ACROSS BOUNDARIES

# Annual Report 2017-2018

## 23rd Annual General Meeting

**Thursday, November 22nd , 2018**

**5:00 pm to 7:00 pm**

ACROSS BOUNDARIES

## OUR VISION

Dignified, inclusive and compassionate mental health and addiction services for racialized communities

## OUR MISSION

To provide equitable, inclusive and holistic mental health and addiction services for racialized communities within an anti-racism, anti-oppression and resisting anti-Black racism framework

## OUR GOALS

**Across Boundaries recognizes that…**

- Racism and racial discrimination impacts on the health and mental health of individuals and communities of colour.
- Individual and systematic racism is a barrier to accessing health and mental health care for people of color.
- There is diversity among people of color who, in addition to race, may also be discriminated against based on their religion, language, ethnicity, class, gender, sexual orientation, disabilities, age, country of origin and citizenship status

## OUR VALUES

### Equity

We recognize the intersectionality of identities among racialized communities, and address the disparities related to social location by providing services that are embedded in anti-racism/anti-oppression /anti-Black racism to reflect the needs and realities of our service users

### Transparency

We are accountable to our service users and to the communities we serve

### Service User and Family-Centered

We recognize the importance of the whole person, and the role of the family and community in their recovery and wellness

### Collaborative

We work in partnership with individuals, families, communities and other agencies to build capacity and address the needs of our service users to support their health and recovery .

### Innovative

At Across Boundaries, we are responsive to the ever-changing realities. We include a variety of healing approaches to help achieve and maintain wellness in ways that are meaningful and relevant to the lived experiences and cultures of our service users.

### Holistic

We believe in addressing the interdependence of the spiritual, emotional, mental, physical, social, cultural, linguistic, economic and broader environmental aspects of health that affect the well-being of racialized communities.

***You must be the change you wish to see in the world.***

***- Mahatma Gandhi***

# BOARD CHAIR & EXECUTIVE DIRECTOR'S REPORT

A look back upon the 23rd year as an organization reveals that it was a transitional year – a year where bold steps and risks were taken. A year which ultimately laid the building blocks of many of the amazing initiatives currently in place.

Some of the highlights of these initiatives include:

- A major decision of the board to apply for standing in the inquest of Andrew Loku. Andrew, a service user of Across Boundaries, was killed by the Toronto Police in the corridor of his building, over a noise altercation. Across Boundaries was a strong voice in the call for this inquest. Once the inquest was announced it was imperative that Across Boundaries' interactions with Andrew over the last nine years of his life be reflected accurately and clearly during the proceedings. This decision was taken despite the potential risks and costs to the organization, and one which resulted in the agency playing a crucial role in the recommendations provided by the jury.

- A decision to begin restructuring of the management team based on a formal review that was conducted. The existing structure, in place for almost twenty years needed to reflect the emerging needs of the organization as well as the sector. Change is difficult. It causes a lot of uncertainty and anxiety, but with care and diligence, new positions were finalized to bring in new skills and competencies. This has created new opportunities for the organization; exciting opportunities for change and growth!

- A new client management software system to increase the quality of documentation, data collection and reporting. Last year saw the full implementation cycle for this software which meant a major overhaul of existing tools, knowledge and practice. Staff stepped up to the challenge and embraced this change with minimum upheaval or disruptions to their work or to the service users!

- An investment to develop specific evaluation tools to measure service user experiences of and healing from racism, oppression and anti-Black racism. As well the development of clear guidelines to document staff interactions with service users, based specifically on these experiences. These tools will assist in providing a clear narrative of the therapeutic work engaged in through the anti-racism, anti-oppression and resisting anti-Black racism lens - grounded in the core principles of the organization. A much needed and long awaited initiative!

