

# Annual Report 2016-2017



# PLEO

**Parents' Lifelines of Eastern Ontario**

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**Registered Charity**  
**8956 35019 RR0001**



# **SUPPORTING FAMILIES**

**OF CHILDREN, YOUTH AND YOUNG ADULTS WITH  
MENTAL HEALTH AND/OR ADDICTION CHALLENGES**

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## Message from our Board Chair



As I reflect over the past five years since the launch of the PLEO Telephone Helpline, I realize that our little organization has much to celebrate.

With a team of highly dedicated Family Peer Supporters, of whom I am very appreciative, we have successfully supported hundreds of families through our various programs. In addition, we have expanded our parent support group network from one support group at CHEO five years ago, to more than a dozen throughout the Champlain LHIN with more on the way before the end of the year. All of which contributes to our consistently meeting our accountability to our funders.

We also have a great deal to celebrate as a community, supporting mental health and addiction recovery and collaborating with agencies in all corners of the vast region we serve to effect positive systemic change for children, youth, young adults and their families. PLEO is involved with many of them, always representing the voice of families.

- With the 'Moving on Mental Health' initiative, the Ministry of Child and Youth Services (MCYS) has established lead agencies throughout the province with the mandate to improve access to services for children, youth and their families. In partnership with Parents for Children's Mental Health (PCMH), PLEO is working with lead agencies in the Champlain LHIN to ensure that Family Engagement implementation is an integral part of this important work.
- The Ministry of Health and Long Term Care (MOHLT) is implementing a structured psychotherapy program. This represents the first significant investment in public services for individuals 18+ with mild to moderate mental health challenges.
- The Ottawa Community Suicide Prevention Network, to which we contribute, continues to take positive initiatives such as implementing Sources of Strength in several schools to reduce suicide and increase resilience among the youth in our community.
- Throughout the region, service providers are introducing the Choice and Partnership Approach (CAPA), a new approach that aims to reduce wait times for services.
- At the Royal, the Transitional Aged Youth (TAY) initiative is now providing treatment for youth aged 16 to 24 who are dealing with concurrent disorders.

- The increase in walk-in clinic services in Ottawa by Crossroads Children’s Centre (CCC), Youth Services Bureau (YSB) and many others is also providing families with faster access to services.
- Thanks to the Change Foundation, the EMBRACE project in Cornwall is off to a great start, working to improve interactions between family caregivers and the service providers treating their families.
- We are also members of several other groups and associations such as the Ontario Family Caregiver Network (OFCAN), the Addiction and Mental Health Network of Champlain (AMHNC) and its Family Advisory Council (FAC), to name a few.

My sense is that while conversations surrounding the issues and challenges our youth and their families are facing have increased and are more open, stigma is still a barrier and it is clear that we still have a long way to go to gain full acceptance.

PLEO’s challenge, as we move into year six, will be to continue to create awareness in the community so that families in need can avail themselves of the services we offer. We know that there are many more families needing support than those we are currently serving.

Our continued efforts to break down stigma and promote mental health and recovery largely depend on our ability to continue to diversify our funding to support the work we do and ensure sustainability. As we continue to reach out, we wish to express our most sincere thanks to all those who continue to support our work.

In conclusion, we need to take the time to recognize the improvements and be thankful for the focus on mental and addictions, both in our community and throughout the province. At the same time, we need to recognize that there is still much more to do. As an organization, PLEO remains committed to families and their children and youth in our community, and focused on the need for continued system improvement and increased resourcing for services. We remain determined to see further reduction in stigma so there is a day when everyone is accepted and respected without prejudice.

