



**Canadian Mental
Health Association**
Cariboo Chilcotin
Mental health for all

WELCOME

**ANNUAL GENERAL
MEETING**

2013

Canadian Mental Health Association Cariboo Chilcotin Branch



**Canadian Mental
Health Association**
Cariboo Chilcotin
Mental health for all

Welcome to the
Annual General
Meeting
November 4, 2013

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**Canadian Mental Health Association Cariboo-Chilcotin Branch
Annual General Meeting
November 4, 2013
6:00 pm**

1. Welcome and Introductions
2. Membership
Total membership () and a quorum.
3. Approval of Agenda
Additions to the agenda / Approval of agenda
4. Approval of minutes
Annual General Meeting November 5, 2012
5. Reports
 - President
 - Executive Director
 - Program Managers
6. Financial Statements
7. Appointment of Auditor or Review Engagements
8. Nomination and Elections of Directors

9. Adjourn:_____

NEXT MEETING: November 3, 2014

**CANADIAN MENTAL HEALTH ASSOCIATION CARIBOO-CHILCOTIN BRANCH
ANNUAL GENERAL MEETING
November 5, 2012
6:00 pm**

Chair: Gary Sanders

Board: Beverly Lillico, Linda Goodrich, Garry Breck, Bob McNie, John Stace-Smith, Valerie Thiessen,

Members: Bettina Schoen, Darlene Duskoch, Tereena Donahue, Nancy Gale, Janice Breck, Trevor Barnes, Willy Berger

Regrets: Sepp Tschierschwitz, Paul Eves

- 1. Welcome and Introductions** **Call to Order: 6:05**
Welcoming by Gay Sanders
- 2. Membership**
 - Loretta Weingart informed a total membership of 20 members and a quorum.
- 3. Approval of Agenda** Carried
 - Additions to the agenda / Approval of agenda
Motion to approve of the agenda

Moved by Janice Breck and seconded by Willy Berger
- 4. Approval of minutes** Carried
 - Annual General Meeting November 1, 2010
Motion to approve minutes.

Moved by Bob McNie and seconded by Linda Goodrich
- 5. Reports** Carried
 - President
 - Executive Director
 - Program Managers
Motion to accept the reports.

Moved by John Stace-Smith and seconded by Bev Lillico.
- 6. Financial Statements** Carried

Motion to accept Financial Statements.

Moved by Valerie Thiessen and seconded by Linda Goodrich.

November 5, 2012 AGM Minutes Cont'.

7. Appointment of Auditor or Review Engagements Carried

Motion to appoint PMT as the auditor for the new year.

Moved by Willy Berger and seconded by Bob McNie.

8. Nomination and Elections of Directors Carried

Two Year Terms:

- Paul Eves
- Bev Lillico
- Linda Goodrich
- John Stace Smith
- Valerie Thiessen

Declared by acclimation to the floor. Trevor Barnes

9. Adjourn: 6:27 pm

NEXT MEETING: November 4, 2013

President's Report

By Gay Sanders

Another busy and successful year has gone by thanks to a great Board Executive Director Trevor Barnes, Programme Managers and Staff.

Ride Don't Hide Bike event June 23, 2013. This was our first year putting on this event with our Sponsor Shoppers Drug Mart. This Bike Ride was a Provincial event and although we did not meet our targets, I am sure each year we will get better.

Bettina Schoen and her team from Multiculturalism launched their book "**Spicing up the Cariboo**" in April of this year and has been selling very well.

Succession and Sustainability committee consisting of Paul Eves, John Stace-Smith and Valerie Thiessen started to meet to plan our process of hiring a new Executive Director as Trevor will be leaving March 2014. After Valerie moved away, I then joined the team and a plan is taking place - Thanks boys.

I have attended 3 Presidents meetings and am so grateful for our Board, Executive Director and Programme Managers, you really appreciate everyone after you have listen to some Presidents and their problems. I have taken on a new job at Provincial Council by sharing the meeting with Michael Anhorn, Executive Director of CMHA-Vancouver Burnaby. This is a 2 year appointment and I hope that I do a good job.

We hope to have our Strategic Planning Session in March of 2014 together with Trevor and our new Executive Director.

Big **Thank You** to everyone for another great year!

