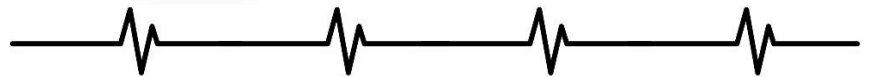


Annual Report 2013-2014



PLEO Parents' Lifelines
OF EASTERN ONTARIO



**Supporting families
of children, youth
and young adults with
mental health and addiction
challenges**

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Message from our Executive Director

It is very exciting to watch our organization grow to be able to support more families within our community. For years we were a small group of dedicated volunteers, actually parents ourselves trying to help other to make their journey easier. Through the efforts of many individuals we continue to grow significantly, allowing us to reach a greater number of families.

Big thanks to our financial supporters: The United Way of Ottawa, the Champlain LHIN, Keller Williams Giving Foundation and the Ontario Real Estate Board's Foundation. We also thank the many individuals who made personal contributions, either directly or by directing their United Way contributions to PLEO.

An equally big thanks to our staff. Our Family Navigators; Gillian, Gail, Isabelle, Shannon, Christie and Leah support parents through our helpline and our support groups helping them to find services for their youth and helping them to cope with their situation. Our Source Facilitators; Andrew, Dominique and Graeme ensure a safe, supportive and non-judgmental environment for the participants of the Source, our young adult group. We extend a thanks to our program coordinator, Natalie Markoff whose passion and energy keeps the PLEO programs moving smoothly.

Thanks to the Service Providers in our community who embrace the role of families and welcome our voice at decision-making tables and who support the work that we do with families. This community is recognized for its Suicide Prevention Network of which PLEO is an active member and much of the growth of our organization is because of their collaboration and support.

Our dedicated Board of Directors also deserves thanks and recognition for their stewardship in guiding PLEO in its growth and ensuring that we are clear in our vision and our activities and that we remain a very cost-effective organization fulfilling our fiscal responsibilities and using our resources efficiently.

Of course without our volunteers we would not be able to accomplish all that we can. So a sincere thanks to all those who volunteer so that other families in our community do not need to feel alone.



Phyllis Grant-Parker
Executive Director

Our Board Members 2013/2014



Vera Klein – Board Chair



André Parker – Treasurer



Cynthia Clark



Mark Bélanger



Linda Walton



Brad Brookman

Our Advisor to the Board

Our Executive Director



David Hesidence
PMP, Lean Healthcare Blackbelt, CCADC



Phyllis Grant-Parker

Our Mission

Our mission is to support, educate and empower families so they can be the supporters and the advocates that their children need.

- Youth with mental illness with good family support have better outcomes
- Often it is the parent who first recognizes the signs that something is wrong but 84% of parents surveyed indicated they did not know where to turn to get help for their child
- Families in our community need help to navigate what is a fragmented mental health system
- They also need emotional support to help them to cope and be able to support their child and their family



Why do we do what we do?

- 1 in 5 children and youth will experience a mental health challenge
- Sadly only 1 of 6 of them will receive the help they need
- Suicide is the leading cause of non-accidental death among youth.
- In the 2013 Ottawa Public Health survey with students in grades 7 through 12, 12% reported seriously considering suicide in the past 12 months and 3% reported attempting suicide – extrapolated to the community population, that is 1400 youth
- 3 out of 4 youth in conflict with the law have a diagnosable mental illness



How we do what we do

Peer support and system navigation through our telephone helpline

613-321-3211 - Toll Free: 1-855-775-7005

Parent/Caregiver support groups

- 3 groups in Ottawa - facilitated by our navigators
- 5 groups in the counties - facilitated by parent volunteers



The Source

A facilitated weekly social-recreational group for young adults 16-24 managing mental illness providing a safe, supportive, non-judgemental environment to help connect individuals to their peers where they can enjoy a fun Friday night with friends.

Monthly Newsletter

Providing subscribers with information on educational events in the community and relevant newsworthy articles pertaining to mental health and addictions.

Community events

Engaging parents through community events with a strong focus in schools

Informative website – www.pleo.on.ca

An online resource for parents and caregivers to access information and stay updated.

