

Annual Report 2014-2015



PLEO **Parents' Lifelines**
OF EASTERN ONTARIO

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www.pleo.on.ca

Registered Charity
8956 35019 RR0001





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

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Message from our Board Chair

Some days I need to pinch myself to be reminded that what we have achieved is real. The services that PLEO is now able to offer were once just our dream. Since PLEO's inception in 2000, volunteers were dedicated to providing peer support to families who were struggling to understand the mental health system, support their child and to keep their family together. Individually we knew firsthand how big the family struggle was and we knew the value of receiving support from others with experience in supporting their child.

But we also knew that there was so much more we could do for the countless number of families who needed this support.

In 2010, the Suicide Prevention Network recognized the valuable role that family support and system navigation could play in helping to reduce youth suicide. Others in our community became part of our dream, collaborators in our vision.

In 2012, through the strong financial support of the Champlain LHIN and the United Way, we were able to launch our Navigation and Support helpline and expand our support groups. Following our success within Ottawa, we now have the support of the Champlain LHIN to expand our reach to the families in the counties, providing them with the same navigation and support services.

Based on the strong positive results of a pilot project by PCMH (Parents for Children's Mental Health) in the Toronto area whereby peer supporters work face to face with individual high needs families, we were able to launch our own pilot with the support of Telus and the Community Foundation, and will now be rolling that program out in Ottawa with additional support from the United Way.

It is exhilarating to see one's vision become a reality and even more so when you know that it is truly helping youth and their families in our community.

We of course did not do this alone. We owe tremendous thanks to our supporters in the Community Suicide Prevention Network and to our funders who made it all possible. A special thanks to our friend and mentor Cherry Murray of Crossroads Children's Centre who believed in us and supported us to make this real.

Thank you as well, to our Board of Directors who have kept us on a steady course. To our past Board Member and PLEO founder Cynthia Clark, who kept us moving forward for so many years, thank you. And a very special thanks to our friend and Board Member, the late Steve Young who was my collaborator in getting our new programs off the ground.

Lastly, our Executive Director, Natalie Markoff and her team are there every day making the lives of our families so much easier. Thank you to each and every one of them for their passion and dedication.



Phyllis Grant-Parker

PLEO – Board Chair

Message from our Executive Director

The last three years have been quite the ride and not a day went by that I wasn't in awe of what our team could, would and did do to meet the needs of families in our community. Our little organization is no longer so little. With the support of our funders and community partners we have grown by leaps and bounds and greatly increased our capacity to support families in Ottawa and throughout the Champlain LHIN region.

Our dedicated staff amaze me day after day with the levels of commitment, care and empathy they show our families, listening, guiding and supporting parents through difficult times and helping them find their way through the maze of services offered in our community. **Thank you!**

Much of what we have accomplished would never have been possible was it not for the passion and dedication of our Board Chair, Phyllis Grant-Parker to whom we owe a debt of gratitude for the success we have achieved. Providing guidance and support, and generously giving of her time like no other volunteer I have ever had the pleasure to work with, Phyllis is a true visionary. She has been a mentor and a coach, and above all, a good friend. **Thank you Phyllis!**