  
**Phyllis Grant-Parker**  
**PLEO – Board Chair**

# Our Board of Directors 2016 – 2017



**Phyllis Grant-Parker**  
**Chair**



**Mark Bélanger**  
**Vice-Chair**



**Amanda Sang**  
**Treasurer**



**Kathleen Evanski**  
**Director**



**Margaret DeCorte**  
**Director**



**Erica Schumacher**  
**Director**



**Denise Gilby**  
**Director**



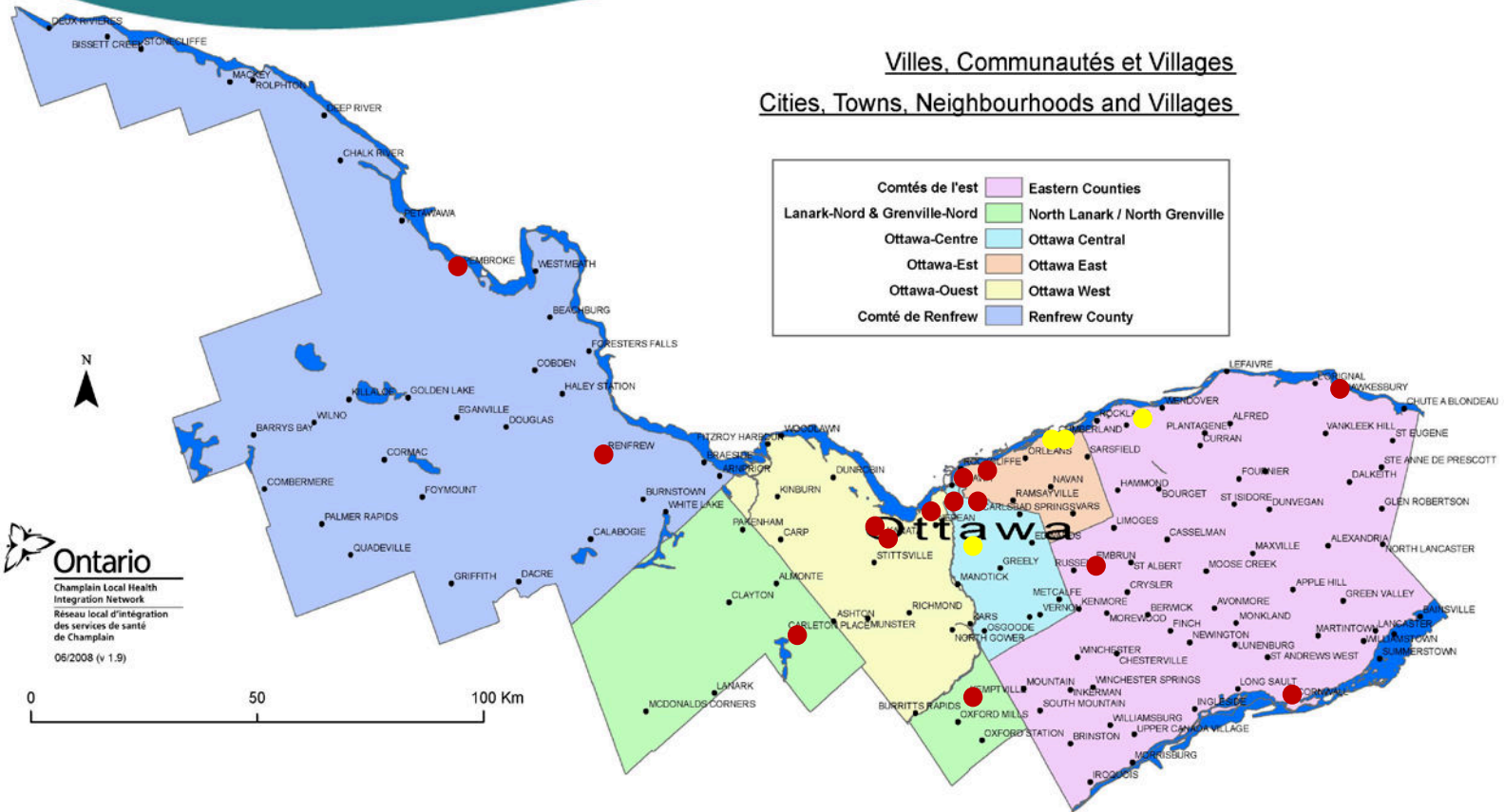
**Tanya Parker-Wallace**  
**Director**



**Karen Magalhaes**  
**Director**

# The region served by PLEO

## Champlain LHIN RLISS de Champlain



**PLEO serves the expanse of the Champlain LHIN, with our Telephone Helpline and numerous Parent Support Groups**

- Existing PLEO Support Groups as of March 31, 2017
- PLEO Support Groups scheduled for launch by December 2017



## 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



## The important role of families

**No one is an island. Everyone who is going through a challenge needs support and this is no different for a child, youth or young adult dealing with mental health and/or addiction issues.**



In fact, because of their lack of life experience having strong supporters and advocates is even more essential. Parents and caregivers want the best for their children; they want them to be healthy and happy and to see them thrive.