- Partnerships initiated to change particular practices or enhance particular services. CMHA Toronto came on board to formalize employment supports in the area of housekeeping and maintenance. This has resulted in interested service users gaining formal employment opportunities. Across Boundaries also accepted the invitation of Addictions Services of York Region, to join the Addictions Collaborative of Central LHIN. This new partnership increased addictions supports for racialized communities through two new staffing positions. While growth is always welcome – the agency continues to

feel pressure on its expanding office space needs and will be looking at ways to mitigate this pressure in the year to come.

This is a brief overview of some major activities of the past year. The decision to embark on these initiatives and the ability to implement them would not have been possible without the Board's dynamic leadership in addressing critical issues effectively and in a timely manner. Just as importantly, the success of these initiatives also required the full support and commitment of every staff member despite many obstacles and emotionally charged situations. This is a true testament to staffs' dedication, resilience and passion!

As we move forward, we will continue to enhance service quality utilizing new ideas, research and knowledge, and we will continue to address inequities in the systems of care which disadvantage our communities.

It is indeed with great pleasure and pride we submit the 2017-2018 report to the membership.

Zahra Binbrek
Board Chair

Aseefa Sarang
Executive Director

**Not everybody can be famous but everybody can be great**

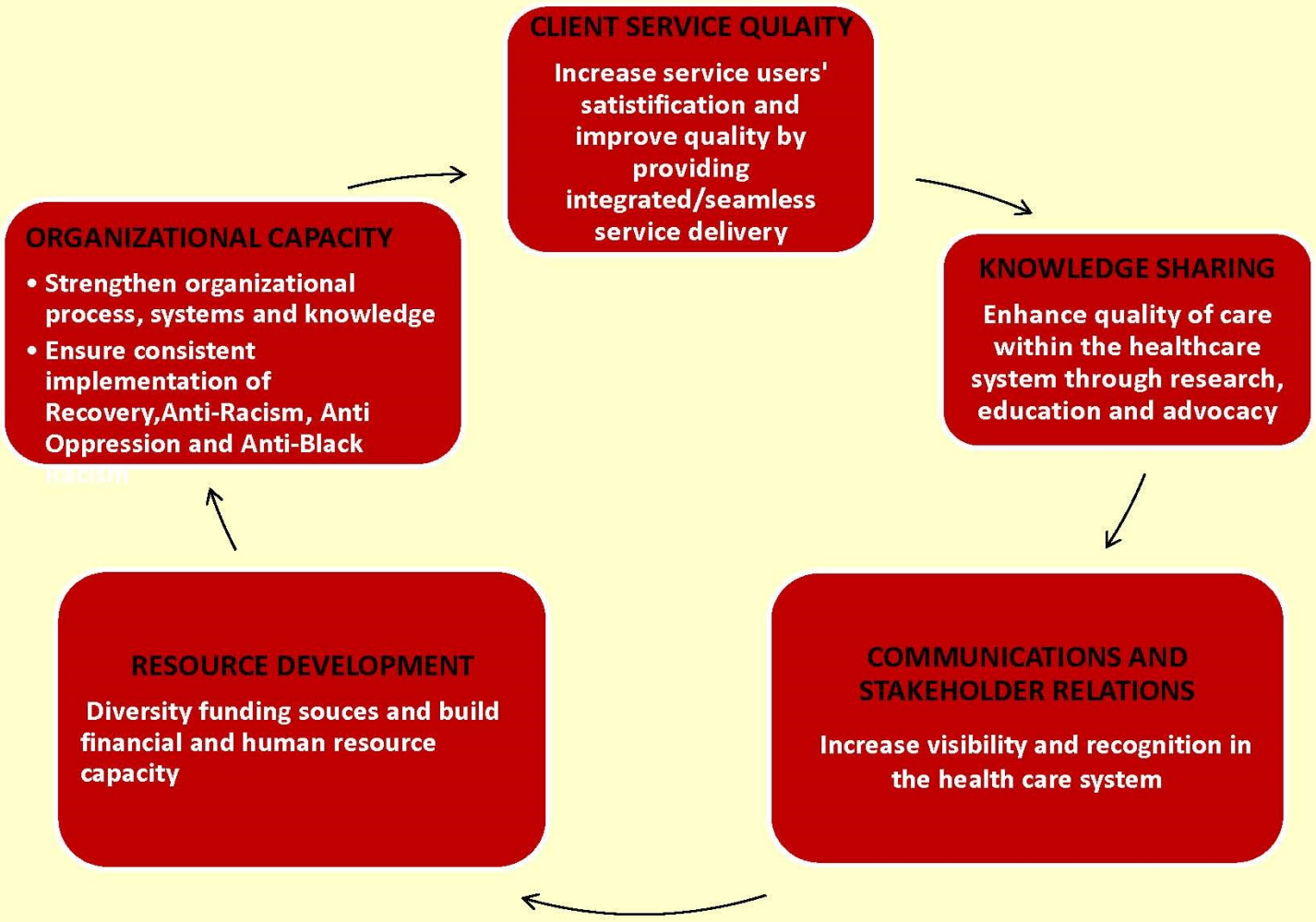
**because greatness is determined by service…**

