



# Manitoba Adolescent Treatment Centre

## Annual Report

**2020-2021**

# MISSION, VISION, VALUES STATEMENTS



MATC provides a range of mental health assessment and treatment services to children and youth who experience mental health, addiction, behavioral and/or emotional disorders.



MATC is a leader in the delivery of a range of culturally sensitive, accessible, equitable and integrated services to assist children, youth and their families to live their best lives.



MATC values:

- The young people we serve
- Families and caregivers
- Cultural sensitivity and diversity
- Professional excellence
- Quality and innovation
- Equitable and responsive service
- Partnerships and teamwork
- Community involvement and resource networks

## ACKNOWLEDGEMENT

We acknowledge that Manitoba is on the original lands of the Dakota, Anishinaabe, Cree, Oji-Cree, Dene, Inuit and Metis Nation.

We acknowledge that the Manitoba Adolescent Treatment Centre (MATC) is located on Treaty One territory.

We respect the Treaties that were made on these territories and we acknowledge the harms and mistakes of the past. We dedicate ourselves to moving forward in partnership with First Nations, Metis and Inuit communities in a spirit of reconciliation and collaboration.

# Message from the Board Chair & CEO

We are pleased to present the Annual Report of the Manitoba Adolescent Treatment Centre (MATC) for the 2020-2021 fiscal year. This past fiscal year has been one of significant change and challenge. Kim Sharman, MATC's CEO during the majority of the period, returned to a position within the WRHA at the end of the fiscal year, and Angie Conrad, Manager of MATC's Neurodevelopmental and Tourette Services left MATC for a position within the WRHA. After almost a lifetime of dedicated service, Dianne Hoffman, MATC Corporate Services Manager retired, leaving a very large gap in MATC's corporate history and functioning. We wish them all well in their new endeavors.

Throughout the last fiscal year and into the present, the broad impact of several waves of Covid-19 has been experienced on global, continental, national and local levels. The effects have been far reaching for people of all age groups, from the physical, mental, spiritual wellness perspectives, and on a socio-economic level. Many have suffered, systems have been taxed, and the HealthCare System, including MATC has been under significant pressure. For MATC, the first quarter of the fiscal year was devoted to ensuring safe physical environments for staff and clients by adopting enhanced hygiene and usage of personal protective equipment. Physical environments were re-configured to ensure appropriate physical distancing and the usage of protective barriers. The modification of service delivery to use virtual tools required significant learning, flexibility and adaptation to maintain a high quality of clinical care. The ability for all staff to pivot quickly and effectively to provide continuity of care is a testament to their commitment to the work of MATC and its clients. Over the course of the rest of the year, hybrid models of in-person and virtual care have been implemented as clinically appropriate, and partial work-from-home options have been implemented where operationally possible. Gradually, in-person clinical work has increased as more people have become fully vaccinated. As the year has progressed and with the relentlessness of Covid-19 service demands have continued to increase.

This past year has also been extremely busy in a number of other ways. With the ongoing service demand increases, continued focus on developing efficient and effective service pathways that are client centred has been an ongoing focus of leadership and staff groups. Service quality is an ongoing focus with quality audits formally occurring via Accreditation Canada site visits every four years. After several postponements occurring due to the Pandemic, a confirmation that the surveyor site visit would occur in the fall of 2021, heightened the focus on Accreditation preparedness over the course of the winter and spring of 2021.

MATC has been the fortunate recipient of government funding to develop and deliver two types of Child and Youth Mental Health and Addictions Training across the province; one a foundational training for non-mental health service providers, and the other an advanced training for staff from Health Regions and First Nations Communities working with children and youth across the province. Many MATC staff has contributed to these projects.

The heightened media punctuation of racial violence over the course of the year, has served to remind us of the importance of our commitment to anti-racism activities and to the Truth and Reconciliation Committee's Call to Actions. MATC's All Nations Cultural Committee, in collaboration with MATC's Elder in residence, Dr. Mary Wilson, has provided staff and management leadership in facilitating these commitments.

In summary, the work of MATC has been multi-faceted over the course of the past fiscal year; all with the aim of providing the highest standard of clinical service to the children, youth and families in our communities. Each and every staff, including employees and contract staff, has contributed in many valuable ways. On behalf of the Board and Leadership, we would like to extend our appreciation to all staff for their continued dedication, commitment, and for meeting all the challenges of the past year with integrity and resilience.