Parents are often the first to see the signs that their child needs help. The role of the family is to support the child/youth to let them know they are not alone. They need to advocate for them to help them get the services they need.

This is no different for mental health than it is for physical health but the barriers remain higher when it comes to mental health, substance use/abuse or addiction.

As supporters and advocates, parents/caregivers need support as well. They need information and knowledge and much needed help in navigating a very fractured and underfunded system.

**Children and youth with strong family support have better outcomes.**

**And the important role parents play is the motivation behind the work PLEO does.**

## The challenges families face

**Supporting a child/youth with mental health and/or addiction challenges can be very stressful for parents, relationships and families.**

The mental health and addictions systems, while showing improvement, continue to be fragmented, difficult to access and lacking in resources to provide the levels of care needed by many.

- **Over 90% of families, responding to a survey in 2016 reported that while they knew their child or youth needed help, they did not know where to turn.**
- **When they did reach out, they encountered long wait lists.**
- **Moreover, once “in” the system, they then discover that there are waits for different services/programs.**

Parents/caregivers then face the difficult challenge of managing their child’s situation while waiting. Many report that they often need to become their child’s case manager, being responsible not only for the role of parenting but also to coordinate their child’s care.

- **Many report that working with the education system to get supports, guaranteed by legislation, can be confusing, frustrating and exhausting.**
- **While supporting their “ill” child they have the challenge of making sure not to neglect their other children and the family as a whole.**
- **For many, they face crisis where safety is an issue or they need to provide suicide watch because the system cannot accommodate their child or youth.**
- **Some families become engaged in the judicial system.**
- **While improving, stigma remains a factor that isolates both youth and their families.**

Unfortunately, there are very few respite services available and all of these challenges lead to extremely high stress and challenge a family’s capacity and resiliency.



## How PLEO addresses its mission –

### Our programs and services, and what we have accomplished

#### Our Staff

The PLEO staff of *Family Peer Supporters* all have their personal lived experience in supporting their own child with mental health or addiction issues. They can relate to what the families we support are going through.

#### Our Telephone Helpline

A confidential, bilingual service for parents/caregivers residing in the Champlain LHIN region. The *Family Peer Supporters* who answer the calls offer an understanding, caring ear and assistance in navigating the mental health and addictions systems to identify services to support both the child/youth and the parents.

**Monday to Friday – 9:00 am to 7:00 pm**

**Ottawa: 613-321-3211 | Toll Free: 1-855-775-7005**

#### In 2016-17

- **449** individual parents/caregivers received support through the helpline
- A **17%** increase over the previous year
- These families were supported through **3145** contacts (via phone or email)
- Averaging **7** contacts per family

## Our Parent Support Groups

Facilitated by our Family Peer Supporters, PLEO offers support groups throughout the Champlain LHIN in English, French or bilingual format depending on the demographics of the community. Each group addresses the needs of parents of children and youth of various ages to ensure that parents can relate to one another's experiences.

- Ottawa – 5 groups
- Kanata – 2 groups
- Prescott Russell – 2 groups
- Renfrew County – 2 groups
- North Lanark/North Grenville – 2 groups
- Stormont Dundas & Glengarry – 1 group

### In 2016-17

- **107** PLEO support groups were held throughout the region
- **447** participants attended various groups

**In the fall of 2017, we will launching four additional support groups:**

- 2 groups in Orléans
- 1 group in Rockland
- 2 groups in Barrhaven

## Our Individual Support Program (ISP)

A unique approach, providing support that is more intensive for families who need help to increase their capacity and resiliency. Families enrolled in this program receive support from a *Family Peer Support Specialist* assists them in developing a family plan with specific goals to help them build a stronger support network and increase their capacity to cope and support their child and family members.

### In 2016-17

- **Over 50** families received support through the ISP program

## The Source

Our young adult support group, the Source is a social, recreational Friday night group for youth and young adults aged 16 to 24, who are living with mental health challenges. Having a social network and a supportive community are important factors for recovery. The group also offers respite to families knowing their loved one is in a safe, supportive and non-judgmental environment.\*

- *On average, The Source welcomes **15** participants each Friday night*

*\*This program is available only in Ottawa.*

## Our Monthly Newsletter

Providing subscribers with information on educational events in the community and news that is meaningful and important to our families.