Gay Sanders
President CMHA - CCB

Executive Director's Report

By Trevor Barnes

The end of the fiscal year marks my tenth as Executive Director of the Cariboo Chilcotin Branch. The completed fiscal year has brought its share of successes and challenges, some of which will impact the fiscal years to come. These successes and challenges include:

1. The five Interior Health Contracts (Jubilee House, Tertiary Care, Clubhouse, Crisis and Counseling, Community Education and Supported Independent Living) were renewed for a three year term. These five contracts will be put out for tender through the Request for Proposal process after the 2014 / 2015 fiscal year. All IHA contracts in the region will be subject to this process after the 2014 / 2015 fiscal year. I want to recognize the great work completed by Janice in working with other agencies in the Interior Region to bring about the Interior Crisis Line Network;
2. Staff safety and resident to resident bullying and harassment within our program at Jubilee House became a serious issue this year. In response, a systematic and respectful approach was taken. A security camera system was installed at Jubilee House. A care aid position was converted to a licensed practical nurse position. A series of meetings were held with the IH contract manager and her staff. There has been a significant improvement in staff and resident safety and a significant improvement in the workplace environment and in the quality of life resident's experience. I want to congratulate Tereena and staff for all their creativity and hard work in rising to these challenges;
3. An operational review of Jubilee Place was completed in July this year. Darlene and her staff were recognized by BC Housing for the development, rollout and ongoing provision of an innovative, creative and effective transitional housing program;
4. The Multiculturalism staff have successfully developed and launched a wonderful book, Spicing up the Cariboo. I want to congratulate Bettina Schoen and her team (Tom Salley, Marilyn Livingston, Margaret Anne Enders, Sage Birchwater and Christian Peterson). Spicing up the Cariboo will be available for sale at the AGM; and

5. A review of the Supported Opportunities Program and the Activity Worker position was completed this fiscal year. The result was a decision to combine the Supported Opportunities and Activity Worker positions. After working through this process the emphasis on the program delivery going forward will be on risk management, participant success and customer satisfaction.

My responsibilities regarding the Coop Finance Department ended on March 31, 2013. I enjoyed working with Susan Stoddart and her staff. Lastly, I had the privilege of attending the CMHA National Conference in Regina, Saskatchewan October 18 and 19, 2012. CCB is one branch within a great network which is working hard to continually improve the lives of those who have a mental illness and the mental health of all people and communities.

Lastly, I want to thank the Board of Directors and Gay Sanders, Chair, for the mentoring, direction and wisdom that has been given to me over my tenure as executive director. The next year will be my last as Executive Director.



Trevor Barnes
Executive Director

Crisis and Counselling Report

By Janice Breck

Some of the highlights from the Crisis & Counselling program for this past year:

April 2012: The Crisis Line held the Annual Volunteer Appreciation. It was well attended and everyone had a great time. Also in April, Penny Stavast and I attended a community workshop on Domestic Violence. The attendees included Clergy, RCMP officers, professionals, Victim Service workers, and Mayor Cook. The presenter was a South Asian Lady from Surrey, Kamal Dhillion, who talked about her personal experience with Domestic Violence. It was a very powerful presentation.

May: May 7-11 was Mental Health Awareness Week during which there was Walk for Harmony event and a Mental Health First Aid Course offered. Since we had 2 events planned for the Mental Illness Awareness week, there was no other event scheduled.

July: A Sexual Abuse Awareness Conference was held at TRU and I was asked to attend as Support Person. My role was to be available to take people to the quiet room if needed. There were approximately 120 people in attendance from various communities.

September: I attended Crisis Line Conference and AGM. I was the President of the Crisis Line Association of B.C. and as President, I chair our monthly Skype or Go To Meeting – the 3rd Wednesday of every month from 12:10-2:00 p.m. I also chair the AGM at the yearly Conference.

I also participated and helped with the Suicide Prevention Day event along with other agencies in the Community. The event started at Boitanio Park at the plaque that states “In memory of all who died by suicide”, and then we walked up to W.L. Secondary School for music, food and education around suicide.

October: Penny Reid and I planned to hold a Crisis Line training but we only had one person apply so I trained him using on line training, role plays and one-on-one training. He joined our Crisis Line Volunteer base, also became a practicum student, doing face-to-face counselling for a few months.

Canadian Mental Health Association Cariboo Chilcotin Branch

I also started an eight week Suicide Bereavement Support group with the help of one of our volunteers. It was an excellent course, and it was very fulfilling to see the growth in each of the participants.

October also is the month that hosts Mental Illness Awareness week, and for the 2nd year I was able to hold our Beyond the Blues event at W.L. School with over 200 students attending (some came from Columneetza). It was an exciting event and the Mental Health Advisory Committee as well as a number of agencies in the community helped make it a successful event.