**You only need a heart of grace and a soul generated by love.**

*- Martin Luther King Jr.*

ACROSS BOUNDARIES

# STRATEGIC PLAN 2013-2018



# DRAFT Minutes of the 22nd Annual General Meeting of Across Boundaries

**Tuesday, December 4th , 2017 , 5:00 pm to 9:00 pm**

**51 Clarkson Ave., Toronto, Ontario, M6E 2T5**

**1. Welcome from the Chair**

Chair of the Board, Anne Motwani Forsyth, hosted the event and welcomed over 50 attendees to the 22nd annual general meeting. Anne thanked the Board of Directors, members of the organization, students, volunteers, funders, and service users for their continued support of Across Boundaries over the past year. She acknowledged the hard work and dedication of the staff and management before proceeding to highlighting the activities of the last fiscal year.

**2. Approval of Agenda**

The agenda of the meeting was approved as circulated.

Moved by: Ahmed Badat
Seconded: Gamel Ally CARRIED

**3. Approval of Previous Year's Minutes**

The minutes of the 21st annual general meeting held on December 8, 2016were approved as circulated:

Moved by: Eric Cheung
Seconded by: Nooria Fetwia CARRIED

**4. Executive Director's Report**

Aseefa welcomed everyone to the 22nd AGM and presented her report which detailed activities related to: the inquest in to the death of our service user – Andrew Loku; the recommendations coming out of the inquest ( particularly around anti Black racism which occurred for the first time in the history of Ontario); participation on and recommendations from the MOH's Mental Health and Addictions Leadership Advisory Council; update on strategic planning for the agency, accreditation update; and presentation of service users' OPOC survey. Aseefa concluded her report by expressing gratitude to everyone for their support and to staff for providing a high quality service throughout the organization.

**5. Treasurer's Report**

**Presentation of Financial Report**

Fay Sun, Treasurer of the Board, presented the audited financial statements for the year ended March 31, 2017, which has been reviewed by the Board of Directors. She said that a full copy of Auditor's Report is available. Fay stated that Across Boundaries has been very strong and stable, receiving the bulk of its funding from Central LHIN, as well as some income from donations and other revenue. Fay attested that Across Boundaries finances were managed responsibly. She tabled a motion for approval of the Audited Financial Statements for the fiscal year 2016-2017.

Moved by: Fay Sun
Seconded by: Gamel Ally CARRIED

**ii) Appointment of Auditor**

Fay also made a motion to appoint the firm of *Hogg, Shain & Scheck Professional Corporation*, to be the auditors for Across Boundaries for the fiscal year 2017-2018.