### In 2016-17

- *Subscription increased to nearly **1300***
- *With **238** new subscribers*

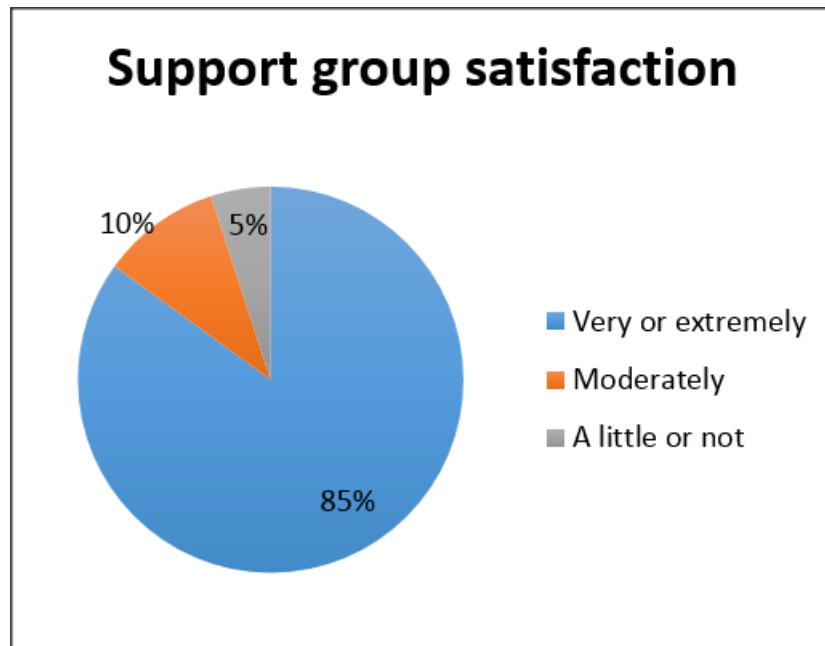
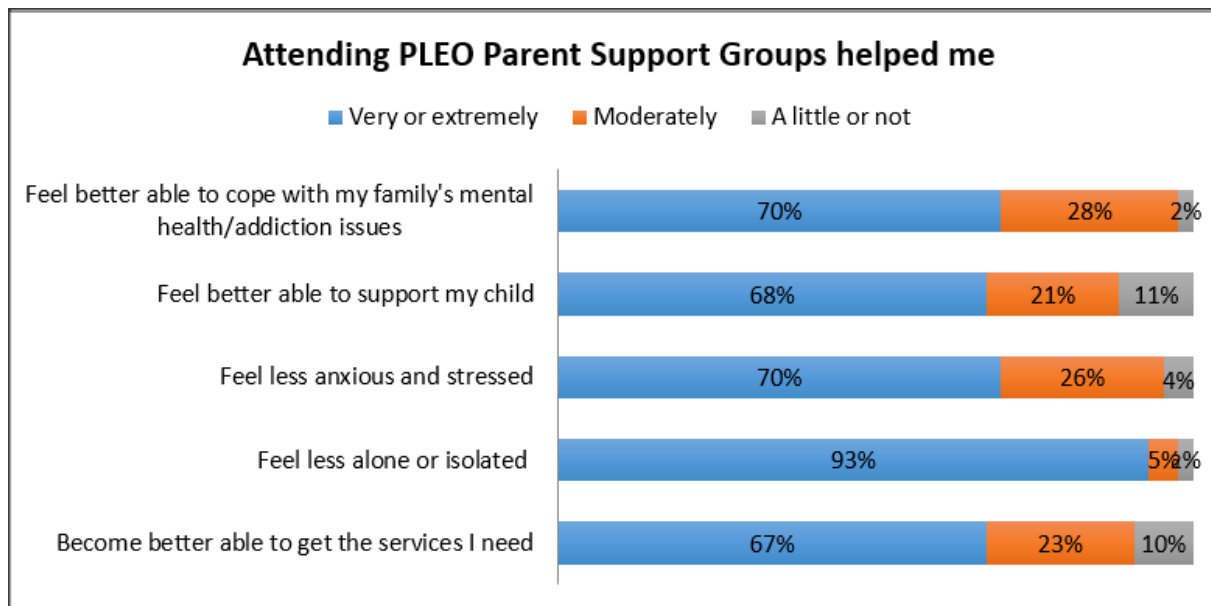
## Our Participation in Community Events

An important component to increase community awareness of our service, our participation in various events in the region includes sharing information either through our info table or as a specific presentation to provide an opportunity for families who need support to connect. The spring of 2017 saw a significant increase in the number of events in response to the Opioid crisis and the resulting parent education/information sessions.