Natalie Markoff
Executive Director

Our Board of Directors 2014 – 2015



Phyllis Grant-Parker
Chair



Mark Bélanger
Vice-Chair



Amanda Sang
Treasurer



Cynthia Clark
Director



André Parker
Director



Vera Klein
Director



Linda Walton
Director



JP Zubec
Director



Margaret DeCorte
Director



Kathlene Evanski
Director



David Hesidence
Board Advisor

Our Staff



Natalie Markoff
Executive Director

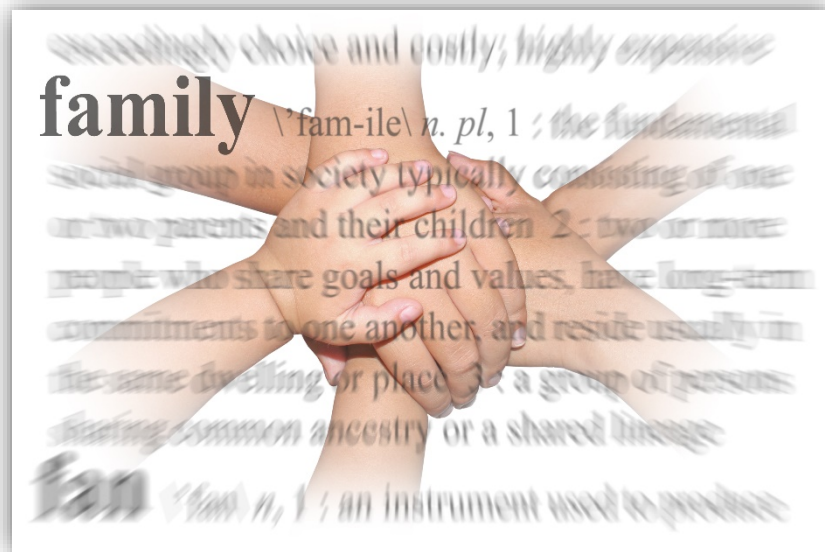


Ulrike Komaksiutiksak
Program Manager

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 94% of parents surveyed indicated they did not know where to turn for help and found it challenging to find services for their child or youth
- 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
- 3 out of 4 youth in conflict with the law have a diagnosable mental illness
- According to the 2014 Ottawa Student Drug Use and Health Report:
 - *23% of students* scored as having high or very high levels of psychological distress, based on a screening questionnaire.
 - *One-in-four students* visited a mental health professional at least once in the past year.
 - *Twenty-six percent of students* experienced a time in the past year where they wanted to talk to someone about a mental health or emotional problem, but they didn't know where to turn. This was more common among students who had seriously considered attempting suicide in the past year.
 - *A quarter of students* were bullied at school in the past year. Girls were more likely to have been bullied.
 - *Most young people do not drink in moderation*, but rather go back and forth between periods of abstinence and binge drinking. Binge drinking can result in alcohol poisoning, risky behaviours such as impaired driving, and dependency on alcohol in later life.
 - *When surveyed, one in five students reported binge drinking or being drunk in the past month*
- According to a 'Youth Without Shelter' report, 20% of the Canadian homelessness population are youth between 16 and 24
 - Approximately 40% of those are experiencing mental health issues
 - Approximately 34% have considered suicide
 - And more than 20% are struggling with addictions
- Suicide is the leading cause of non-accidental death among youth

How we do what we do

Peer support and system navigation through our telephone helpline

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

Monday to Friday – 9:00- am to 7:00 pm, parents and caregivers can reach out to a family navigator for help in navigating the child and youth mental health system in our community.



Parent/Caregiver support groups

- 4 groups in Ottawa – facilitated by our family navigators
- Additional groups throughout in the counties being added regularly

Family Support Program (FSP)

Family Support Providers work one-on-one, face-to-face with families to help them improve their capacity to support their child or youth who is struggling with mental illness and/or addiction. By designing a family support plan and assisting them in building a stronger network of formal and informal supports, the FSPs enable families to be the supporters their kids need.

The Source

A facilitated weekly social-recreational group for young adults 16-24 managing mental illness providing a safe, supportive, non-judgmental 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

A comprehensive online resource for parents and caregivers to access valuable information, news and our calendar of events, featuring our support groups and various events in the community.



What we accomplished over the past 12 months

- **293** families were supported through our telephone helpline this year, and a total of **816** since the program started in September 2012
- **251** parents received peer support through our **59** support group meetings held throughout the year, and a total of **681** since the program started
- **769** individuals received information and/or support through the **28** community events we participated in, PLEO
 - having reached over **1334** individuals since the program started
- **53** young adults with mental illness increased their community engagement by participating in the Source, with a total of over **450** since the beginning of the program
- **770** subscribers stayed informed through the monthly PLEO newsletter
- Established the foundation and structure for our Family Support Program which will allow us to provide one-on-one support to families needing assistance in increasing the capacity to cope.
- Through our website, Facebook and Twitter communities, a countless number of families gained knowledge and information



What families have told us – Comments from Parents

Support & Encouragement

I felt that there was someone who was able to support “me”. I felt supported, listened to, understood. Guidance provided and appreciated. Active listening skills, empathy, questions for self-reflection. She was excellent, she gets it. Positive, encouraging, understanding, didn’t push but I knew she was there. Helped me navigate accessing services; gave suggestions regarding advocacy coaching. Thank you so much.

Hope

“We are supporting our daughter and she's doing a great job of making healthy choices and sharing her feelings with us. We're keeping the faith! Most days are really good and she has not cut herself in over a month so that's something.

Thanks so much for being there the day I called in a panic. Your calm voice and reassurance is something I will never forget.”