Moved by: Fay Sun
Seconded by: Rowena Abungan CARRIED

**6. Nominations Committee Report**
The slate of nominees for the Board (2017-2018) was proposed as circulated. The following slate was tabled:

**New Board Members**:
1. Hugh Williams
2. DawnMarie Harriot

**Returning Board Members:**
3. Akanksha (Anne) Forsyth
4. Andi Shi
5. Zahra Binbrek
6. Fay Sun
7. Robbie Ahmed
8. Jia Hui Yan

Moved by: Sajjad Hussein
Seconded by: Judy Simmons CARRIED

**7. Adjournment and Thanks**
There being no other business the 22nd Annual General Meeting of Across Boundaries was brought to a close. Meeting was adjourned at 7:30 pm

Moved by: Rowena Abungan
Seconded by: Surujdai CARRRIED

**8. Program Presentations**

i. Ian Messam, Program Manager, presented the Appreciation Award to 3 outstanding service users who provided outstanding support to the Social Rehab Program.
ii. Wangari Muriuki, Accreditation Coordinator, briefly talked about the upcoming Q-Mentum phase of accreditation, emphasizing the important roles of management, Board of Directors, QIC Committee, Staff & ABSUAC (Across Boundaries Service Users Advisory Committee).

iii. Wangari then presented the Leadership Award to Quality Improvement Committee members for their dedication to and championing of quality improvement initiatives:

- Peter Ackie
- Tracy Ampofoh
- Tegeste Emiru
- Ruqia Hassan
- Katherine Mendoza-Reyes
- Melissa Phipps

iv. Ian Messam presented the Train the Trainers Award for staff who were trained to take a lead on the implementation of the new client management system software. Recipients included:

- Peter Ackie
- Tracy Ampofoh
- Devi Kirkham
- Suzette Mullings
- Lorraine Payne
- Falon Pinnock
- Fahima Zaman

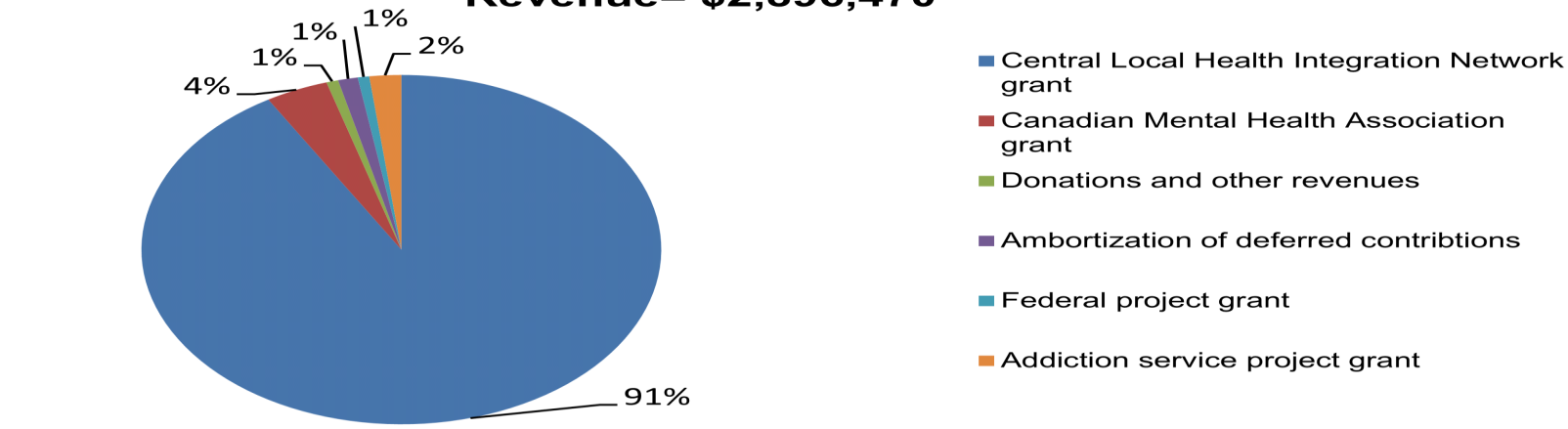
**9. Staff Choice Award:** This year's award was presented to Peter Ackie, who was chosen by his peers for his many years of commitment to quality service, dedication to service users and colleagues and taking on new initiatives!