### In 2016-17

- *Participated in **106** events – (an increase of **130%** over the previous year)*
- *Connected with **3019** parents – (an increase of **97%** over the previous year)*

# The impact of our services on the families we serve

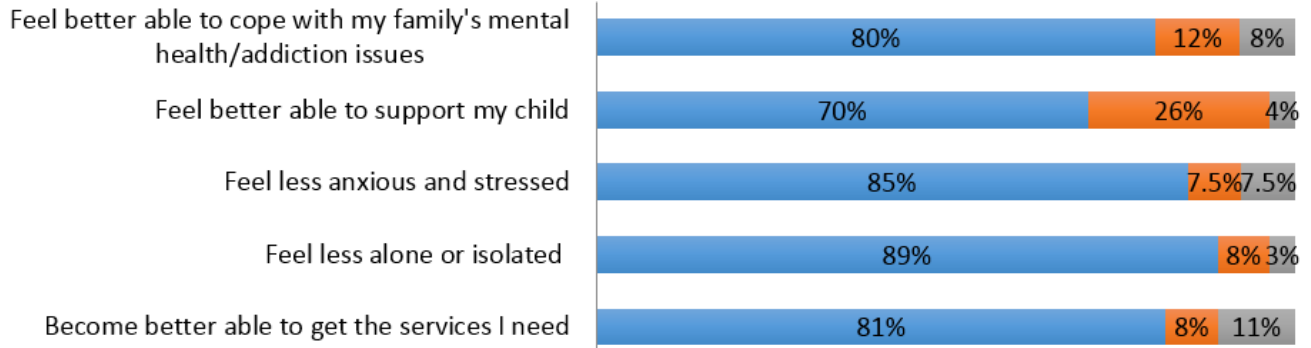