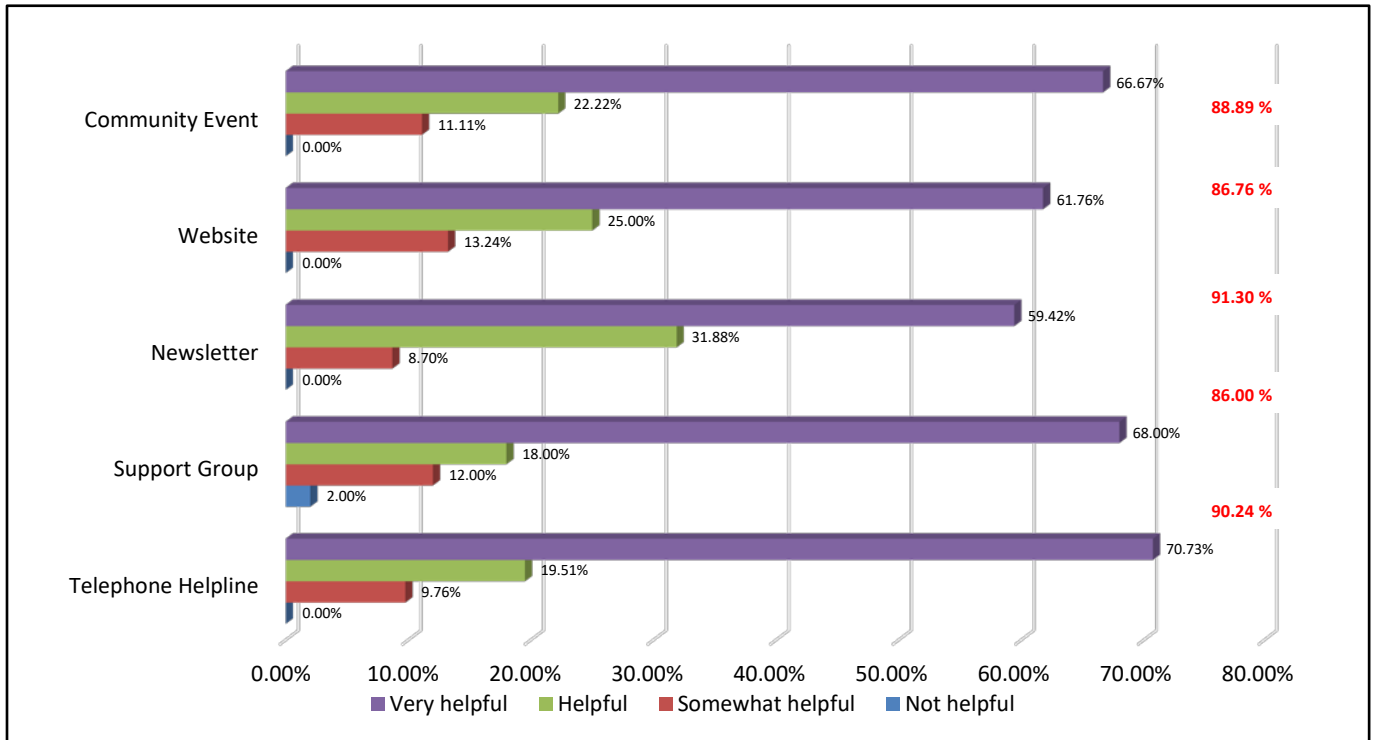
Gratitude

“A heart-felt thank you Christie. Your email really touches me. I am sure you deal with many many distressed parents. Still you take the time to write a personalized message. A true expression of client-centered support. Our family has a long road ahead with our child’s challenges, but we try to take it one day at a time....

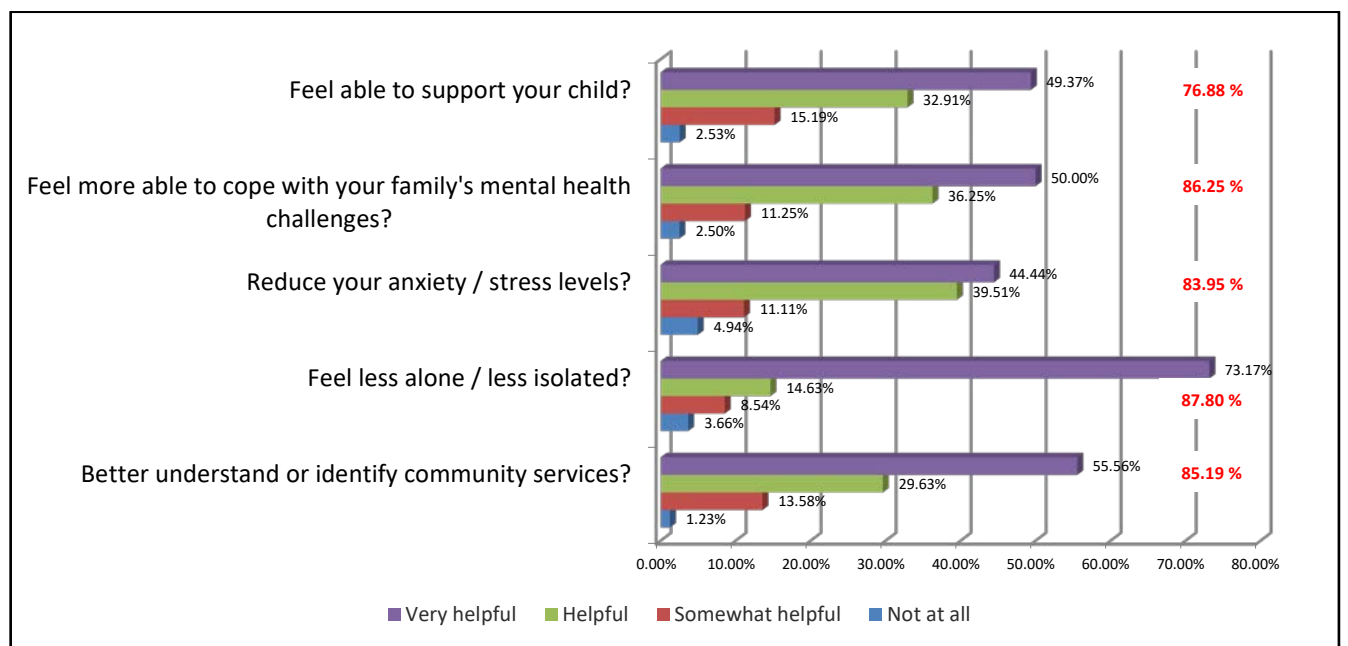
Thank you for the support you provide me.