# ACROSS BOUNDARIES: AN ETHNORACIAL MENTAL HEALTH CENTRE

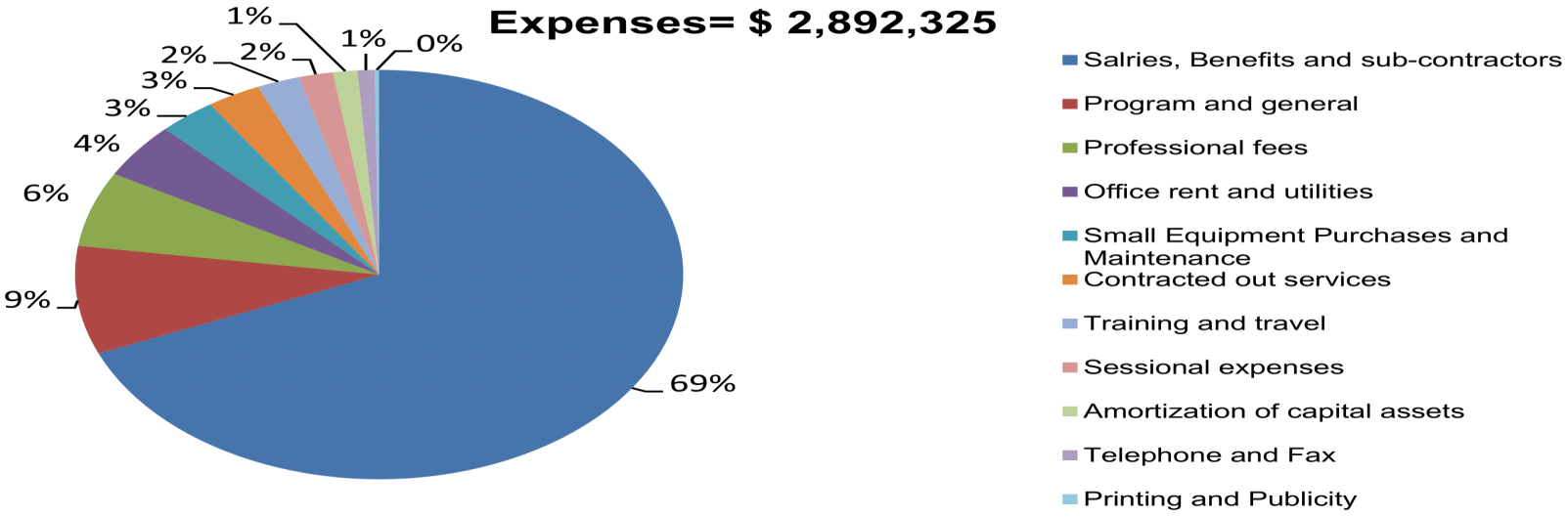
## Statement of Operations

## Year Ended March 31, 2018

### Revenue= $2,896,470




### Expenses= $ 2,892,325



# ACROSS BOUNDARIES PROGRAM AND SERVICES REPORT

**Adult Mental Health Program (AMH)**

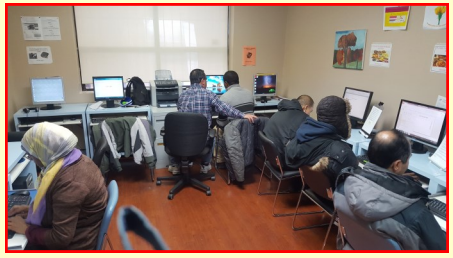
Our Adult Mental Health Program (AMH) provides intensive Case Management, supports, counseling, advocacy, training, and education to over 300 users of the service. The services users for the Adult Mental health programs are referred through ACCESS Point. We also rely on community outreach and engagement utilizing our culturally-specific programs in the GTA. For example the Jane-Finch Tamil group, Caribbean Group and the Seniors Group. We served 326 individuals in 2017-2018.

