

Canadian Mental Health Association – Cariboo Chilcotin Branch



Canadian Mental Health Association
– Cariboo Chilcotin Branch
51 4th Ave S Williams Lake, BC V2G 1J6
November 3, 2014

ANNUAL GENERAL MEETING

President's Report – Gay Sanders

Another year has gone by with many changes.

After Executive Director Trevor Barnes gave his retirement date, the board started a Succession and Sustainability committee. Together the board created a blueprint of what we were looking for and then started the interview process. After a long enlightening process we hired Ian McLaughlin, who also works for Williams Lake Association for Community Living. Sharing an Executive Director seems to be working well and I think the Board made a good choice.



In June, we had a great Strategic Planning Session for our 3-5 year plan, concentrating on getting our image out into the community, also looking into youth, seniors and First Nation programmes. Thank you, Nancy Gale for a great job.

The Co-op celebrated 10 years and after listening to the problems that other President's seem to have regarding finance and administration you realize how lucky we are for the Co-op.

In September, Bob McNie, John Stace-Smith and myself attended a conference in Vancouver on Board Governance and Fundraising hosted by BC Division and completely funded by them. Our facilitator, Faye Wightman kept us all focused with lots of laughter and I know that after 1 ½ days we came away with lots of information and feeling good about our Board.

In closing I would again like to thank, Ian McLaughlin, Managers and staff together with the Board for making my job much easier. JOB WELL DONE!

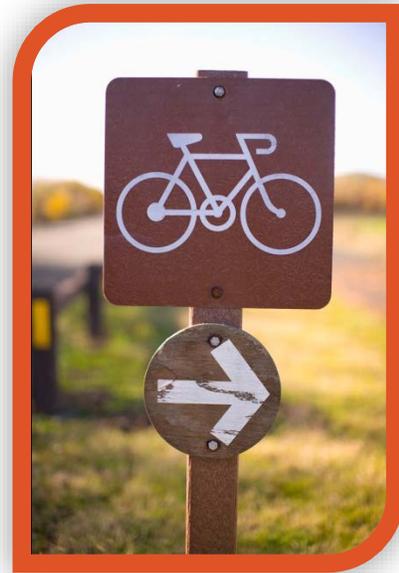
Gay Sanders
Chair

Table of Contents

President’s Report – Gay Sanders	1
Executive Director – Ian McLaughlin.....	3
Annual General Meeting – Agenda	4
Annual General Meeting – Previous Minutes	5
Crisis and Counselling, Community Based Victim Service Programs	
Program Manager – Janice Breck.....	7
Crisis Line	7
Counselling Program.....	7
Community Based Victim Service Program	9
Family Solutions, Advocacy, Multiculturalism Programs	
Program Manager - Bettina Egert	11
Outreach Advocacy & Support Program.....	13
Multiculturalism (MC) Program	14
Women’s Spirituality Circle.....	14
Community Cookbook	14
Diversity Mural Project / Walk for Harmony	15
Embrace BC Network.....	15
Twin School Project	16
Other Program Activities and Developments	16
Residential, Rehabilitation, Social and Employment Programs	
Program Manager – Tereena Donahue.....	18
Jubilee Place	18
Homeless Outreach	18
Employment Programs	19
Employment Program of BC	19
Jubilee House.....	20
Clubhouse	20
Jubilee House - Kitchen Program	21
Financial Statements Year Ended March 31, 2014.....	22

Executive Director – Ian McLaughlin

November marks the beginning of my eighth month in the executive director position. In my short time with CMHA-CCB I have learned about the problems faced by people affected by mental health issues. In Williams Lake and area, homelessness due to a lack of affordable housing is a significant issue, as is difficulty obtaining social assistance. Our counselling services are averaging a three week wait time and both residential programs are full. Unfortunately funding remains very tight and there is no new money available for increased services. Some of the highlights from this year are:



- Ride Don't Hide fundraiser went very well. We raised about three times as much money as we did last year.
- Change in CMHA's national structure is proceeding.
- Completed a three year strategic plan in June.
- The Housing and Homelessness Committee is working with community partners and BC Housing to develop more affordable housing in Williams Lake.
- Renewed the Jubilee House lease for five more years.
- We continue to be a member of the Central Interior Community Services Co-op. Joining the Co-op has been very beneficial for us in a number of ways.

CCB is actively recruiting new board members. Unfortunately, we lost a long time board member this year due to relocation to another community.

