

Eden Health Care Services

# ANNUAL REPORT

---

A year in review  
2022-2023

# OUR YEAR IN REVIEW

Eden embarked on a strategic planning process this past year to develop our next 5-year Strategic Plan. With the help of consultants from Homefield People and Strategy, Eden conducted stakeholder surveys and focus groups to gather input from the community, service providers, staff as well as clients and families. Through these consultations, Eden's Board of Directors and senior staff have identified strategic priorities for 2023-2028 (see next page). Eden staff are now turning to the Operational Plan which will accompany the Strategic Plan and provide the steps being taken to accomplish our strategic priorities over the next 5 years.

Service delivery was strengthened in Steinbach's Eden East Mental Wellness Centre with additional counselling therapy from Recovery of Hope along with psychiatry consultation capacity from Eden Mental Health Centre. Our Eden Winnipeg Mental Wellness Centre also expanded services

this last year including group workshops, additional counselling therapy and psychiatry consultation. Work continues to ensure these program expansions are sustainable and meeting the needs of our communities.

As we look back at the last year, we are reminded again of the deep support we have from the community and our partners! We are filled with gratitude for the immediate and generous commitment from staff, patients and families, health partners, churches and community members to help us navigate difficult circumstances like the rain event and evacuation in August 2022 at EMHC. We know we do not do this work alone...our faith and our community reminds us that we can face our future, which can at times be uncertain, with a peace that passes all understanding!

Brad Unger  
Chief Executive Officer  
Eden Health Care Services



# STRATEGIC PLAN | 2023-2028

Five priorities identified:

1. **Integrated services and systems** | Eden programs are integrated and clients can navigate the pathways to access appropriate mental health and addiction services within Eden and within our region. A continuum of integrated service options for mental health and addiction services are available equitably for all Manitobans.
2. **Strengthen the hub and spoke model of operations** | Eden strengthens the hubs by offering robust mental health and addiction services in each hub along with local leadership and ensures appropriate services and pathways are available in outlying communities across the region. Ensure that Eden's services fit within the broader provincial system and critical gaps in the system are identified with an action plan to address the gaps.
3. **Housing with supports is a priority in each hub** | Each hub has a continuum of housing with supports, from general to intensive supports, allowing those with mental health needs to have a quality home and safe community.
4. **Funding and partnerships** | Eden has sustainable programs with engaged, qualified staff in quality facilities in each hub. Eden develops partnerships to strengthen mental health promotion, awareness and engagement in our communities.
5. **Ownership and governance** | Increase the number of church congregations that engage directly with Eden, such as CARE Program participants, board member representation, hosting mental health events, etc. Eden's ownership and governance model is reviewed and shifted as needed to ensure governance sustainability in the long term.

# EDEN HEALTH CARE SERVICES

Chief Executive Officer | Brad Unger

The Eden group of mental health programs provides mental health services throughout southern Manitoba. With a focus on Southern Health-Sante Sud (SH-SS) region, Eden centralizes services in Winkler, Steinbach and Winnipeg. Eden programs include:

- Eden Mental Health Centre (EMHC): in-patient acute care hospital and out-patient psychiatric services
  - Pathways/Community Mental Health: community mental health services with SH-SS
- Eden Residential Care Services (ERCS): supportive housing
- Segue Career Options: employment support
- Recovery of Hope (RoH): counselling therapy

Eden Health Care Services (EHCS) provides shared services for all the Eden Programs. These shared services include administration, finances, human resources, IT and facilities management. The shared services team at EHCS consists of 9 staff located at the ALG Professional Centre in Winkler.

Progress has been made and continues in several areas of capacity building across Eden:

- Quality Improvement: Hired a Quality Lead position to support the work of accreditation, risk management, ethics framework, client and family feedback, health and safety work as well as policy development.
- Financial and performance measurement: Financial software implementation work completed and planning continues to use the software for performance and outcome measurement.
- Communications: Hiring a part time Communications Support person to lead the work of a newly created Communications Committee at Eden.
- Grant writing: Hiring a part time Grant Writer to support the programs in writing more proposals for funding.
- IT support: Hiring an IT Support position to assist with the expanding workload in the IT department.