Darcy Cormack, Board Chair



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Jaye Miles, Chief Executive Officer

# Leadership Team and Board of Directors

## Leadership Team

- Dr. Jaye Miles, Chief Executive Officer, Director of Psychology
- Dr. Andrew Hall, Medical Director
- Dr. Keith Hildahl, Director, Youth Forensic Service
- Dr. Mark Koltek, Director, Rural and Northern Telehealth Service
- Barb Finnbogason, Director of Finance
- Gwendolyne Nyhof, Program Manager
- Debra Melanson, Program Manager
- Irene Drabik, Program Manager
- Lori Middendorp, Program Manager
- Tina Leclair, Program Manager
- Irene Balamatowski, Acting Corporate Manager
- Dr. Mary Wilson, Elder in Residence

## MATC Board of Directors

- Darcy Cormack, Chairperson
- Joan Fransen
- Wendy McPherson
- Dr. Richard Zloty

# Programs and Services

The Manitoba Adolescent Treatment Centre, Inc. (MATC) is a Provincial service that falls under the jurisdiction of the Winnipeg Regional Health Authority Mental Health Program – Child and Adolescent Mental Health Services and is governed by a Board of Directors appointed by the Minister of Health.

MATC provides a range of mental health services to children and youth between the ages of 3 to 18 years, who experience mental health, addiction, behavioral and/or emotional disorders.

A broad continuum of programs and services (community and hospital based) are available to children, youth and their families in Winnipeg, rurally, and in the North.

Services are also coordinated with communities and federally-funded agencies under Jordan's Principle.

All MATC programs engage interpreter services to meet the needs of diverse languages and cultures.

MATC provides a range of services from brief interventions to intensive long-term treatment. Treatment is based on a variety of mental health best practices and is delivered in partnership with families and in collaboration with other systems including education, justice, addictions and social services.

MATC is responsible for providing a Child and Adolescent Mental Health Intake Service on behalf of the Winnipeg Regional Health Authority, and a Youth Addictions Centralized Intake Service on behalf of the Province.

Intake services and referral to other partners are also provided:

- Health Sciences Centre Child and Adolescent Mental Health,
- Strongest Families Institute,
- Winnipeg Regional Health Authority ACCESS Centres
- Regional Health Services, and other health care and social service providers

Services are delivered by inter-professional teams consisting of psychologists, psychiatrists, mental health clinicians, family therapists, nurses, occupational therapists, adolescent mental health counsellors, social workers and Winnipeg School Division #1 Interdivisional Student Services.

Services offered may be provided through the following:

- Assessment
- Consultation
- Individual therapy
- Group therapy
- Family therapy
- Pharmacological therapy
- Parent and family support
- Psycho-educational supports
- Substance use consultation and referral

# Programs and Services

The duration of treatment will be dependent on the family needs and may range from psycho-educational sessions to brief and/or ongoing treatment.

MATC participates in a variety of educational initiatives to the community and other service providers through resource materials, educational workshops and presentations.

MATC is a mental health teaching and training site affiliated with post-secondary educational institutions including the Max Rady College of Medicine, Rady Faculty of Health Services, University of Manitoba, Brandon University, Red River College and others.

Residents and trainees may participate in a youth's care under the supervision of MATC staff.

*Mental health includes our emotional, psychological, and social well-being. It affects how we think, feel, and act. It also helps determine how we handle stress, relate to others, and make choices. Mental health is important at every stage of life, from childhood and adolescence through adulthood.*

**5,291 referrals received through Centralized Intake, Youth Addictions Centralized Intake, and directly to MATC programs and services**

**Approximately 46,000 contacts with families**

**2,886 admissions to MATC programs**

**3,174 discharges from MATC programs**

**Approximately 3,400 clients seen in the last fiscal year**

# MATC'S ACHIEVEMENTS

## CENTRALIZED INTAKE SERVICE

### **Centralized Intake (CI)**

*The Centralized Intake Child and Adolescent Mental Health Service is located at 165 St. Mary's Road in Winnipeg, Manitoba provides access to child and adolescent mental health services at both MATC and Health Sciences Centre.*

Mental Health Clinicians work with clients and families, primary care providers, schools and other support service providers in order to direct youth to the best possible service to address concerns.