I would like to thank the Board of Directors, leadership personnel and staff members for helping me to feel welcome and comfortable in my new position. The management team is very resourceful, creative, supportive and a pleasure to work with. I look forward to many productive years with CMHA-CCB.

Ian McLaughlin

Annual General Meeting - Agenda

Canadian Mental Health Association Cariboo Chilcotin Branch

ANNUAL GENERAL MEETING

AGENDA

NOVEMBER 3, 2014

- 1) CALL TO ORDER
- 2) ESTABLISH NUMBER OF VOTING MEMBERS AND QUORUM
- 3) APPROVAL OF AGENDA
- 4) ADOPTION OF THE MINUTES OF THE LAST ANNUAL GENERAL MEETING
- 5) BUSINESS ARISING FROM THE MINUTES
- 6) FINANCIAL REPORT
- 7) ANNUAL REPORTS
- 8) REVIEW MISSION & PHILOSOPHY
- 9) MEMBERSHIPS / NEW MEMBERS
- 10) APPOINTMENT OF AUDITORS
- 11) ELECTION
- 12) OTHER BUSINESS
- 13) ADJOURNMENT

November 3, 2014

Annual General Meeting – Previous Minutes

**CANADIAN MENTAL HEALTH ASSOCIATION CARIBOO-CHILCOTIN BRANCH
ANNUAL GENERAL MEETING
November 4, 2013**

Chair: Gary Sanders
Board: Beverly Lillico, Linda Goodrich, John Stace-Smith, Paul Eves
Members: Tereena Donahue, Trevor Barnes, Willy Berger, Sepp Tschierschwitz
Regrets: Garry Breck, Gary Leigh

6:00 pm

1. Welcome and Introductions Call to Order: 6:05
Welcoming by Gay Sanders

2. Membership
Loretta Weingart informed a total membership of 17 members and a quorum.

3. Approval of Agenda Carried
Additions to the agenda / Approval of agenda
Motion to approve of the agenda
Moved by Willy Berger and seconded by Linda Goodrich

4. Approval of minutes Carried
Annual General Meeting November 5, 2012
Motion to approve minutes.
Moved by Bev Lillico and seconded by John Stace-Smith

5. Reports Carried
President
Executive Director
Program Managers
Motion to accept the reports.
Moved by Sepp Tschierschwitz and seconded by John Stace-Smith

6. Financial Statements Carried
Motion to accept Financial Statements.
Moved by Paul Eves and seconded by Willy Berger.

7. Appointment of Auditor or Review Engagements Carried
Motion to appoint PMT as the auditor for the New Year.
Moved by Sepp Tschierschwitz and seconded by Allan Giddens

8. Nomination and Elections of Directors

- Allan Giddens
- Bob McNie
- Garry Breck
- Gary Leigh

Elected by acclamation. Trevor Barnes

9. Adjourn: 6:30 pm

NEXT MEETING: November 3, 2014

Crisis and Counselling, Community Based Victim Service Programs

Program Manager – Janice Breck

I am submitting this report as the Program Manager of the Crisis and Counselling Program and will endeavor to identify some of the highlights and progress made over this past year.

Crisis Line

Volunteers answered 283 calls; 5,202 minutes on the Crisis Line; Volunteer Hours – 9,136.3

The reason our call volume is lower than a couple of years ago is that we are currently only answering calls from our area when we answer the Crisis Line.

In April we completed one of two Crisis Line trainings. The second Crisis Line training was in November. The two trainings resulted in 5 more volunteers.

Williams Lake Crisis Line continues to be part of the Interior Crisis Line (ICLN). When we are not answering the Crisis Line, our area is answered by the 4 other Crisis Lines (Kelowna, Vernon, Trail and Cranbrook).

Counselling Program

In the counselling program, 389 Males were seen, 749 Females, 128 couples and a total of 1,266 hours of counselling.

Other Highlights:

Mental Health Awareness Week was May 6-12. Tereena offered a Mental Health First Aid Course for Youth Caregivers, and the Mental Health Advisory Committee hosted a lunch at the Clubhouse, and then joined the Clubhouse participants on a walk to the Bowling alley.

We participated in volunteering for the Ride Don't Hide event in June.

In July, the Crisis & Counselling staff participated in the Safe and Sound Training held in the old restaurant at Jubilee Place.

In August 2013, my office was moved from the 2nd floor of our building to the main floor. The renovations were finally complete!

In September, I attended the Annual Crisis Line Association of B.C. (CLABC) Conference and AGM. I was once again voted in as CLABC President. It has definitely been a learning curve.