## 2023-2024 Goals

- Implement the Operational Plan based on our Strategic Plan for 2023-2028.
- Complete the roof repair/replacement project at EMHC.
- Strengthen Eden programs by building capacity in keys areas such as: quality, operations, performance measurement, communications, grant writing, and IT support.





# EDEN MENTAL HEALTH CENTRE

Program Director | Karma Sheppard

- Eden Mental Health Centre (EMHC) is a 25-bed inpatient psychiatric hospital. Due to the flood in August 2022, residents had to be evacuated however by April 2023 the hospital was up and running at full capacity. The roof is still in need of repair and is slated to receive much needed attention in the summer of 2024.
- Accreditation happened in mid-May and we passed with flying colours.
- Outpatient referrals increased during the 2022-2023 year. The outpatient team has been assessing flows to develop an action plan on wait times and processes.

## 2023-2024 Goals

- Continue to develop partnerships with Southern Health-Santé Sud Mental Health Leadership Team.
- Increase and standardize education for staff that align with accreditation standards and best practices in mental health and addictions.
- Create an environment that is guided by ethical principles and moral decision-making, improving patient outcomes and quality of care.
- Include the patient and family perspective in planning, delivery and evaluation of client services.



# SEGUE CAREER OPTIONS

Program Director | Sheila Suderman

- Four employee readiness projects to assist people in achieving meaningful employment and improved quality of life.
- Segue has programs for youth (ages 15-30), adults (18-60+) and persons with disabilities in both Winkler and Steinbach.
- Employment projects provide participants with in-person or virtual meetings or group sessions which cover a wide range of employment readiness topics, employment experiences, and employment placements. They also provide job coaching and follow-up services and supports.
- Segue projects are provincially and federally funded by grants that require funding grant submission.
- 86 participants assisted, 37 employed. 43% success rate in 2022-2023.

