

## Eden Health Care Services 2020 Annual Report

This year was filled with challenges, but also a remarkable show of the adaptability, nimbleness, and resiliency of our clients, staff, and leadership. One of these challenges was finding creative ways to continue to provide mental health services at the time of a worldwide pandemic. To respond to this need, we shifted many of our programs and services to virtual; including videoconference counselling sessions, virtual mental health supports for individuals in our housing units, enhanced telepsychiatry for emergency room and family physicians, and offered online employment modules for Segue participants.

We pursued new approaches and treatments that strengthened care in a way that was driven by the needs and experiences of our clients. We fostered important relationships with our communities and partnerships, like the one with the provincial mental health and addictions system, working to improve services throughout the province. We continued our commitment to becoming an organization without walls bringing together our wrap around mental health services; focusing on the interconnectedness of the person, environment, occupation and spirituality.

Our priorities were to enhance safety and security, implement an electronic medical record, and expand our programs and services. Specifically, we wanted to set in motion plans for multiyear expansion projects including: obtaining a permanent home in Steinbach; replacing Eden Mental Health Centre; and increasing availability of affordable housing with onsite mental health supports. We have made significant progress in each of these priority areas. Highlights from the year are included below:

A partnership  
of Manitoba  
Mennonite  
churches and  
Southern Health  
- Santé Sud

- Partnered with the Bethesda Foundation to secure a new location at the Stonebridge Wellness Centre in Steinbach. This space will allow Eden to bring together our programs and services into one central location and sets the foundation for possible expansion of services in the future.
- Conducted stakeholder engagement and role consultation sessions with various stakeholders including patients, families, staff, social service agencies, owners, government, police, among others in our communities. This information will be used to help inform a site plan for the 11 acres in Winkler with the priority project being the redevelopment of Eden Mental Health Centre, as the current building is structurally and functionally obsolete and needs to be replaced.
- Continued to offer counselling on a sliding fee scale so that counselling is available to individuals of all income levels.
- Increased number of counsellors in Winnipeg and Winkler and recruited individuals with expertise in addiction counselling. We also continued to offer the CARE program, a partnership with Recovery of Hope counselling services and churches to help ensure services are available to members that could benefit from them.
- Expanded services to offer counselling in English, Low German, and Spanish available across all communities through virtual options.
- Ongoing implementation of an Electronic Medical Record and International Resident Assessment Tool (interRAI) at Eden Mental Health Centre and Eden Residential Care Services to improve the client experience. This rollout is taking longer than expected due to the significant learning curve associated with moving from a paper based to electronic based system and will continue to be a priority for the upcoming year.
- Introduced a Mental Health Navigator/Transition Worker at Eden Mental Health Centre. This is a community mental health worker that will help bridge the gap for individuals that require connection to services after being discharged from Eden Mental Health Centre.
- Built a visitor pod, thanks to community donations, so that patients could still see their loved ones throughout the pandemic.

We started and ended this year with a significant amount of uncertainty. We have strong leaders that worked together as a team to get us through these times safely while still delivering critical services and planning for the future. In 2021/2022, we would like to continue with the current momentum of expanding programs, services, and development projects. Specifically, we would like to open our doors to the new location in Steinbach and continue to plan for the redevelopment of Eden Mental Health Centre.

I would like to thank our Board of Directors for their continued guidance and to the staff for their commitment to the work that they do. Their passion, dedication, and devotion to upholding the mission, vision, and values of the organization is often noted by those connected to our services. These are the same vision, mission, and values we uphold today as the ones that inspired the Mennonite Churches of Manitoba to build and open Eden Mental Health Centre over 50 years ago.

We are proud of the work we have done and the incredible people who make up the “Eden Family”. We will continue to work and plan together to ensure individuals on their mental health journey experience hope, healing, and community.

Sincerely,

Kym Kaufmann, BA, MOT, OTReg.(MB)  
Chief Executive Officer