The Suicide Awareness event was also held in September. We changed the name of the event to: Staying Alive-Battle for Life. The event was held at Williams Lake Secondary School Commons area.

November 3, 2014

October was a busy month with Mental Illness Awareness week; we had 2 events: one was Beyond the Blues which is a workshop on depression and anxiety awareness that we held at the high school for 2 classes. Approximately 180 students saw the presentation. The other event was a Mental Health First Aid course I facilitated in which 7 people participated.

Throughout the year, I continued to chair the Mental Health Advisory Committee. We would meet 10 times throughout the year. I was also part of the Suicide Sudden Death Committee, which meets on a monthly basis, and I also attend the monthly CLABC meetings.

Thank you once again for the opportunity to work for such a great organization!

Respectfully,

Janice Breck

November 3, 2014

Community Based Victim Service Program

Community Based Victim Services (CBVS) work with individuals who are experiencing or have experienced Relationship Violence, Sexual Assault, and/or Stalking and Criminal Harassment. CBVS provides justice related services to all victims and genders of family and sexual violence. An individual does not have to report the crime to the police or be involved in the criminal justice system to receive support services from CBVS. In addition to Justice related services, CBVS also provides education for individuals and/or community workshops on relationship violence; safety planning for adults and children; short term emotional support; information and referrals to other community agencies and information on basic court process for criminal court and family court.

I accept referrals from any agency professional or self-referrals from clients. I initially assess the clients' needs briefly over the telephone or in person and then book an appointment for an appropriate time frame for an initial intake appointment. Based on this intake, I then further assess what other community professionals may be utilized for further referrals out, such as counseling, Children Who Witness Abuse Program, Transition House, Women's Outreach Workers, Crime Victim Assistance Program, etc. Consents are signed, I then liaise with other community agencies for the referrals as per their best practice procedures. Follow-up appointments and/or telephone calls are scheduled to ensure clients are receiving direct services as required/identified.

During this fiscal year there were eighty intakes completed. Sixty-five intakes were females, fifteen were males. Seventy-five of the eighty intakes were adult and five were youth. Eight clients were referred from the RCMP Victim Services Agency, one referral from the RCMP, Seven from Crown Counsel, Forty-three from Government Agencies (MCFD and or Corrections), fifteen were self-referrals, five from other clients and one from another community agency (transition house).

I attended court with nineteen clients this fiscal year, for a total of 94 hours court accompaniment for criminal trials and/or family court proceedings.

Integrated Case Assessment Team (ICAT) was developed last fiscal year, and it consists of community partners who work with clients involved in relationship violence. The committee involves the Transition House, Stopping the Violence Outreach Worker, Stopping the Violence Counsellor, Adult Mental Health, Cariboo Memorial Hospital and Ministry of Social Development, RCMP, Victim Services agencies, Community Corrections, as well as MCFD. The purpose of ICAT is to assess the potential risk to the highest risk victims and do a comprehensive safety plan. We meet on a monthly basis to review safety plans and/or the status of clients as well as required for intake assessments of client statuses.

Education on Relationship Violence continues to be a major component for CBVS. Two programs I initiated three years ago is the *Healthy Relationship Program* and the *Impact of Domestic Violence on Infants, Children and Teens*, these programs continue to be a valuable resource to those experiencing relationship violence. The *Healthy Relationship Program* is a five week program where an individual works through a workbook identifying abusive behaviors, exploring their values, evaluating their relationship, and moving forward making good decisions. After the

five weeks is concluded, there is an option to complete a comprehensive safety plan for having a fair fight for couples. The *Impact of Domestic Violence on Infants, Children and Teens* is a two hour appointment which consists of a twenty minute video "*First Impressions, Exposure to Domestic Violence and the Child's Developing Brain*" by the Ministry of Justice, Attorney General's Office of California, followed by a Power Point presentation developed by Williams Lake Community Based Victim Services which addresses the following areas: defining what is domestic violence; the cycle of violence and how people get caught up in it; generational impact of domestic violence; and lastly the impact of domestic violence on infants/children and teens. This fiscal year I scheduled 103 appointments at 1 hour each for the *Healthy Relationship Program* and 14 appointments for the two hour *Comprehensive Safety Plan for Having a Fair Fight*. I completed twenty-two two hour sessions for *Impact of Domestic Violence on Infants, Children and Teens*.