**Transitional-Aged Youth Program (TAY)**

TAY continues to work collaboratively with local youth agencies including: "The Spot," "Driftwood Community Centre," "Peach," and "Black Creek Community Health Youth Program". With the assistance of local youth, our dedicated Youth Staff team continues to focus on seeking out creative options to connect with and engage youth. The TAY program and its collaborators provide a robust array of streamlined services that are accessible to racialized youth. Our emphasis on family counseling and the involvement of whole family units is instrumental to our wrap-around approach to service delivery for the youth. In 2017-2018, we served 65 individuals.

**Social Rehab Programs**

Social Rehabilitation continues to serve as the hub of activities at Across Boundaries. Our programs are well-attended. Social Rehabilitation program has over 50 Service Users daily who participate in our breakfast and hot lunch programs Monday to Friday. A wide range of programs and skills development opportunities are offered to the services users including: Women's Group, Men's Group, Life Skills, ESL, Computers 101, Music Therapy, Art Therapy, Creative Expression, Traditional Chinese Medicine (TCM), Yoga, Chi Qong, and Current Events. We served over 200 individuals in 2017-2018.



**Weekly fresh food donations to Social Rehab Programs**

**Mental Health and Justice Program**

In 2017-2018, our Mental Health and Justice Program in collaboration with Canadian Mental Health Association of Toronto (CMHA) supported 34 service users from racialized communities who are dealing with mental health and/or addictions issues. There are four (4) staff who are dedicated to this program.

**Short Term Crisis Bed**

The Short Term Crisis Bed Program is one of our most intensive programs. In 2017-2018 we supported 29 services users to navigate the complexities of the justice system such as arrests, court hearings, and mostly reintegrating those who are released from prisons back into the community.

**At-Home/Chez Soi Program**

Our At Home/Chez Soi Program served 119 racialized service users in

2017-2018. In this program we provide supports to individuals who experience homelessness as well as dealing with mental health or addiction issues.
Our partnership with COTA and North Toronto Support Services continues to be highly productive and collaborative.

**Housing First Program**

Our partnership with Canadian Mental Health Association (CMHA) continues to bear fruit. Between the Case Managers and the Peer Support workers, AB served 36 service users in 2017-2018.

**New Horizons for Seniors Program: Funded by Service Canada**

The New Horizons for Seniors project objective was to reduce social isolation with ethno-racial seniors in the Toronto area through the process of sharing, documenting and archiving memories. This was done with a peer-support model and seniors were able to lead and facilitate meetings. This objective was achieved as the seniors group met on a weekly basis and developed a comfortable bond with each other.

Over the course of the project, there were 4 seniors leaders within the group who would consistently step up to help with activities and organization. As weeks went on, it was evident that the members were participating more and becoming more enthusiastic which lead to a bigger turn out.

*A sample of the Seniors Group Art*

**ASYR (Addictions Services York Region) Collaborative – 2017/18**

**Background:**
On August 29, 2017, the Minister of Health & Long-Term Care (Ontario) announced that $222 Million would be invested in addictions over the next three years. In the fall of 2017, the Ministry announced that it was committed to investing in the community and that $70 Million of the $222 Million would be invested in long-term support for individuals affected by addictions.

In the fall of 2017, the Central LHIN identified **Addiction Services for York Region** as the lead agency of a collaborative of organizations providing addiction services. Across Boundaries as one of the collaborating agencies also received funding in 2017, and provided addiction related services in the following priority areas that supported the provincial opioid strategy and addictions:

- **The Winter Solstice Program**
- **Case Management**
- **Peer Support**
- **Outreach/Street Outreach**
- **Life Skills Programs** – Across Boundaries ran a series 4 of one day workshops and/or other activities over the holiday break in December/ January that provided information and support to individuals living with addictions
- **Our Community Kitchen** provided 65 nutritious hot meals through our Lunch 'n' Learns to individuals living with addictions and Families, loved ones and friends of individuals living with addictions

**Quality Improvements**

As an Accredited organization, Across Boundaries continues to strive towards providing the highest quality services to our Service Users. The TREAT database is now fully entrenched within the Agency ensuring that we capture all the necessary information in order to have the best possible outcomes. Simultaneously we are working towards the QMENTUM phase of the Accreditation Canada's review process. The site visit is scheduled for early spring 2019.