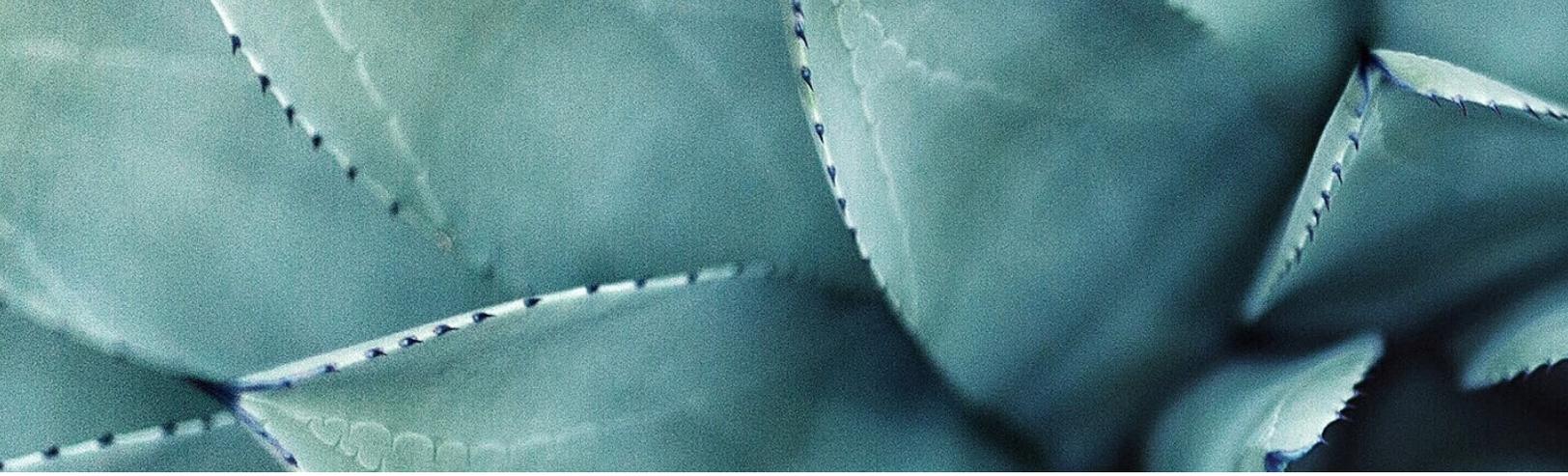
## 2023-2024 Goals

- Relationships established at 500 Stephen St. in Morden which provides a meeting place for staff and participants. Options in Altona and Carman are being explored.
- Promote Segue during Central Station foodbank hours to increase knowledge of services.



**Employment  
success rate  
in 2022-2023**





# RECOVERY OF HOPE

Program Director | Kim Thiessen

- Provides counselling for individuals of all ages, couples, and families who are looking for support in their journey to mental wellness.
- 17 counsellors working in 5 locations including two locations in Winnipeg and one location in Winkler, Winnipeg, Steinbach, Portage la Prairie and Altona.
- Meets client needs using a wholistic approach of Mental Health Best Practices: biological, social, spiritual and mental.
- Developing group counselling programming with a focus on addiction recovery.
- Counsellor-led public education workshops completed in fall 2022.
- 2,195 total clients in 2022-23 (1,056 in 2021-22).

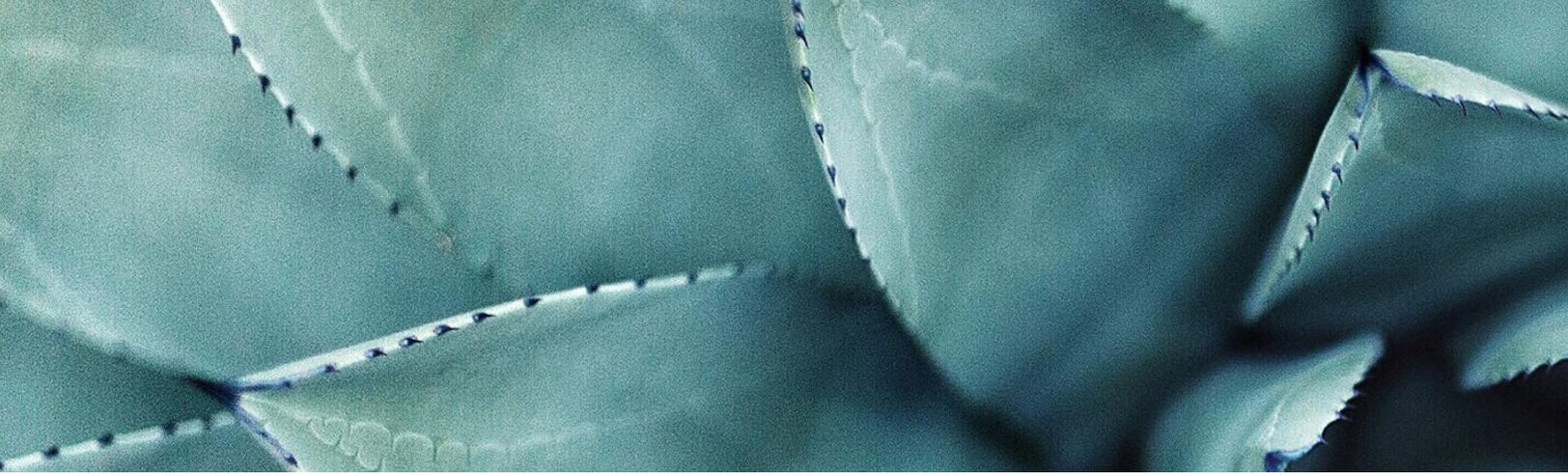
## 2023-2024 Goals

- Continue recruiting counsellors.
- Increase engagement with constituent churches and the public.