Bail Reviews are a protocol developed in collaboration with the Williams Lake Crown Counsel, Community Based Victim Services, Ministry for Children and Families, Williams Lake RCMP, Community Corrections and Court Registry. *Bail Reviews* are essentially an opportunity for the Victim of a reported criminal offence, which is before the Criminal Justice System, to give input on *An Application to Change a Condition of Bail* the accused has requested. This is a scheduled two hour appointment which includes education on relationship violence, safety planning and completing paper work with the victim's input which is presented to Crown Counsel for the purpose of determining if it is in the public's best interest for the conditions being changed. I completed twenty-four, two hour sessions of *Bail Review* appointments this reporting period.

CBVS continues to work collaborate with community partners. In March, 2014, I Attended the *Human Trafficking* information session put on by the RCMP Victim Services. I Participated in *Pink Shirt Day*, an anti-bullying campaign. October 2013 participated in the Walk for Harmony. February 2014 attended the *Secwepemc Mental Wellness and Substance Use Health Forum* at the Long House. June 2013, I attended a two day Integrated Case Assessment Workshop with community partners from 100 Mile House, Quesnel and Williams Lake, BC. In July, 2013 attended Worker Compensation Board's training on *Bullying/Harassment in the Workplace*.

In collaboration with Aboriginal Victim Services and CBVS attended, provided an information booth and participated in the following events: March 2014 I attended the Youth Conference at Canim Lake Reserve and we met with Myra Neustad of the RCMP Victim Services; February 2014 attended Alexis Creek RCMP Victim Services *Ts'hilqo'tin Winter Family Gathering*; October 2013 attended the Beyond the Blues presented by CMHA; September 2013 attended *Pregnancy Outreach*; and in April, 2013 attended Soda Creek Band Health Forum and the Pregnancy Outreach Program.

It has been an honor working with the Staff, Management and Board of Directors at the Canadian Mental Health Association this reporting period.

Respectfully,

Penny Stavast

Program Coordinator

November 3, 2014

Family Solutions, Advocacy, Multiculturalism Programs

Program Manager - Bettina Egert

The Family Solutions Program (FSP) provides supportive counseling for parents, adolescents and children with a variety of family, relationship and individual mental health issues. In the majority of cases we provided a combination of individual, couple (parents) and family sessions, offering social/emotional support, advocacy and skill development based on individual needs and goals of clients.

For the seventh year we delivered the *Connect* Parenting Program. *Connect* is a 10-week psycho-educational group format for parents and has been developed by *Maples Adolescent Treatment Center*. It is tailored for caregivers of youths with severe behavioral difficulties and focuses on the building blocks of secure attachment, by helping parents acquire knowledge and develop skills to enhance sensitivity, reflection, and effective emotional regulation in parenting.

This past year Sheila Cohen remained the main facilitator, coordinating all aspects of the program, from marketing to intake and program delivery. Derek Godin, part time employee at the Boys and Girls Club, co-facilitated both groups.

Derek and Sheila continue to receive positive feedback from Maples for their successful program delivery. Group participation and attendance were again excellent in both groups. Evaluation sessions and participant feedback summaries showed that the rate of satisfaction of parents with the program continues to be high. Parents generally perceive the program as being very helpful.

FSP Counsellors helped clients deal with a spectrum of clinical issues again. The most often encountered problems in 2013/2014 were parent teen conflict; teen defiance and rebellion; school problems; lack of attachment between parents and children; separation/blended families /single parents; lack of emotional self-control; "run-away" teens; parental emotional fatigue and lack of positive parenting skills; teen relationship problems; depression; anxiety; substance abuse; family violence and abuse; bullying.

Statistically speaking we counted the same number of new referrals than in 2012/13 (105) and our open caseload remained similar as well (98). Highest referral source was self-referrals with 33% (17% last year), followed by referrals by former clients (21% in comparison with 12% for 2012/13); Community referrals are down from 41% to 19%. MCFD and school referrals remained the same with 8% and 13%.

61 percent of closed cases completed counseling successfully, which we consider a very positive outcome.

Bettina continued coordinating and chairing the Suicide Sudden Death Committee. Purpose of the committee is ongoing prevention in a variety of forms (information, education), as well as intervention (coordinated responses in cases of suicidal ideation, death by suicide or sudden

death). Amongst last year's accomplishments was the successful grant application to United Way, which provided funding for three different projects.