I also facilitated a Suicide Awareness Workshop for one of the Churches in the Community. There were 15 participants: one Youth Pastor and 14 Youth Leaders.

December: The Crisis Line Program held their annual Volunteer Appreciation. We had good food, games and great company!

February: I facilitated a Mental Health First Aid Course that was attended by 7 people.

I also had the privilege of attending the Bottom Line Conference in Vancouver.

Aside from all the events that took place during the year, Penny Reid and I saw many clients and oversaw the operation of the Crisis Line. The following are statistics from the Crisis Line program and the Counselling program:

Volunteer Hours: 41,889 (way to go volunteers!)

Crisis Line Calls: 294 calls

Female callers- 222

Male callers- 49

Unknown- 23

Counselling sessions: 1,112

The Community Based Victim Services Program is also under my management and Penny Stavast has submitted her report.

It has once again been a year filled with anticipation, crisis, learning and growth. I thank you, the Board as well as my staff for making this past year a fulfilling one.

Respectfully submitted,

Janice Breck

Community Based Victim Service Program Report

By Penny Stavast

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 or CVAP. Follow-up appointments and/or telephone calls are scheduled to ensure clients are receiving direct services as required/identified.

The Williams Lake Victim Service Protocol (est. 2004) was reviewed and amended this reporting period. Copies of the revised protocol were distributed to the participants the RCMP Victim Services, Aboriginal Victim Services and Community Based Victim Services. Copies were also given to Program Contract Managers for signature and retention.

Integrated Case Assessment Team (ICAT) was developed this reporting period. ICAT consists of community partners who work with clients involved in relationship violence. These partners include the Transition House, Stopping the Violence Outreach Worker, Stopping the Violence Counsellor, Adult Mental Health, Cariboo Memorial Hospital, 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 to complete a comprehensive safety plan. Since the implementation of the ICAT, the need for the K-file committee has lessened and it has been suggested this committee stand down.

Legal aid is becoming increasingly difficult to access for individuals. I am finding more and more of my clients, who are working poor or on income assistance are having to attend court on their own, without legal assistance, due to their ineligibility. As a result of this they are often re-victimized by the court process due to their inability to address "power figures" and/or be successful in conflict with their abusive partners while in trial and/or family case conferences.

Employment and Social Programs

By Jesse Giddens

Employment Program of BC – April of 2012 saw the roll out of the provinces new Employment Program of British Columbia (EPBC). This program was intended to replace the existing patchwork-design of provincial and federal employment programs being offered within the province. In theory this endeavor sounded relatively simple. In practice, this change was extremely ambitious and much more complicated than anticipated. At the heart of this program was the provinces new Integrated Case Management (ICM) system; a database being utilized by the Ministry of Social Development and the Ministry for Children and Families. This system continues to be a clogging point in providing timely client-based support due to the significant time needed to input data into the immensely complicated software program. As the province strives to find a way to make this program financially viable to contract holders, the 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.

Homeless Outreach Program – Over the past year Wayne has continued to see the evolution of some important trends among his client base. There continues to be an increase in the overall number of clients seeking help. Of particular concern is the emergence of a demographic shift in his clientele. There has been a marked increase in clients falling into a category of those aged 55-or-older coupled with a steady increase of younger clients 18-25 (with some even younger than 18) coming in to seek help. Most of these clients are attempting to access EI and Ministry Benefits for the first time in

their lives and are frustrated and overwhelmed by the process. At issue is the lack of resources available and increased cost of rentals in Williams Lake. For this reason, many of his clients are “couch surfing” and have no fixed address. Throughout the year, Wayne continued to receive many furniture donations for his clients. Receiving and distributing these donations is paramount to Wayne’s program and allows him to fulfill “wish-lists” for countless clients as they settle in to new housing situations. In some cases, he has been able to furnish complete homes with everything from beds, kitchen and living room furniture right down to dishes. The community support that this program receives is incredible.

Jubilee Place - Jubilee Place continues to do well as a much needed resource in the community. At any given time Jubilee Place has had a waitlist of a minimum of 6 applicants with an average wait time of 2 months illustrating the need that our community has for such a program. We continue to have approximately 75% of the participants move forward with their Wellness Plans. Goals identified in these plans can include (but is not limited to) employment, education, medical/addictions treatment, reconnection with family, advocacy services and counselling/support. Service Provider and Community support of Jubilee Place continues to increase and provide invaluable benefits. Community donations of such items as patio furniture have lent to an increase in the socializing and sense of belonging among members of the Jubilee Place community.