**2,195 total clients**  
in 2022-2023

RECOVERY of  
*hope* 



# EDEN HOUSING AND SUPPORTS

Program Director | Kristin Villanueva / Leighton Knapp

- Five housing complexes with approximately 145 suites throughout Southern Manitoba.
- Linden Place (Winkler) – 24/7 supports in an 8 bed transitional group home.
- Concordia Village IV (Winnipeg) – 40 hrs per week support in a 16 unit Supportive Housing Program for individuals living independently.
- Enns Courts (Winkler), Penfeld Courts, and Wilson Courts (Steinbach) provide housing and some supports.
- Also provide supports through Portable Housing Benefit, Community Wellness Initiative, Community Choices, and Positive Living Program.
- Continue to develop a standard of work/database of programs for staff to access and adapt to meet client needs.
- Continue to develop a proposal for supportive housing development that meets the needs of Manitobans.
- New Program Director, Leighton Knapp, started on July 17.

## 2023-2024 Goals

- Development of program specific orientation material developed for staff to focus on person centered practice, anti-oppressive practice, and trauma informed care.
- Proposals submitted to MB government and Southern Health proposing projects to meet the needs of rural Manitobans.



# EDEN FOUNDATION

Director of Development | Jayme Giesbrecht

- Mission statement: “In the spirit of Christian stewardship, to encourage individuals, constituent churches, and the broader community to provide financial support for Eden Health Care Services programs, which bring hope and healing to those with mental health concerns.”
- Contributions are used to fund existing programs and new program development as well as to provide funds for capital projects and build reserve capital for future use.
- Funding comes from our regular fundraising events, bi-annual mail outs to our donors, encouraging legacy gifts and bequests, endowments, and life insurance.

## 2023-2024 Goals

- Provide a more sustainable source of funds for future work of the Eden programs.
- Define and develop capital campaign capabilities to manage needs as they come.
- Define fundraising partners and parameters in a way that will maximize program effectiveness in collaboration with various Eden programs.



# 2023 Fundraiser/Event Calendar

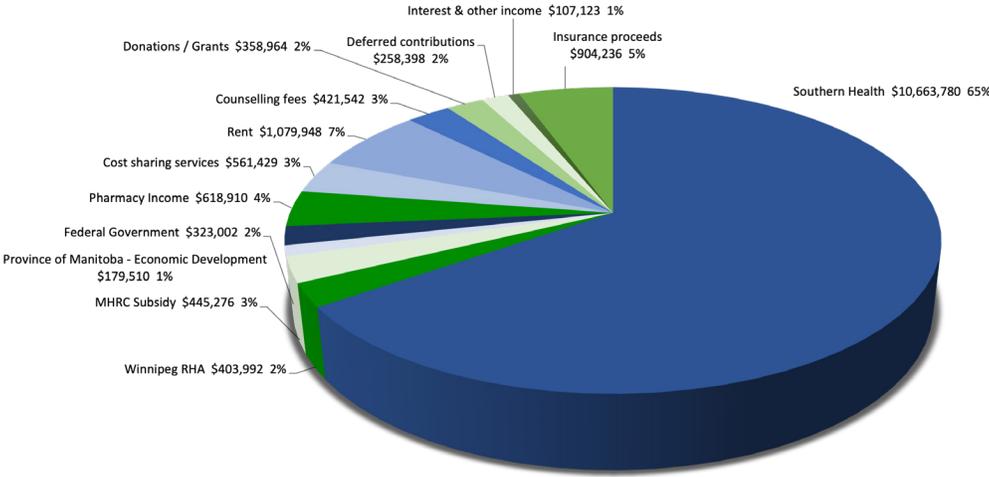
April 02	Gospel Concert	Winkler
May 01-05	Mental Health Awareness Week	Southern Manitoba
June 08	Jailbreak Fundraiser with South Eastman Rotary Club	Steinbach
June 10	Steinbach Tractor Trek	Steinbach
July 08	Winkler Tractor Trek	Winkler
August 19	Peace Trek	Steinbach
September 09	Head for the Hills	Morden
September 29-30	The Last Radio Show	Morden
October 10-17	Move for Mental Health	Southern Manitoba
November 17	Music for Mental Health	Winnipeg
December 22	Caroling for a Cause	Steinbach/Winkler