**Our special thanks to our funders, donors, service partners, volunteers, facilitators, consultants and students who have helped us in numerous day-to-day tasks**

## Our Funder:

Your support has helped us make our programs the success that they are:

- Central - Local Health Integrated Network - (C-LHIN)
- Service Canada
- Status of Women Canada

## Our Formal Service Partners:

- Addiction Services York Region (ASYR)
- Black Creek Community Health Centre (BCCHC)
- CMHA Toronto
- COTA Health
- The Institute for Research and Development on Inclusion and Society (IRIS)
- Mainstay Housing
- Toronto North Services
- Malvern Employment and Social Services

## Facilitators, Volunteers, Consultants:

- Birenbaum, Shelley, JD MSW MBE
- Boodhai, Sunil
- Gajaria, Dr. Amy
- Galabuzi, Grace-Edward
- Grant, Yola
- Kumar, Dr. Sameer
- Kwok, Carolyn
- Lee, Kanae
- Lewis, Ivan, CMHA
- Lo, Dr. Hung Tat
- Lord, Afrinda
- Lurie, Steve
- Martinez, Shane
- McPherson, Patricia
- Moore, Ira
- Morris, Kofi
- Morton, Howard
- Perez, Fidel
- Providence, Marcia C.
- Raju, Priya Dr.
- Timothy, Roberta
- Virani, Rasia
- Wang, Dr. Chao
- Watts, Georgina

Ontario
Central Local Health Integration Network

# OUR TEAM

## *BOARD MEMBERS 2017-2018*

- Akanksha ( Anne) Motwani - Chair
- Zahra Binbrek
- Andi Shi
- Raju Bains
- Fay Sun—Treasurer
- Robbie Ahmed
- Jia Hui Yan
- Hugh Williams
- Dawnmarrie Harriot

## *MANAGEMENT TEAM 2017-2018*

- Aseefa Sarang-Executive Director
- Ian Messam– Program Manager
- Genoveva Policarpio-Office Manager

## STAFF 2017-2018

- Alexa Quach
- Aby Thomas Pullemkannap-pallil
- Canas, Herberth
- Carmen Contreras, BSW
- Christopher Sabili
- Devi Kirkham
- Dorrett Miller
- Fahima Zaman
- Falon Pinnock
- Ikinori Lau
- Jackie Patterson
- Katherine Mendoza
- Kelsang Shadoe
- Lorraine Payne
- Manju Areekaran Surendran
- Mariam Saleh
- Melissa Phipps
- Mohammad Molaei
- Namrta Mohan
- Nudrat Niazi
- Olivia Han Yi Li
- Peri Vyramuthu
- Peter Ackie
- Qudsia Hadizai
- Ruqia Hassan
- Seeram, Pam
- Shen Adachi
- Suzette Mullings
- Tanya Hemley
- Tegeste Emiru
- Tracy Ampofoh
- Vinodd Ramdoss

# ACROSS BOUNDARIES

51 Clarkson Avenue, Toronto, Ontario Canada M6E 2T5 Tel: (416) 787-3007 Fax: (416) 787-4421

E-Mail: info@acrossboundaries.ca Web Site: http://www.acrossboundaries.ca

: https://www.facebook.com/ABMentalHealth https://twitter.com/ABMentalHealth

: https://instagram.com/abmentalhealth/

ACCREDITATION PRIMER AWARD
ACCREDITATION AGRÉMENT CANADA