Jubilee Programs Report

By Tereena Donahue

Tertiary Bed - This bed was occupied by one resident the entire reporting period. Overall this resident is relatively stable but does occasionally require short term transfers to Kamloops for stabilization. During this visits her bed at Jubilee House is held for her.

Secondary Care Beds - Our occupancy rate was excellent this year. We had two discharges and 2 admissions with a total of 73/2555 vacant bed days which gave us a 97% occupancy rate.

Respite Bed - We decided not to operate the respite bed during the time when no collective agreement was in place. We did not offer respite services during the 2012/13 fiscal year.

Staffing

The collective agreement between HEABC and HEU expired on April 1 2012. Jubilee House / Clubhouse programs operated without a collective agreement in place from April 1 2012 to January 11 2013. The new collective is in place until March 31 2014.

The new collective agreement provides clear guidelines regarding the expectations for minimum hours of work for casuals, made some changes to vacation day entitlement, provided direct pay benefit cards for extended health benefits, 3% wage increase and a 0.6% reduction in statutory in lieu pay for casuals and part time employees.

In May 2012, we replaced one of our vacant care aid lines with a permanent part time LPN position which gives Jubilee House nursing coverage 7 days a week.

Staffing was a bit of a challenge in 2012 as we had two regular employees on Long-term Leave.

Four of our staff attended a 3 day core addictions training session.

There was some transition in staffing this year. Three of our casual employees moved on and we added three new casuals to our programs.

We budgeted for a tertiary care bed care aid that assists with work load on weekends when there is no cook scheduled.

Building

New computers were purchased for the Clubhouse & Jubilee House.

Jubilee House received one time funding of ~ \$5600.00 for client improvement initiatives. We replaced cloth furniture with vinyl, replaced client bedding, and improved exterior lighting. We also, replaced the Jubilee House fridge.

The Clubhouse and Jubilee House phones, internet and cable packages were bundled through Shaw reducing our cost and allowing clients to have cable TV in their rooms.

Video surveillance cameras were installed to monitor common areas and entrances.

The boiler system was replaced with a high efficiency natural gas boiler.

SOP

The SOP program was suspended during the beginning of the fiscal year because the coordinator was on a leave of absence regarding a family emergency. Attempts to backfill the position during her leave were unsuccessful due to staffing shortages, reduction in SOP contracts and client turnover.

The program resumed operation in July of 2012.

Activities

Due to the declining health of our residents it is no longer feasible to have periods where the house is closed and residents are required to leave the building.

We adjusted the activity program at Jubilee House so that all off site activities happen during the day when there are two staff people on. This change allows residents who are unwilling or unable to attend activities to remain in the house.

In the 2012/13 budget we planned for designated activity coordination shifts twice a week Sundays and Wednesdays.

The activity coordinator works closely with the kitchen program and the clubhouse program to organize group events and celebrations and also provided activities that are specifically designed for Jubilee House residents.

Clubhouse

The Clubhouse remains the centre of activity for a core group of members. I often receive positive feedback regarding which parts of the clubhouse program mean the most to each individual.

The Clubhouse has many activities to choose from. Activities such as nature drives, day trips, camping, bowling, mini golf, pie & coffee outings, hot dog roasts and trips to Walmart! Three main meals are celebrated during the year as well as a lunch program each week at the clubhouse.

Each member's birthday is celebrated. They receive a cake in their honor (eaten by all), a birthday card and a ten dollar gift card for them to spend.

April 2012 to March 2013 was good. Busy as usual.

Catherine Doverspike

Kitchen Program ~ Jubilee House

This last fiscal year, I have continued to implement improvements to our Kitchen Facility\Program. Believing that the kitchen is the heart of our home, I utilize my food prep-time to involve the residents with kitchen tasks or conversation regarding healthy choices for their specific dietary needs.

I strive to prepare meals that are low sodium, low fat and try to avoid frequent sweet treats.

I also encourage them to consider healthy choices outside of the home.

Holidays include interaction from the residents of which they would enjoy or assist with preparation. I inquire re: family traditions etc.

I have a binder that all staff can refer to, which includes each resident's primary dietary care plan, as well as any allergies, likes and dislikes regarding their diet. This is especially helpful for new CVA's.

Being involved with OHAS, I am conscious of safety while working with the residents, as well.

I have enjoyed working at Jubilee House, and look forward to continue bringing proactive ideas forward.

Charlene Hays

Mental Health First Aid

A course for adults who deal with youth experiencing mental health problems was sponsored by CMHA during Mental Health Awareness week in May.