# FINANCIAL REPORT

Chief Financial Officer | Crystal Cruickshank

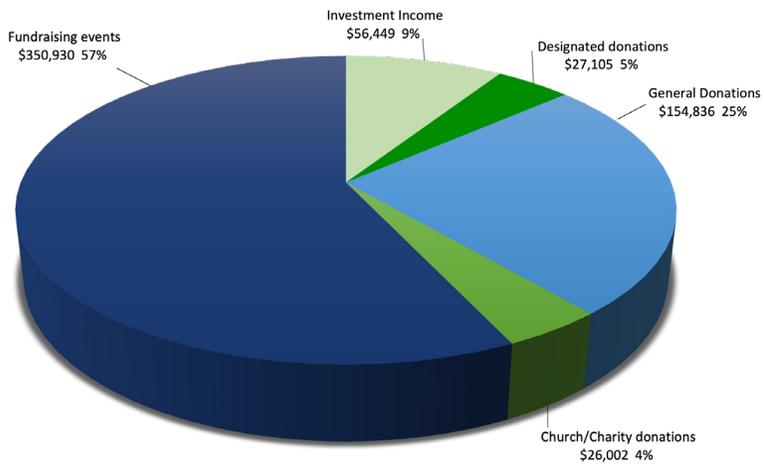
### Eden F2023 Revenue by Funding Source

Southern Health	\$10,663,780
Winnipeg RHA	\$403,992
MHRC Subsidy	\$445,276
Province of Manitoba   Economic Development	\$179,510
Federal Government	\$323,002
Pharmacy Income	\$618,910
Cost sharing services	\$561,429
Rent	\$1,079,948
Counselling fees	\$421,542
Donations / Grants	\$358,964
Deferred contributions	\$258,398
Interest & other income	\$107,123
Insurance proceeds	\$904,236
<b>Total</b>	<b>\$16,326,110</b>



### Eden Foundation F2023 Revenue by Source

Investment Income	\$56,449
Designated donations	\$27,105
General Donations	\$154,836
Church/Charity donations	\$26,002
Fundraising events	\$350,930
<b>Total</b>	<b>\$615,322</b>



# 1 in 5 people in Canada will experience a mental health problem or illness during their lifetime.

No matter what you are going through, Recovery of Hope is here to help you on your mental health journey. We offer individual, couple, or family counselling in-person, online, or by phone in Winnipeg, Steinbach, Winkler, Portage la Prairie, and Altona.

RECOVERY of  
*hope* 

Call 1-866-493-6202 or  
email [info@recoveryofhope.ca](mailto:info@recoveryofhope.ca)  
to schedule an appointment.

## We C.A.R.E.

The C.A.R.E. program is about a church's desire to provide professional counselling for any individual, couple, or family that needs help in their congregation. Check with your church to see if they participate in this program and how you can access it.

RECOVERY of  
*hope* 

1-866-493-6202  
[info@recoveryofhope.ca](mailto:info@recoveryofhope.ca)

*Accessible* and  
*affordable*  
counselling  
services  
for every one.

Contact us today to see how you can make Recovery of Hope's counselling services part of your *Employee Assistance Program* today.

RECOVERY of  
*hope* 

1-866-493-6202  
[info@recoveryofhope.ca](mailto:info@recoveryofhope.ca)