Centralized Intake receives an average of 422 referrals monthly and more than 4700 children and youth were screened, assessed and directed for service over the fiscal year.

**Centralized Intake Child and Adolescent Mental Health Service screened, assessed and directed for service 4,746 referrals in 2020-2021**

### **Youth Addictions Centralized Intake (YACI)**

*The Youth Addictions Centralized Intake Service is located at 165 St. Mary's Road in Winnipeg, Manitoba is a provincial service that provides support and navigation, intake and assessment, consultation and referral regarding youth substance use. The service is the single entry point for youth and families wishing to access Youth Drug Stabilization services.*

The service opened 223 new files for which clinicians provided consultation and referral to appropriate services during 2020-2021.

# MATC'S TREATMENT SERVICES

## ATTENTION DEFICIT HYPERACTIVITY DISORDER (ADHD) SERVICE

*The ADHD Service*, located at 167 St. Mary's Road in Winnipeg, Manitoba, provides assessment and treatment for children and youth ages 6 to 17 years and their families in Manitoba. The service is designed to meet the needs of children and youth experiencing a complex presentation of ADHD with other mental health and emotional disorders.

The ADHD Service involves a multi-disciplinary team including psychiatric nurses, occupational therapy, educational liaison, psychology and psychiatry. The service provides assessment to clients with complex needs, diagnosis, medication review and family support.

The ADHD Service has seen success in providing psycho-education to clients and families at the Winnipeg Regional Health Authority ACCESS Centres. The ADHD Service also provides psycho-education to clients within other programs at MATC and provides education on issues such as emotional regulation to schools and other community agencies.

Collaboration between the ADHD Service and other specialized services within MATC has allowed for increased accessibility for clients and families to other services that are better suited to meet their needs.

**The Attention Deficit Hyperactivity Disorder Service saw 281 new clients for service during the fiscal year**

## COMMUNITY CHILD AND ADOLESCENT TREATMENT SERVICE (CCATS)

*The Community Child and Adolescent Treatment Service* is located at 228 Maryland Street, Winnipeg, Manitoba, and provides mental health treatment services to Winnipeg area children and youth, ages 6 to 17 years, and their families. Services are for children and youth who are experiencing emotional, behavioural, or psychiatric difficulties.

CCATS has varied treatment modalities including individual, family or group treatment. Psychiatry and/or psychology consultation and assessment are available as needed. Clients may be provided focused brief treatment intervention of up to 4-6 sessions to support immediate concerns in a stepped-care model. Annually, this brief intervention has addressed the immediate concerns of more than 40% of new referrals, with CCATS continuing to provide ongoing treatment and intervention.

Systemic intervention and working collaboratively with schools and external agencies provides a holistic approach in supporting clients and their families. With the increase in the number of partnerships in the community, the service is more accessible and provides a seamless entry for families.

**The Community Child & Adolescent Treatment Service saw 447 new clients.**

**Through a brief intervention model, 339 new families received service.**

## EARLY CHILDHOOD CLINIC (ECC)

The *Early Childhood Clinic* located at 228 Maryland Street, provides service to children and their families under the age of 6 years.

The service is offered by MATC to help families and young children with their emotional and behavioural problems.

The Clinic provides opportunities for families to receive support through consultation and collaboration with a mental health clinician. An initial consultation provides support in a timely manner and occurs upon referral to the program. This results in a better understanding of the family's needs and provides opportunity for early intervention. Service to ECC clients involves treatment with a mental health clinician and could include liaison with day cares and external agencies involved with the client's care. Additionally, the Early Childhood Clinic has available the option of psychiatry and psychology specific to the needs of younger children.

**There were 74 clients seen in the Early Childhood Clinic in 2020-2021**

## INTENSIVE TREATMENT SERVICE (ITS)

The *Intensive Treatment Service* is a hospital-based service located at 120 Tecumseh Street, in Winnipeg, Manitoba. The service provides inpatient assessment, treatment and stabilization to youth ages 12 to 17 years with persistent and serious mental health disorders.

The service is grounded in the principles of recovery and psychosocial rehabilitation with the goal of youth transitioning back to their family, community and school life as soon as possible.

The provision of onsite educational services to patients through the Winnipeg School Division #1, Interdivisional Student Services assists in patients maintaining their education and normalizes the environment.

