health services through the website as well.



33%

of clients who are discharged from Brief Services do not access/require further services from Compass

CREATION OF A STABILIZATION TEAM

The Clinical team worked diligently to remodel Access and Intake pathways and to allow for more support for longer term clinical services, including the creation of a Stabilization Team. This re-organization of internal resources means that children, youth and families are being seen in an appropriate timeframe that meets their needs with a system behind them that has been optimized for effectiveness.

The Stabilization team is comprised of dedicated Clinicians and a Child and Youth Worker who wrap around and support children, youth and families in acute circumstances requiring timely intervention such as discharge from hospital-based services.



58%

of youth discharged do not require further services after stabilization within the year

PROFESSIONAL GROWTH

The Office of System Performance continues to build on using metrics to support training and its impact on client service delivery. This means that we continue to evaluate training initiatives, trainers and the direct impact on clients. We have invested heavily in training and making ‘internal experts’ through our Clinical Supervisors. They have been trained in “train the trainer” programs for 2 out of 3 of our Core Trainings, thus ensuring value for dollar.

Looking forward, Compass will be continuing to provide evidenced-based training to meet the needs of our clients and community. With a higher proportion of gender and sexually diverse youth experiencing elevated mental health concerns often associated with experiences of non-acceptance, discrimination and hate, Compass will be providing Affirmative Cognitive Behavioral Therapy with 2SLGBTQIA+ Youth training to clinicians. AFFIRM is a group based CBT intervention developed at the University of Toronto focused on reducing depression and behavioural risks specifically for 2SLGBTQIA+ youth that will not only support Compass clients, but also the 40% of youth accessing clinical services at Compass’s Youth Wellness Hub that identify as part of the 2SLGBTQIA+ community.



98%

of Compass staff rated internal training received as supportive to their role at Compass

COMPASS BY THE NUMBERS

82%

of children discharged from longer-term services had a reduction in the severity of their needs or symptoms

86%

of parents who complete the Caregiver Skills Building program report fewer behavioural concerns

25

Families were supported by Compass’s Trauma Psychoeducation Group

Counselling & Therapy and Brief Counselling provided over

6,500

hours of direct support to children youth and families

STAFF SPOTLIGHT



Rodney Bazinet

Clinician

Rodney Bazinet is a respected clinician with over 35 years of service at Compass where he works directly with struggling children and families. In addition, Rod is leaving his mark on the next generation of Child and Youth Workers by teaching at Cambrian College. Outside of work, Rodney has a strong commitment to bettering our community. Rod recently lead an initiative called “The Daventry Gives Back” where he rallied support for numerous charities by raising over \$80,000. Rod is also an extremely talented musician and has raised an additional \$30,000 for local music programs. Rodney’s genuine humility and passion for helping others are evident in all he does, consistently prioritizing the well-being and development of those around him. Rod has also recently received the Meritorious Master’s Trainer Service Award from Crisis Prevention Institute (CPI) by logging more than 3000 demonstration hours. On behalf of Compass and the community, thank you Rod for embodying the very essence of compassion and altruism in all that you do.



Amanda Gates

Youth Wellness Hub Coordinator

Amanda Gates recently joined Compass as the Youth Wellness Hub Care Coordinator after years spent in the insurance industry. Despite her relatively short tenure at the Hub, Amanda Gates exudes an aura of seasoned expertise and dedication. Upon meeting her, it is immediately evident how tirelessly she works and how deeply she cares about her role. In her spare time, Amanda is also a very accomplished curler and has spent many years coaching the next generation of athletes through curling camps across the world. Her passion for being a positive influence for these athletes has seeped into her new role at the Hub where she has been able to support Hub operations as well as activate numerous community partners and donors to join her in creating a positive impact. Looking ahead, Amanda hopes to build on the early success of the Hub by expanding services to more seamlessly cater to the diverse needs of every youth who seeks support. On behalf of Compass and the community, thank you Amanda for your dedication and for creating a safe space for youth to gain access to supports that will allow them to thrive!

ADOPTING A CARING, LEARNING, PURPOSE CULTURE

Over the past year, the Sanctuary team at Compass launched the “7 Months of Commitments,” dedicating each month to a specific focus. This initiative dedicated each month to a specific area of focus, aimed at fostering a more inclusive, empathetic, and socially responsible community within the organization. The areas of focus included Social Responsibility, which encouraged caring and supporting one another; Emotional Intelligence, is about recognizing emotions in others and ourselves; and Non-Violence, which is about building and modeling safety, resilience, coping skills and protecting and advocating for the vulnerable.

The Culture Implementation Team was established to embed the Caring-Learning-Purpose culture throughout Compass. This team has developed a comprehensive work plan and terms of reference to guide its future actions. Currently, they are working on rolling out the LEADS framework across the organization and reviewing key policies and procedures through the Caring-Learning-Purpose lens.