- 1) The re-printing of 2000 consumer booklets, *Holding On To Life Toolkit*, which includes a variety of information inlets and community resources.
- 2) In recognition of World Suicide Prevention Day, Janice Breck and Bettina Egert offered a public Suicide Prevention workshop; we provided information about myths and facts; warning signs; risk factors and risk assessment; the ABC's and Do's and Don'ts for assisting people who are potentially suicidal; and community supports and resources.
- 3) Our annual Awareness Gathering & Concert *Staying Alive-Battle for Life*, held at Lake City Secondary High School. Performances were interweaved with information and interactive activities about Suicide Prevention.

In 2013/2014 our program staff spent about 10 percent of our overall working hours on professional development and on the regular team, staff and different community meetings. Among the training events we attended were Motivational Interviewing Training and monthly practice sessions; Mental Health & Substance Use Workshop (6 modules);

We have delivered a presentation to Pregnancy Outreach clients and co-facilitated Beyond the Blues (Depression & Mental Health Information workshop for students).

We were again active in the Williams Lake community over the past fiscal year by chairing and serving on several committees, and attending community events; Communities That Care (CTC); Integrated Youth Team (IYT); Who's Who in the Cariboo Information Kiosk; Mental Health Stakeholders Committee; *Walk for Harmony* (International Day for the Elimination of Racial Discrimination event); CMHA CCB *Ride Don't Hide* Fundraising event; CMHA Occupational Health & Safety Committee.

Bettina Egert

Outreach Advocacy & Support Program

The Outreach Advocacy & Support Program provides community-based support and advocacy services to individuals who have been recently housed after being homeless or are at serious risk of being homeless. These individuals may be experiencing significant mental health issues and will have serious barriers to seeking or acquiring income, health and housing supports or services on their own. The program links disadvantaged individuals to supports and services in the community, to help them navigate difficult systems, to assist in personal goal setting and the development of expanded personal support networks.

Christine Habsburg filled the Outreach Advocacy and Support Worker position (0.4 FTE) from April to December of 2013. Tom Salley was hired in March of 2014 and started working for the program in April of 2014. The program is funded solely by the Community Gaming Grant. We received notice in March that funding support will be continued for Advocacy for 2014/15, but the amount was reduced by \$5,000, which is a 20% reduction from our total budget. We were also advised that 25 percent of our budget would need to be financed by non-government funding.

The Outreach Advocacy & Support Worker opened 26 files and provided clients with the following services:

- Assisting clients to complete Persons with Disability (PWD) applications and to get disability status reinstated;
- Advocating for clients at doctor's appointments and meetings with Social Workers and Employment Insurance (EI) Workers;
- Assisting clients to access EI benefits;
- Supporting clients to explore housing options (e.g. Jubilee Place; Senior's housing; housing options in other towns);
- Assisting consumers to complete Social Assistance forms for Persons with Multiple Barriers (PWMB);
- Connecting individuals with health services, mental health and counselling programs; funeral home director;
- Supporting individuals with budgeting and finances; accessing services at Salvation Army (food bank; clothing); accessing emergency funding for clothing; treaty settlements;
- Transportation to appointments.

Other Program Activities:

Co-chairing and Coordinating the Williams Lake Housing and Homelessness Committee;
Coordinating the Circles of Support and Accountability project, a community-based initiative operating on restorative justice principles, by creating a community network to support homeless people in a more effective and coordinated way. We were using the model for a funding application and submitted a proposal to the Ministry of Social Development, for a demonstration project to improve Social Inclusion Outcomes of PWD clients. Unfortunately our proposal was not selected.

Client file management; Monthly and annual statistics and program reports;

Multiculturalism (MC) Program

The Multiculturalism Program staff identifies, develops and administers projects and programs to create awareness in the community and to educate the public. The program goal is to foster understanding, acceptance and tolerance of diversity and differences.

This past fiscal year we have been engaged in the following activities:

Women's Spirituality Circle

Our proposal for the Embrace BC Project Funding: Arts Engagement, Inter-faith Bridging & Community Engagement Dialogues was successful and Margaret Anne Enders developed and coordinated a new program component, the Women's Spirituality Circle (WSC). The WSC brings women of diverse faiths, cultures, and spiritual backgrounds together to learn from, relate to, and celebrate with each other. Weekly gatherings were held to plan and organize a Women and Spirituality Conference in March of 2014. About thirty women joined the Circle and the planning meetings on their own evolved into a powerful and inspiring experience for participants. Group members formed strong bonds and a sense of connectedness. An atmosphere of trust and respect, learning and support was created by sharing how people find strength and spiritual nurture, whether in formal settings or through informal activities.