What families have told us – Online Survey Results

How helpful was each of the following services?



Was your contact with PLEO helpful in assisting you to:



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
- Speaking 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 – let's work together to reduce stigma

Auditor's Report

PARENTS' LIFELINES OF EASTERN ONTARIO

Statement of Financial Position

March 31, 2015, with comparative figures for 2014

	2015	2014
Assets		
Current assets		
Cash	\$ 58,227	\$ 24,110
Accounts receivable	-	1,356
Prepaid expenses	718	1,284
Government remittance recoverable	90	607
	<u>\$ 59,035</u>	<u>\$ 27,357</u>
Liabilities and Net Assets		
Current liabilities		
Accounts payable and accrued charges	\$ 2,998	\$ 1,456
Due to Crossroads Children's Centre	422	435
Deferred contributions (Note 3)	18,985	4,765
	<u>22,405</u>	<u>6,656</u>
Net assets	<u>36,630</u>	<u>20,701</u>
	<u>\$ 59,035</u>	<u>\$ 27,357</u>

Approved on behalf of the Board:



Director

Auditor's Report

PARENTS' LIFELINES OF EASTERN ONTARIO

Statement of Operations and Changes in Net Assets

Year ended March 31, 2015, with comparative figures for 2014

	2015	2014
	(12 months)	(8 months)
Revenue		
Donations	\$ 13,661	\$ 21,431
Grant revenue (Note 4)	236,615	110,309
Participant fees	990	432
Fundraising income	-	2,006
Miscellaneous income	5,989	-
	257,255	134,178
Expenses		
Advertising	4,205	5,344
Bank charges and interest	-	44
Fundraising expenses	-	1,264
Insurance	1,722	783
Occupancy costs	2,032	-
Office (Note 5)	38,879	7,036
Professional fees	43,101	18,004
Program expenses	9,971	7,301
Repairs and maintenance (Note 5)	3,255	-
Salaries and wages	134,190	77,136
Training	1,707	190
Travel	2,264	980
	241,326	118,082
Excess of revenue over expenses	15,929	16,096
Net assets, beginning of year	20,701	4,605
Net assets, end of year	\$ 36,630	\$ 20,701

Auditor's Report

PARENTS' LIFELINES OF EASTERN ONTARIO

Cash Flow Statement

Year ended March 31, 2015, with comparative figures for 2014

	2015	2014
	(12 months)	(8 months)
Operating activities		
Excess of revenue over expenses	\$ 15,929	\$ 16,096
Advances from Crossroads Children's Centre	(13)	435
Changes in working capital balances (Note 6)	18,201	2,379
Cash provided by operating activities	34,117	18,910
Increase in cash	34,117	18,910
Cash, beginning of year	24,110	5,200
Cash, end of year	\$ 58,227	\$ 24,110
Cash consists of:		
Cash held by Parents' Lifelines of Eastern Ontario	\$ 39,242	\$ 19,345
Cash held by Crossroads Children's Centre	18,985	4,765
	\$ 58,227	\$ 24,110

Our Funders



For Good. Forever. Le bien... toujours.



This annual report – approved and signed by:

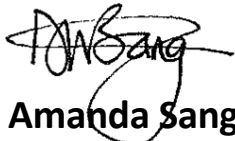


Phyllis Grant-Parker

Board Chair

September 23, 2015

Date



Amanda Sang

Treasurer

September 23, 2014

Date