What we accomplished over the past 12 months

- **348** families were supported through our telephone helpline this year, and a total of **523** since the program started in September 2012
- **304** parents received peer support through our 59 support group meetings held throughout the year, and a total of **430** since the program started
- **478** individuals received information and/or support through the **21** community events we participated in, PLEO having reached over **550** individuals since the program started
- **48** young adults with mental illness increased their community engagement by participating in the Source, with a total of over **400** since the beginning of the program
- **558** subscribers stayed informed through the monthly PLEO newsletter
- Through our website, Facebook and Twitter communities, many families gained knowledge and information



Navigation & Hope

“They have helped me find resources to help learn about my child's problem more thoroughly, seminars, etc. that I would not have known existed before. The facilitators at PLEO have also helped me to find other means to obtain treatment for my child - again, something I would have known nothing about. I could not be happier that I found PLEO. They are providing me with hope - which to me is everything.”

Support and Empowerment

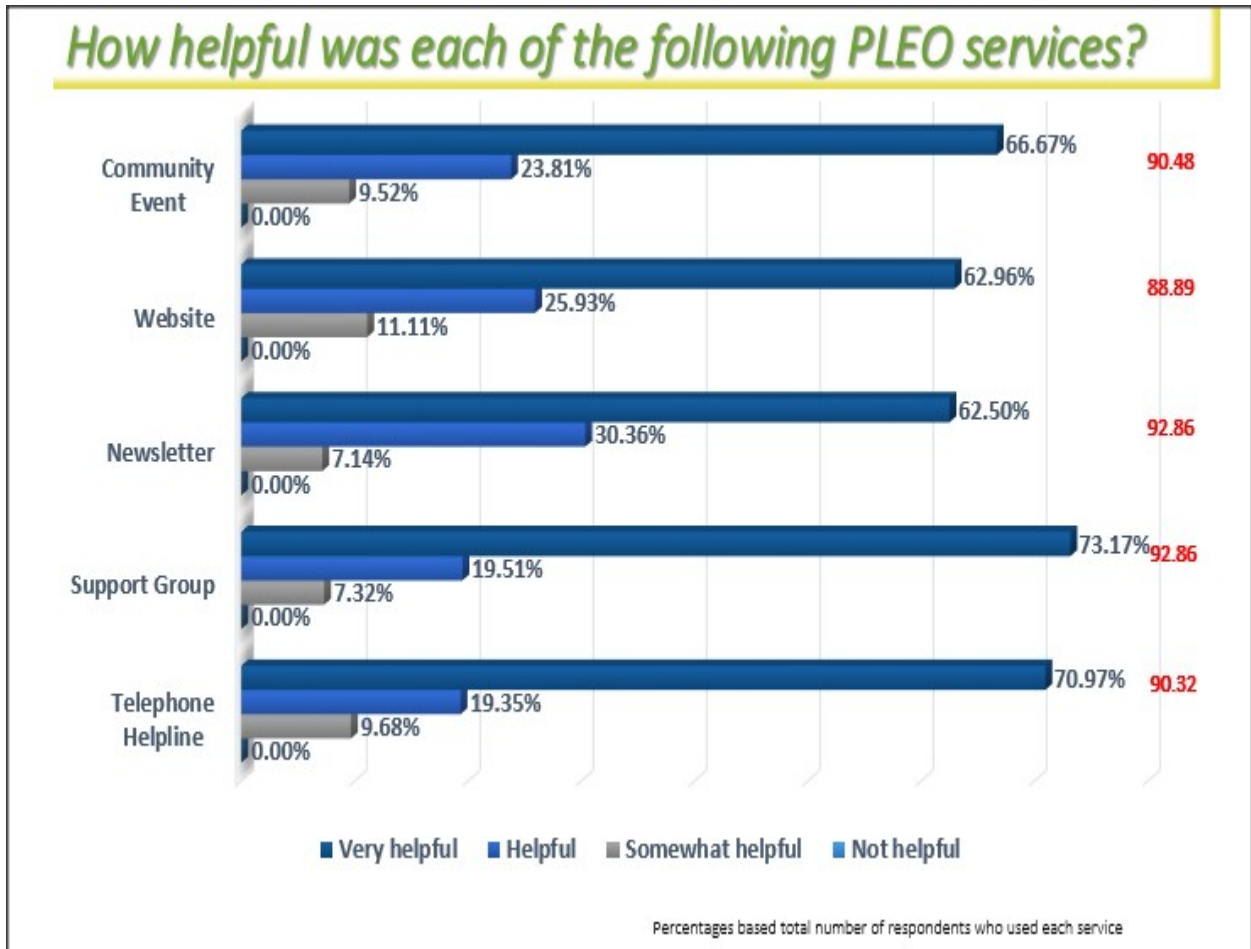
“PLEO offered great support for us when Adam was age 12 to 18. You helped me hold up under the strain, and guided me to services. I also learned to be more assertive with our son and health care service providers. Thank you!”