The conference on March 28 & 29 turned out to be a huge success and exceeded our expectations for outcomes by far. 130 women attended the actual event on March 28 & 29, and participated in workshops, panel forum and entertainment. Spirituality was defined in a very broad sense and 39 programs were offered, including Yoga, Tai Chi, Drumming, Singing and Dream Interpretation workshops along with sessions about different religions and Shamanic Practice. The feedback we received was overwhelmingly positive, and many women stated how this event was absolutely fantastic and beyond their expectations. The atmosphere was peaceful, energizing, inspirational and fun. To share one example: A Sikh women in her traditional tunic and pants was participating in a First Nations smudge, together with a Buddhist nun, and everyone was very accepting and respectful of each other.

The Women's Spirituality Circle was so successful that numerous women asked for an annual event, and requested to continue with activities throughout the year. We decided to make the Spirituality Circle an ongoing program component of Multiculturalism with monthly meetings and "field trips" throughout the year.

Community Cookbook

"Spicing Up The Cariboo – Characters, Cultures & Cuisines of the Cariboo Chilcotin", our multicultural community cookbook was published in March of 2013. We collected more than forty-five recipes and personal stories from community members with different ethnic backgrounds. With the goal to increase awareness about cultural diversity in our community through culinary arts, and breaking through racial barriers on a common mutual ground; food. The official book launch was on April 27, 2013, combined with a potluck for all the contributors, with samples from the book's recipes. The book launch was a huge celebration and success with

about 100 people attending. The diversity of people from different ethnic backgrounds mingling was amazing. Participants commented how they felt a great sense of belonging and community, and many people proudly shared about their ethnic background and personal stories. A true example of community embracing diversity!

We received lots of media attention with *"Spicing up the Cariboo"*. CBC interviewed Margaret Anne and one of the book contributors for the Morning Show. Margaret Anne Enders and Bettina Egert went to Kamloops for a live interview with Mark Forsythe on BC Almanac. Local writer and co-author Sage Birchwater interviewed many participants at the launch and submitted a summary of the event to the Tribune. The pictures alone showed how much fun and joy people experienced.

The MC team and contributors attended a variety of book signing events and markets throughout the year to sell books. The *Bean Counter* bistro promoted our book by featuring a dish from one of the recipes each month as their weekly special.

Diversity Mural Project / Walk for Harmony

In partnership with the Fraser Basin Council we developed and delivered a community-based arts engagement project to bring diverse groups together to interact and collaborate on a project that addresses racism, promotes multiculturalism and builds an inclusive community.

Four steps were completed successfully:

- 1) Deliver a community forum on diversity, multiculturalism and anti-racism that utilizes an arts-based process to record issues, dialogue and outcomes;
- 2) Establish a Project Working Group that represents Williams Lake's cultural diversity, to guide the project;
- 3) Conduct a charrette to design a mural that reflects the diversity and multicultural nature of the Williams Lake community, and reflects an anti-racism message;
- 4) Install an outdoor painted mural in a publicly visible space with participation of community members of all ages, ethnicities and backgrounds.

On October 8, 2013 we combined the official mural revealing with Our *Annual Walk for Harmony* (in recognition of the International Day for the Elimination of Racism). The event started in front of the mural at Jubilee Place with an opening ceremony and spray-painting people's handprints on to the mural. Several school classes attended and the whole group then walked down to Boitanio Park. Lunch (different ethnic foods) was served by the Gay Straight Alliance Youth Group and local youth performers provided musical entertainment. The event was well attended and we got lots of positive media coverage. Participants provided positive feedback.

Embrace BC Network

We have been working with the Multicultural Services Society in Prince George and the Family Enrichment Center in 100 Mile House, creating a Regional Network and formal collaborative partnership addressing Multiculturalism and Racism. Embrace BC is supporting the network development for 3 years with the *Organizing Against Racism & Hate (OARH)* Program. The goal of

the regional network is to work towards further development of a formal collaborative partnership that will result in a common vision, and action plan for the North East region. Prince George is the lead organization.

Accomplishments of our second year of partnership included:

Development of a mission statement to be used by all partners for promoting our network as well as individual community programs: "Caring Communities: Fostering acceptance, understanding and mutual respect by embracing differences and celebrating culture"

Workshops for youth at the local Grow Center and the Boys and Girls Club, to engage youth in creating a logo for our regional Multiculturalism network. The 3 best local entries were submitted to the regional contest. One of Prince George's logos was the final winner, but both communities had many amazing entries. We will use the logo on promotional material, e.g. banners, posters and stickers.