Compass’ Wellness Team organized various clubs, including Gardening, Photography, and Book Clubs. They look forward to continuing activities that promote organizational wellness and support employee recognition initiatives. Moving forward, Compass is consolidating efforts by creating a unified Culture Committee.



DIVERSITY, EQUITY AND INCLUSION STRATEGY

Compass is excited to announce the development of a Diversity, Equity and Inclusion (DEI) Strategy. Launched in December of 2023, work is well underway in the development of a multi-year strategy to increase diversity within the agency, ensure equitable access to services and develop a multi-pronged approach to enhancing inclusivity in all areas of our service and employee experiences. The development of the DEI Strategy involves three key areas:

- 1 Internal Working Group:** The agency has now established an internal working group tasked with providing recommendations on the strategy development that includes both staff and management.
- 2 Community Research:** Northern Policy Institute (NPI) will be conducting an analysis and comprehensive review of existing research on mental health disparities and effective interventions for diverse youth. NPI will conclude by providing a policy note with key recommendations for Compass to implement within the DEI strategy.
- 3 Internal Focus Groups:** The agency is collaborating with a National Practice Leader of Inclusion and Diversity to conduct a series of listening sessions within the agency, to support the development of our DEI Strategy.

Compass is committed to progressive change and creating an open and humble culture that fosters ongoing learning, growth and equity.

TRUTH AND RECONCILIATION

Compass began its journey with Truth and Reconciliation in 2018 with the implementation of a TRC Committee. This committee has been dedicated to reviewing the TRC Calls to Action and identifying recommendations and objectives for the agency and community partners. In 2023, Compass launched the TRC Data Collection and Analysis Project. The project will take place between 2023-2026, with a focus on gathering baseline data to inform and identify strategies that address TRC Calls to Action #19 and #22. Compass' Senior Leadership Team will engage in a series of teachings and listening sessions guided by Indigenous Knowledge Keepers and Indigenous Youth alongside the collection and analysis of service outcomes for Indigenous youth who access our programming.

Current Objectives:

- 1 Define current gaps in data collection and analysis that prevent the assessment of long-term trends amongst Indigenous youth accessing our services (Call to Action #19).
- 2 Track, analyze and report on identified gaps and improvements within the agency's Annual Report and on our website for Truth and Reconciliation and Diversity, Equity and Inclusion (Call to Action #19).
- 3 Define the level of Indigenous Cultural Services Compass currently provides to the community and the ways in which Indigenous Youth access these services through our agency (Call to Action #22).

Compass continues the work of Truth and Reconciliation with the goal of providing culturally safe care, by continuing to evaluate, improve and learn with humility.

More information about calls to action can be found at <https://www.rcaanc-cirnac.gc.ca/eng/1524494530110/1557511412801>.

*Note: The use of the term Aboriginal is not preferred. However, the Calls to Action are extracted directly from the TRC report, at which time, the term Aboriginal was selected by the Federal Government. In all further documentation where Calls to Action are not directly quoted, terms Indigenous, First Nations, Metis and Inuit will be utilized.

OUR DEDICATED TEAM

Every year in June, Compass celebrates all staff and their dedication to the agency. On June 16, 2023, a total of 13 employees were recognized for milestone years of service – 5, 10, 15, 20 and this year up to 40 years of commitment. Acknowledging an employee's years of service shows that their contributions are valued and appreciated and don't go unnoticed. By celebrating employees, we aim to create a more positive work environment and a stronger sense of community. Through this annual event, we honour the staff's loyalty and commitment to Compass and the children, youth and families we serve in our communities.

40 Years

Rosanna Haskin

20 Years

Debbie Dixon

5 Years

Heather Phillips
Sabrina Dinnes
Megan Dumais
Jessica Gray
Sidney Barnard
Tammy Mathieu
Andrea Lentir

15 Years

Michelle Gauthier
Frank Battaion

10 Years

Gillian Charette
Stephanie Ouellette

COMPASS IN THE COMMUNITY

Over the past year, Compass actively participated in 35 community engagement events. These events included presentations to donors, community partners, and schools, as well as hosting booths at various community events like Headstrong, Fierté Sudbury Pride, National Day for Truth and Reconciliation, the Sudbury Wolves Bell Let's Talk hockey game, and the Santa Claus Parade.

Our involvement in these activities has led to an increase in community awareness and understanding of Compass' programs and services. Additionally, it has allowed us to engage directly with partners and donors, fostering valuable networking and relationship-building opportunities.

Through these efforts, we successfully connected over 5,400 community members!



YOUTH ADVISORY COUNCIL (YAC)

Compass' Youth Advisory Council consists of 14 members, including our co-chairs and Youth Leader Interns, Asma Bilgasem and Halley Baker. The YAC members come from diverse backgrounds and are passionate about helping others and ensuring that the youth in our community have access to the support and resources they need to thrive. Over the past year, they have led various activities at the Youth Wellness Hub, including Hubsgiving and a goal-setting workshop. Their ongoing feedback and suggestions have led to significant improvements at the Youth Wellness Hub. By incorporating youth into the feedback and decision-making process, we have increased clinical services and ensured that these services are youth-focused.