Empowerment

“PLEO empowered me to take action. To make informed decision and to advocate for what is expected from the providers.”

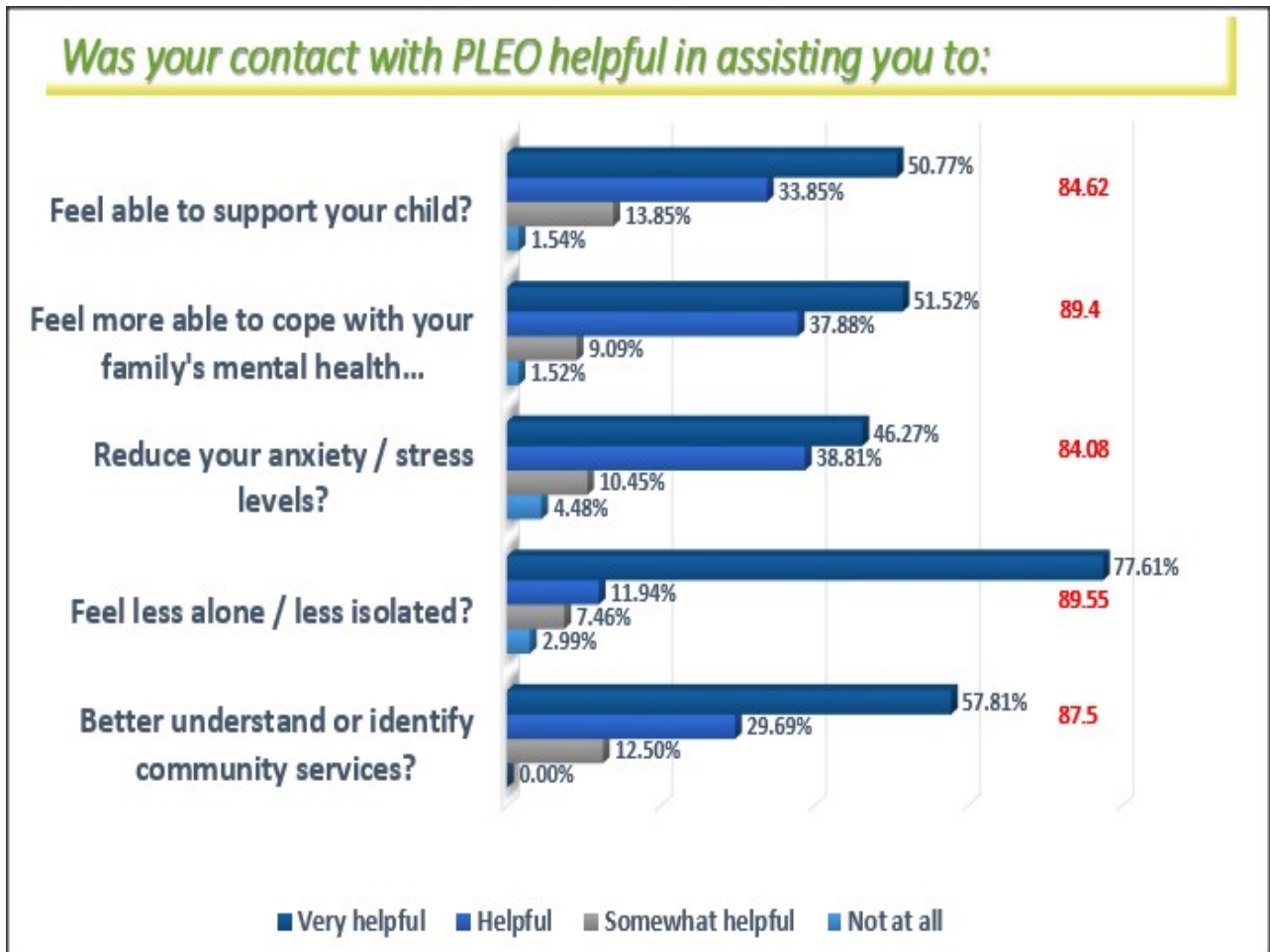
What families have told us

Information from our online survey



What families have told us

Information from our online survey



How you can help

- **Volunteer**

Sign up on our website to help by:

- Hosting our information table at various events
- Organizing and/or providing support in various fundraising events
- Sharing and distributing PLEO information in the community
- Speaker at community events



- **Become a PLEO supporter and let your voice be heard – sign up on our website**

- **Donate**

- Directly to Parents' Lifelines of eastern Ontario
- Or by directing your United Way contribution to PLEO
- **Charitable Org # 8956-35019-RR0001**
- Or through the Canada Helps button on our website

Although our services are free to families, there is a cost for us to deliver them. Every contribution to help us counts and is appreciated.

On average this year:

- It costs us \$12 for every parent that attends one single support group
- It costs us \$407 for every family we support through our helpline
- It costs us \$315 for each Friday night Source group or \$16 per participant

- **Spread the word**

- Let others know about PLEO – lets work together to reduce stigma

Auditor's Report

PARENTS' LIFELINES OF EASTERN ONTARIO

Statement of Financial Position

March 31, 2014

Assets

Current assets

Cash	\$	24,110
Accounts receivable		1,356
Prepaid expenses		1,284
Government remittance recoverable		607

\$ 27,357