Twin School Project

The Twin Schools program involved Grade 7 & 8 from the Redstone Band School Tsi Del Del and the Grade 7 & 8 Columneetza French Emersion class. Teachers engaged actively into the program this year and it almost became self-sustaining. After sending pen pal letters and crafts back and forth in the fall the students had their first meeting in January, which was very successful and built strong connections amongst the kids. Further correspondence between students and two joint field trips followed, including Columneetza students visiting the village of Redstone. Feedback we received from students and teachers was extremely positive and witnessing how the children embraced each other was heartwarming.

Other Program Activities and Developments

Marilyn Livingston represented CMHA CCB at a Safe Harbour workshop. Safe Harbour: *Respect for All* is a long-standing **AMSSA** (Affiliation of Multicultural Societies and Services Agencies of BC) program that puts vision into action: creating opportunities for storefront businesses, institutions, agencies, and municipalities to celebrate our differences, helping to create more welcoming communities that support diversity and reject discrimination.

Marilyn was nominated at the fifth annual Provincial Nesika Awards, for the Logo Project she co-ordinated with our OARH network partners. The annual event honours individuals and organizations that promote multiculturalism in B.C. Awards were given in five categories - Individual, Business, Organization, Youth and, new this year, Multicultural Excellence in Government.

Financing the MC Program continues to be a challenge without core funding. The community gaming grant remains our main funding source, with additional grant money substituting our

budget. We received notice from the Gaming Branch in March that funding support will be continued for Multiculturalism for 2014/15, but the amount was reduced by about \$4,000.

We will have a change in staffing for the coming fiscal year, with Tom Salley taking on the Advocacy Outreach Worker position and Margaret Anne Enders resuming the (FTE 0.2) Coordinator position with Multiculturalism. (Margaret Anne's salary had been covered by the Embrace BC grant for the Spirituality Circle until March 2014).

Residential, Rehabilitation, Social and Employment Programs

Program Manager – Tereena Donahue

Jubilee Place

- TRU students completed practicum placements at Jubilee Place (JP)
- Jubilee Place management changed from Darlene Doskoch to Jesse Giddens
- Doors were replaced in tenant rooms and 16 bathtubs were replaced at Jubilee Place
- Grass was planted around the gazebo area
- Mural was completed on the Western Avenue side of the building in conjunction with the multicultural program – it looks great!
- Some of JP participants were successful in gaining access to the TRU Wood Manufacturing program
- BC housing introduced a data tracking program.

Homeless Outreach

- 179 new clients for last year;
- Helped one client with his lawyer dealing with residential school issues and that was a two day process;
- The program has a 354 case history of inputs into my database for May 1, 2013 to April 1, 2014 these include appointments with clients dealing with Income Assistance, giving and receiving furniture, helping clients connect with an advocate for Persons with Disability (PWD) applications, checking out rentals, walkabouts in the morning checking on some clients who sleep outside, some by choice, some because they are banned from shelters. House about 25 clients we have a lack of safe affordable housing. Our program subsidizes 10 people every month by (120.00) to help pay their rent;
- Attend monthly prolific offenders meetings;
- Attended training at the Longhouse for four sessions on Mental Health and Addictions and two more sessions to go;
- Attended monthly meetings on the homeless committee at City Hall;
- Average about 2.5 people daily who are applying to receive Income Assistance with some being repeaters in the same year. For last eight months applying for assistance involves doing an on-line application, sending an e-mail to a supervisor in Kamloops, waiting for a reply to book a time for the client to be in my office for phone interview, usually within 12 hours, and had only a couple of clients denied.

Employment Programs

- Data base being used in this program is constantly changing making it challenging to offer service as learning to operate the new system was time consuming but the overall concept of one point of entry for clients is great;
- Jesse transitioned out of employment programs to take on the role as Employment and Social Program Manager;
- Amy Harrison took on the role of employment councilor in Williams Lake;
- The caseload for this program is typically around 70 high needs clients in the Williams Lake and 100 Mile House area;
- The fixed fee billing model was carried forward for the 2013/2014 fiscal year but may eventually be changed.

Submitted by Amy Harrison

Employment Program of BC

The Employment Program of BC (EPBC) has been continuously undergoing major changes to policy, procedure and the overall look-and-feel of the software system; creating a continuous burden on frontline staff. The overall concept of having a single point-of-access to all different facets of employment programs is great. We have been able to take clients that walk into the employment center with many obstacles to overcome and basically integrate all of our services and community connections to help many of these clients move forward. In some instances, we have had clients come in that are homeless, in need of counselling, medical support, advocacy and employment services. We have been able to use our close relationships with community agencies to get people housed, on some form of income support, gain access to basic skills training, obtain basic assistive devices such as hearing aids or eye glasses and bring them along to a point where they are employed and virtually self-sufficient.