*(Data gathered from anonymous online PLEO survey)*

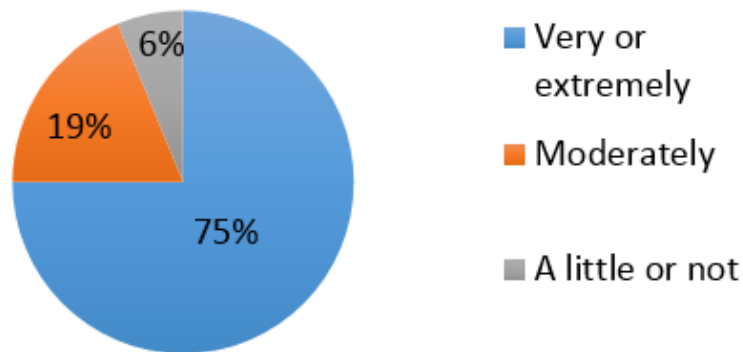


### Using the PLEO Telephone Helpline helped me...

■ Very or extremely   ■ Moderately   ■ A little or not

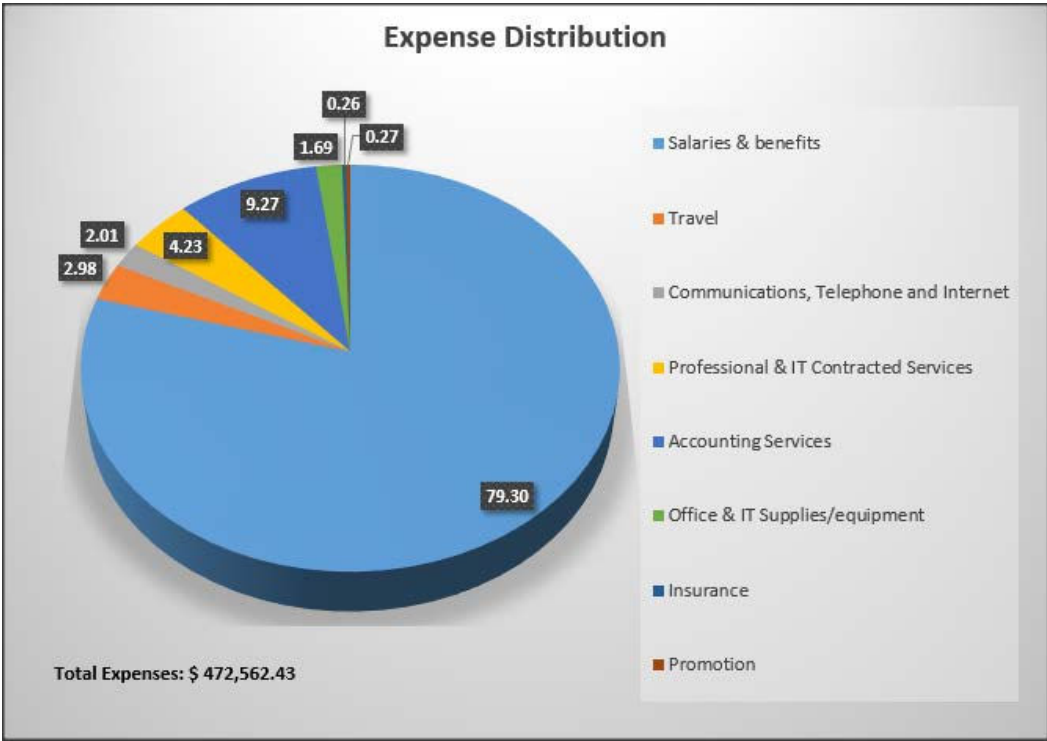
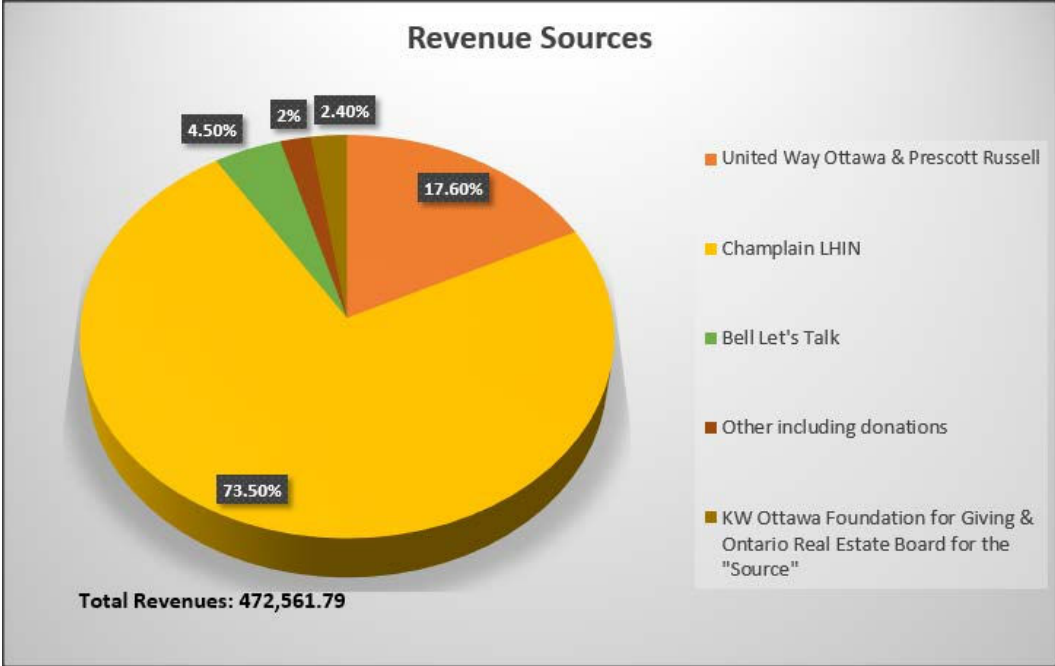