Liabilities and Net Assets

Current liabilities

Accounts payable and accrued charges	\$	1,456
Due to Crossroads Children's Centre		435
Deferred contributions (Note 4)		4,765

6,656

Net assets 20,701

\$ 27,357

Approved on behalf of the Board:



Director

Auditor's Report

PARENTS' LIFELINES OF EASTERN ONTARIO

Statement of Operations and Changes in Net Assets

Period ended March 31, 2014

	(8 months)
Contributions	
Donations	\$ 21,431
Grant revenue (Note 5)	110,309
Participant fees	432
Fundraising income	2,006
	<hr/> 134,178
Expenses	
Advertising	5,344
Bank charges and interest	44
Fundraising expenses	1,264
Insurance	783
Office	7,036
Professional fees	18,004
Program expenses	7,301
Salaries and wages	77,136
Training	190
Travel	980
	<hr/> 118,082
Excess of revenues over expenses	16,096
Net assets, beginning of period	4,605
Net assets, end of period	<hr/> \$ 20,701 <hr/>

Auditor's Report

PARENTS' LIFELINES OF EASTERN ONTARIO

Cash Flow Statement

Period ended March 31, 2014

	(8 months)
Operating activities	
Excess of revenues over expenses	\$ 16,096
Advances from Crossroads Children's Centre	435
Changes in working capital balances (Note 6)	2,379
Cash provided by operating activities	18,910
Increase in cash	18,910
Cash, beginning of period	5,200
Cash, end of period	\$ 24,110
Cash consists of:	
Cash held by Parents' Lifelines of Eastern Ontario	\$ 19,345
Cash held by Crossroads Children's Centre	4,765
	\$ 24,110

Our Funders



This annual report – approved and signed by:



Vera Klein

Board Chair

September 24, 2014

Date



André Parker

Treasurer

September 24, 2014

Date