Some of the many changes that have taken place in the **Employment Program of BC** over the last are as follows:

- On March 4, 2013, the EPBC added 2 additional services for Specialized Populations: Language Interpretation Services and Personal Counselling Services for Employment Readiness.
- Also in March 2013, Job Search and Job Start transportation supports were expanded to include Financial Supports for confirmed job interviews and jobs outside the local labour market. The Job Search max limit and Job Start max limit of financial supports were also removed at that time. There is no maximum limit for Job Search or Job Start supports, such as bus passes, work clothing, etc. This new change is extremely beneficial to clients, as it helps ease the stressors of finding employment and having the required work clothing when starting in a new job.

November 3, 2014

- The EPBC is now able to financially support Trades Foundation training through Occupational Skills Training. This is done now because Foundations Training is not approved through Industry Training Authority (ITA).
- In July 2013, the Program was revised to allow repeatability of many services to clients, including assessments and Short Term Occupational training, as well as Basic and Essential Skills training. Repeatability of Job Coaching, retention and maintenance service repeatability was increased.
- The definition of Survivors of Violence and Abuse was expanded to include all Clients who are survivors of violence or abuse, regardless of gender.

Jubilee House

- Our occupancy rate was over census this fiscal due to the operation of a 10th bed during the summer to accommodate an emergency housing crisis in one of the local family care homes and in December we again admitted a client into our respite bed as this client was at risk in the community and had nowhere else to be placed. We negotiated a short term contract with IHA to accommodate extra costs associated with operating a 10th bed;
- There were a number of staffing changes during this fiscal year at Jubilee House as well. Long Term employees Gail MacLellan and Marilyn Rowe retired. We have also 3 different employees on long term medical leaves;
- In May 2013, we combined the SOP and Activity coordinator positions. Gail MacLellan was the coordinator for that position. The blended role seems to be working well;
- In May 2013, we increased the LPN line to a full time line;
- In September 2013, we retired the old Jubilee House/Clubhouse van and replaced it with a 2001 bus;
- In June 2013, there was a major flood in the basement of JH which required extensive clean up by the city;
- We reached an agreement with the city to help subsidize electrical cost that are associated with the vacant side of the building.

Clubhouse

The clubhouse has provided another busy year of food and fun for its members. The clients are enthusiastic participants and this makes for a stimulating environment for some or depending on the day, a quiet place for others to relax and just be themselves.

The food part of the clubhouse is guaranteed to draw a crowd. We have lunches during the week, and pie and coffee outings during the month. We have spontaneous hot dog roasts, and spaghetti and pizza parties. We try to celebrate all occasions including Shamrock shakes on St. Patrick's Day. The clubhouse hosts an Easter dinner and a Thanksgiving dinner for more than

thirty people. The Christmas season, the clients love going for a Chinese smorgasbord, and this year it was held at Mings.

Activities are numerous including monthly bowling or mini golf and a walk in the park Tuesday mornings. We went on nature drives and excursions such as the Garlic festival in Lac La Hache, and the salmon festival at Horsefly. We attended Billy Barker days in Quesnel this year as well as the all-time favourite outing, camping at Gavin Lake.

The small school bus we acquired this year has proven to be a reliable source of transportation. The clients like the steps for easy access and it holds 12 adults quite comfortably.

Client spirits appear to be positive and most are willing to discuss any issues they find disturbing.

Catherine Doverspike

Clubhouse Coordinator

Jubilee House - Kitchen Program

The 2013 fiscal year began with Easter weekend. Clients continue to assist with suggestions for their Dining Room Menu.

Dietary Care plans are updated quarterly.

This fiscal year, we had 8 clients and 1 respite in our program.

I was away on vacation most of June, and then on an educational leave until mid-September. I was eager to return to my job 😊

Because of many of the clients having concerns regarding their weight, it was decided to offer suitable portions for them.

As the seasons change and holidays approach, the clients assist with decorating the common areas. Each offers ideas for special baking and recipes that they enjoy.

Diets remained consistent, with a Vegetarian diet, an RDU Diet and low fat/sugar diets. We have added extra calorie Boost for 2 clients.

In the final quarter, I purchased a new stove for our kitchen.

The budget for this fiscal year while I was employed remained under budget.

Charlene Hays

Food Services & Dietary for Jubilee House