### Telephone Helpline Satisfaction



*(Data gathered from anonymous online PLEO survey)*

# 2016 – 2017 Revenue & Expenses



# Auditor's Report

## PARENTS' LIFELINES OF EASTERN ONTARIO

Statement of Financial Position

March 31, 2017, with comparative figures for 2016

|                                      | 2017             | 2016             |
|--------------------------------------|------------------|------------------|
| <b>Assets</b>                        |                  |                  |
| Current assets                       |                  |                  |
| Cash                                 | \$ 36,924        | \$ 60,965        |
| Accounts receivable                  | 3,114            | 126              |
| Prepaid expenses                     | 718              | 718              |
| Government remittance recoverable    | -                | 107              |
|                                      | <b>\$ 40,756</b> | <b>\$ 61,916</b> |
| <b>Liabilities and Net Assets</b>    |                  |                  |
| Current liabilities                  |                  |                  |
| Accounts payable and accrued charges | \$ 7,706         | \$ 4,213         |
| Deferred contributions (Note 3)      | 4,966            | 14,021           |
|                                      | 12,672           | 18,234           |
| Net assets                           | 28,084           | 43,682           |
|                                      | <b>\$ 40,756</b> | <b>\$ 61,916</b> |

Approved on behalf of the Board



**Board Chair**

# Auditor's Report

## PARENTS' LIFELINES OF EASTERN ONTARIO

Statement of Loss and Changes in Net Assets

Year ended March 31, 2017, with comparative figures for 2016

|  | 2017      | 2016      |
|--|-----------|-----------|
| Revenue                                      |           |           |
| Donations                                    | \$ 10,818 | \$ 7,735  |
| Grant revenue (Note 4)                       | 433,273   | 461,862   |
| Participant fees                             | 1,238     | 1,262     |
| Fundraising                                  | 5,865     | -         |
| Miscellaneous income                         | 6,652     | 1,494     |
|  | 457,846   | 472,353   |
| Expenses                                     |           |           |
| Advertising                                  | 1,270     | 11,038    |
| Fundraising expenses                         | -         | 2,630     |
| Insurance                                    | 1,215     | 1,231     |
| Occupancy costs                              | 2,077     | 1,851     |
| Office                                       | 16,214    | 27,418    |
| Professional fees                            | 63,737    | 92,235    |
| Salaries and wages                           | 373,309   | 315,924   |
| Training                                     | 1,537     | 5,210     |
| Travel                                       | 14,085    | 7,764     |
|  | 473,444   | 465,301   |
| (Deficiency) excess of revenue over expenses | (15,598)  | 7,052     |
| Net assets, beginning of year                | 43,682    | 36,630    |
| Net assets, end of year                      | \$ 28,084 | \$ 43,682 |

# Auditor's Report

## PARENTS' LIFELINES OF EASTERN ONTARIO

### Cash Flow Statement

Year ended March 31, 2017, with comparative figures for 2016

|  | 2017        | 2016      |
|--|-------------|-----------|
| Operating activities                               |             |           |
| (Deficiency) excess of revenue over expenses       | \$ (15,598) | \$ 7,052  |
| Advances from Crossroads Children's Centre         | -           | (422)     |
| Changes in working capital balances (Note 5)       | (8,443)     | (3,892)   |
| Cash (used in) provided by operating activities    | (24,041)    | 2,738     |
| (Decrease) increase in cash                        | (24,041)    | 2,738     |
| Cash, beginning of year                            | 60,965      | 58,227    |
| Cash, end of year                                  | \$ 36,924   | \$ 60,965 |
| Cash consists of:                                  |             |           |
| Cash held by Parents' Lifelines of Eastern Ontario | \$ 30,557   | \$ 46,944 |
| Cash held by Crossroads Children's Centre          | 6,367       | 14,021    |
|  | \$ 36,924   | \$ 60,965 |

# 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



## 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 'Donate Now 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 goes a long way to help families.

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

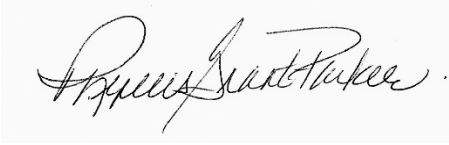
## Spread the word

Let others know about PLEO – let's work together to reduce stigma

A very special thanks to our Funders for their support



**This annual report – approved and signed by:**



**Phyllis Grant-Parker**

Board Chair

September 21, 2017

Date







**PLEO**

**Parents' Lifelines of Eastern Ontario**