The Intensive Treatment Service provides treatment for youth with a primary diagnosis of Bipolar Affective Disorder and Schizophrenia.

**The Intensive Treatment Service had 78 admissions and 72 discharges in 2020-2021**

## NEURODEVELOPMENTAL SERVICE (NDS)

The Neurodevelopmental Service provides culturally safe interdisciplinary support that consists of education, consultation, assessment, diagnosis, and treatment for children and adolescents between the ages of 5-18 years who have or may have Autism Spectrum Disorder and/or Intellectual/Developmental Disability and related neurodevelopmental disorders.

The service has modified their service delivery model as a result of feedback from families and community partners.

The model assesses client need and directs care to the service provider with the appropriate skills to meet the need in a timely and effective manner. The team continues to offer educational series to parents and community partners. School consultation is provided by Winnipeg School Division #1 Interdivisional Student Services staff.

**Neurodevelopmental Service provided  
485 clients with assessment and  
treatment services**

## INTENSIVE COMMUNITY REINTEGRATION SERVICE (ICRS)

The Intensive Community Reintegration Service, located at 120 Tecumseh Street, in Winnipeg, Manitoba offers comprehensive treatment as well as educational supports in partnership with the Winnipeg School Division #1, Interdivisional Student Services. Services are provided to children in early and middle adolescence that have complex mental health concerns and require support beyond that of traditional outpatient services.

The service is client-oriented and recovery-focused with an emphasis on the development of skills that will assist the youth to be successful both at home and in the community.

**The Intensive Community Reintegration  
Service had 42 clients receive service**

## **INTENSIVE TREATMENT TRANSITION SERVICE (ITTS)**

The Intensive Treatment Transition Service is a follow-up service located at 120 Tecumseh Street, in Winnipeg, Manitoba. The service is funded through Jordan's Principle and provides a formalized follow-up service for youth who are discharged from hospital-based services.

The service provides support for clients and a bridge to other services such as the Adult Mental Health System.

The team is comprised of a psychiatrist, a nurse, and a social worker who partner with other community resources to meet the needs of the client and their family while maintaining the youth in the community.

**24 youth were served through the Intensive Treatment Transition Service**

***Jordan's Principle ensures all First Nations children living in Canada can access the products, services and supports they need, when they need them. Funding can help with a wide range of health, social and educational needs.***

***Jordan's Principle is named in memory of Jordan River Anderson. Jordan was a member of the Norway House Cree Nation.***

## **RURAL AND NORTHERN TELEHEALTH SERVICE (RNTS)**

The Rural and Northern Telehealth Service provides mental health services to First Nations children and youth up to 18 years who are experiencing a range of mental health related concerns.

Services are provided in person and virtually to 63 First Nations communities in Manitoba.

The Rural and Northern Telehealth Service is a Jordan's Principle specialized service provider and works in partnership with First Nations Communities, stakeholders as well as branches of government such as the Department of Health, Family Services and the Federal First Nations Inuit Health Branch.

**Rural and Northern Telehealth Service admitted 413 new clients into service in 2020-2021**

## YOUTH FORENSIC SERVICES (YFS)

The Youth Forensic Service, co-located in the Manitoba Youth Centre on 170 Doncaster Street in Winnipeg, provides court-ordered assessments. The Youth Forensic Service also provides mental health services to the Manitoba Youth Centre, Agassiz Youth Centre, Youth Probation Services and others within the justice system.

The service continues to receive a significant volume of requests for Court Ordered Forensic Assessments.

**Youth Forensic Services served 228 youth in 2020-2021**

## TOURETTE SYNDROME SERVICE (TSS)

The Tourette Syndrome Service provides culturally safe interdisciplinary support that consists of education, consultation, assessment, diagnosis, and treatment for children and adolescents between the ages of 5-18 years who have or may have Tourette Syndrome and related neurodevelopmental disorders.

**The Tourette Syndrome Service cared for 224 youth**

## STUDENT MENTAL HEALTH RESOURCE TEAM (SMHRT)

The Student Mental Health Resource Team, located at 228 Maryland, assists students between the ages of 6 – 18 attending schools (typically grades 1 - 12) within Winnipeg and the surrounding area who are facing challenges within the school system related to mental health. SMHRT services are provided through a Winnipeg School Division #1 Interdivisional Student Services educator and consulting Psychiatrist and Psychologist.