Top row (left to right): Alisha Black, Tyanne Ewig-Bui, Luka Kunig, Adonia Dunwell, Brandon Martel

Bottom row (left to right): Asma Bilgasem (Youth Leader Intern), Bradley Bertrand

Missing: Alex Hann, Halley Baker (Youth Leader Intern), Harshvi Patel, Keena Richard, Kevin Morales, Koda Simon-Albert and Olamide Fadahunsi

OUR FUNDERS AND DONORS

Thank you! On behalf of Compass, you are helping us make a difference in the lives of the children, youth, and families we serve.

FUNDERS

- Ministry of Health
- Ministry of Children, Community and Social Services
- Manitoulin-Sudbury District Services Board
- One Stop Talk
- York Hills - Complex Transition funding
- Centre for Addiction and Mental Health (CAMH) - Youth Wellness Hub

GRANTS

- Northern Ontario Heritage Fund Corporation (NOHFC)
- United Way North East Ontario
- Knowledge Institute Engagement Grant
- Canada-Ontario Job Grant

DONORS

\$50 - \$499

- Taylor MacNeil
- Flurple's
- LoEllen Mental Health Fundraiser
- La Casa Mexicana
- Espanola Lobsterfest

\$500 - \$1499

- Club Richelieu Feminin de Sudbury
- BESTECH
- Davenport Gives Back
- Jannatec
- Sudbury Teachers Lions Club

\$1500 - \$2999

- Azilda Lion's Club
- Anmar Mechanical

\$3000 - \$25 000

- Norm Glaude
- Club Richelieu



LOOKING AHEAD

Compass is committed to being a visible, integrated, high-quality, well resourced Child and Youth Mental Health and Addictions Service and an Employer of Choice for the Districts of Sudbury and Manitoulin. In addition to containing the incredible work and projects outlined throughout this report including the DEI Strategy, AFFIRM and Truth and Reconciliation, Compass will be launching several new initiatives to further support local children, youth and families. These initiatives include:



Implementation of a Step-Up/Step-Down Program

Compass is pleased to announce the successful application for a \$2.5 million, six-bed Step-Up/Step-Down (SUSD) facility within Sudbury. SUSD aims to support youth in a transition home from an inpatient hospital stay (step down), ensuring a smooth and successful reintegration into their communities as well as for those at risk of deteriorating mental health, aiming to prevent inpatient hospital admissions or readmissions (step up). The program provides short-term stabilization and intensive individualized treatment during the youth's stay with an emphasis on youth and family recovery and skill building that will lead to a successful return home. Compass will begin the implementation of the SUSD in 2024/25 by working with our local partners, youth, and families to design and launch this needed service in our community.



Family Navigation

In collaboration with the Family Navigation project team at Sunnybrook Hospital, Compass is excited to be a new expansion site for the Family Navigation Program. Since 2013, this program provides youth and families expert navigation of the mental health and addictions service system within the Greater Toronto Area. The program has had significant success and impact in Toronto and Compass will work with Sunnybrook to begin implementation of this service model within our catchment area during 2024/25.



Digital Strategy

Compass will be launching a new Digital Strategy in 2024 to identify efficiencies and improve the client experience. The three pillars of the strategy focus on modernization to improve user experience, enhancing privacy and security to minimize risk and streamlining through integration. Foundational training and a needs assessment will be conducted in year one of this strategy to finalize a multi-year plan to achieve the goals of the strategy.



Caregiver Engagement

After launching a successful Youth Engagement Strategy in 2023, Compass will be implementing a Caregiver Engagement Strategy in 2024/25. Similar to Youth Engagement, Caregiver Engagement will follow the Quality Standards outlined by the Knowledge Institute for Child and Youth Mental Health and Addictions and will be crucial in co-developing several initiatives in response to family needs in our community. More information about Compass' engagement strategy and recruitment can be found on our website.

2023/24 FINANCIAL SUMMARY

This financial summary has been extracted from Compass' 2023/24 audited financial statements.

Revenues	12,781,197
Expenses and Adjustments	12,732,011
Excess of Revenue over Expenses	49,186
Services by revenue stream	
Ministry of Health (MOH)	
Child & Youth Mental Health (CYMH)	
Lead Agency	
Step Up Step Down	
Ministry of Children, Community and Social Services (MCCSS)	
Developmental Services	
Stop Now And Plan (SNAP)	
Psychological Assessments	
Intensive Supervision & Support Program (ISSP)	
Community Capacity Building (Family Intervention & Support)	
Supervised Access Program (SAP)	
Complex Special Needs	
Other grants - Manitoulin-Sudbury District Services Board (MS DSB)	
Resource Program	