SMHRT services are provided through a collaboration with parents, students and school staff to support student success in school settings. SMHRT has developed a fluid service pathway to assist clients and staff within the Community Child and Adolescent Treatment Service, resulting in further enhancement of supports for students with mental health challenges within their school settings.

**The Student Mental Health Resource Team provided services to 17 youth**

# MATC PARTNERSHIPS

## Include:

- First Nations Leadership organizations
- Winnipeg School Division #1
- ACCESS Fort Garry
- ACCESS Winnipeg West
- Health Sciences Centre
- NorWest Co-op
- Niji Mahkwa School
- Refugee Settlement Sector Organizations
- Newcomer Hub
- StreetReach
- Thunderwing
- Gender Dysphoria Assessment and Action for Youth Clinic
- Pediatric Adolescent Satellite Clinic
- St. Amant Centre
- Marymount
- Knowles Centre
- Concussion Clinic
- Centre de Santé
- MacDonald Youth Services
- Rural and Remote Emergent Telehealth

## Partnerships with other Regional Health Authorities

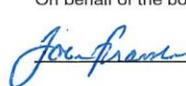
MATC Psychiatrists provide consultation services to community mental health workers in each of the rural and northern Regional Health Authorities

# MATC FINANCIAL STATEMENT

<b>Manitoba Adolescent Treatment Centre Inc.</b>		
<b>Statement of Financial Position</b>		
March 31	2021	2020
<b>Financial Assets</b>		
Cash and cash equivalents	\$ 5,362,322	\$ 4,066,565
Accounts receivable - other	87,345	90,517
Accounts receivable - Winnipeg Regional Health Authority	337,751	123,741
Accrued vacation entitlement - Winnipeg Regional Health Authority (Note 2)	776,351	776,351
Goods and services tax recoverable	35,487	27,239
Sick leave from Winnipeg Regional Health Authority	29,449	39,891
Pre-retirement leave receivable	<u>1,087,318</u>	<u>1,061,255</u>
	<u>7,716,023</u>	<u>6,185,559</u>
<b>Financial liabilities</b>		
Accounts payable and accrued liabilities	628,842	497,075
Vacation pay payable	962,073	951,401
Due to Winnipeg Regional Health Authority (Note 4)	533,954	412,248
Accrued wages	679,953	357,270
Deferred contributions (Note 5)	1,524,652	959,873
Employee future benefits payable (Note 6)	<u>1,100,639</u>	<u>1,085,018</u>
	<u>5,430,113</u>	<u>4,262,885</u>
<b>Net financial assets</b>	<u>2,285,910</u>	<u>1,922,674</u>
<b>Non-financial assets</b>		
Prepaid expenses (and deposits)	25,569	31,690
Tangible capital assets (Note 3)	<u>1,437,797</u>	<u>1,491,861</u>
	<u>1,463,366</u>	<u>1,523,551</u>
<b>Net assets</b>	<u>\$ 3,749,276</u>	<u>\$ 3,446,225</u>

Commitments (Note 7)

On behalf of the board



Member



Member

## **PUBLIC INTEREST DISCLOSURE**

### **Whistleblower Protection Act**

The Public Interest Disclosure - Whistleblower Protection Act gives employees a clear process for disclosing concerns about significant and serious wrongdoing in the Manitoba public service and strengthens protection from reprisal.

The Act builds on protections already in place under other statutes, as well as collective bargaining rights, policies, practices and processes in the Manitoba public service. The Manitoba Adolescent Treatment Centre (MATC) supports all staff and will protect them from any work-related consequences if they become aware of a situation that may require consideration for disclosure under The Public Interest Disclosure - Whistleblower Protection Act.

MATC is committed to a high standard of openness, integrity and accountability. Under this legislation staff may formally disclose a perceived wrongdoing to their supervisor, MATC's designated officer, or to the Ombudsman, for investigation and resolution.

<b>INFORMATION DETAIL (PER SECTION 18 OF THE ACT)</b>	<b>2020-2021</b>
The number of disclosure received in 2020-2021	0
The number of disclosures acted/not acted on	0
The number of investigations as a result of a disclosure	0
Corrective action taken	0

# MATC Websites



<https://matc.ca>



<https://stresshacks.ca>

A publication of the Manitoba Adolescent Treatment Centre, Inc.