Respectfully,

Tereena Donahue

Tereena Donahue RN BScN CPMHN
Manager Residential and Rehabilitation Programs

MULTICULTURALISM (MC) PROGRAM

By Bettina Schoen

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 following activities:

Community Cookbook

The main project for this year was developing and publishing “*Spicing Up The Cariboo – Characters, Cultures & Cuisines of the Cariboo Chilcotin*”, our multicultural community cookbook. 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. Two local writers, Sage Birchwater and Christian Peterson helped us with editing the collected material and also sparked the interest of Caitlyn Press to publish our book. From interviewing the first contributors and bringing their stories and recipes down on paper, to holding the printed book in our hands was a long process and took us over a year. The dedication and enthusiasm of our team made it possible and I would like to take this opportunity to thank Marilyn, Margaret Anne and Tom for the fabulous work. Together with Christian, Sage and Vici from Caitlyn Press we published a unique book, which is now available in bookstores province wide and even available through Amazon.com. The official book launch will be on April 27, combined with a potluck for all the contributors, with samples from the book’s recipes. We are all very excited about the project, as it is a great way to bring community and different cultural groups together. We hope to use the book as an ongoing inspiration for people to embrace diversity. Additionally we hope that book sales will go beyond the breaking even point and add some Dollars to our MC budget.

Diversity Mural Project

We formed a partnership with the Fraser Basin Council to apply for Embrace BC funding and carry out a community-based arts engagement project that uses the arts to bring diverse groups together to interact and collaborate on a project that addresses racism, promotes multiculturalism and builds an inclusive community. The MC team offered the idea to create a mural on one of the Jubilee Place outside walls – a project idea we had explored in the past but had not had the capacity to implement on our own.

The importance of any community art project is placed on the process of art making because of its ability to build relationships and involve all members of a community, helping to establish collective identity. Participation in community art projects builds bonds between all ages, backgrounds and ethnicities. A community whose members are engaged with each other, “...is more likely to be safer, healthier, more environmentally sustainable and economically stronger”.

The Fraser Basin Council’s grant proposal to the Embrace BC Arts Engagement program was successful and 4 steps were planned to be completed:

- 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.

Steps 1 and 2 have been completed and the project is receiving lots of positive feedback from the community. We are looking forward to the next steps and the painting of the mural.

Walk for Harmony

For the past 7 years CMHA-CCB has celebrated the International Day for the Elimination of Racism by hosting a “Walk for Harmony”. The 2012 walk was on May 8 and included an awareness march through downtown Williams Lake, followed by refreshments and entertainment by local performers. This year’s highlight was the addition of an arts project for elementary schools. We coordinated a poster contest and received over 70 poster submissions reflecting the theme of multiculturalism. All posters were displayed in windows of Oliver Street businesses. We invited a group of community members representing a variety of organizations, including Mayor Kerry Cook, to judge the posters and the winners were announced and awarded with prizes at the Spirit Square luncheon after the walk. With several schools participating the event was well attended and we received additional publicity through media coverage.

For 2013 we decided to postpone the annual event until the fall, and combine it with the revealing of the Diversity Mural.

Embrace BC Network

We have been working with the Multicultural Services Society in Prince George and the Family Enrichment Center in 100 Mile House, to create a Regional Network and formal collaborative partnership addressing Multiculturalism and Racism. Embrace BC is supporting the network development of smaller communities with the *Organizing Against Racism & Hate (OARH)* Program. Communities who have developed the *Critical Incident Response Model (CIRM)* protocol are eligible for additional funding for up to 3 years for community projects addressing racism and promoting awareness of cultural diversity. 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 and we became a partner.

Our first step was to sign a Memorandum of Understanding and deciding on a regional action plan. Part of the plan is to develop a regional logo by facilitating youth workshops in each community. The workshops will encourage dialogue about multiculturalism, diversity and racism and youth can submit their artwork into the logo contest. The local winners will enter the regional contest. The judging event will bring community partners of all 3 communities together.

Additionally we plan to link our organizations’ websites and post information about events and relevant resource material.

Twin School Project

The twinning program was not running this past year, as we were not able to find school partners in time. The strike action likely contributed, as it was difficult for teachers to commit to any extracurricular activities. We were assured that the School District continues to support the program and we plan to start another "School Twinning" for the fall of 2013.

Program Funding & Staffing

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 are constantly adjusting budget forecasts and are hiring staff on short term basis and for part time positions.

We received \$ 45,000 from the gaming branch for the fiscal year 2013/14, and another \$14,000 in grants.

Gaming funding allows us to employ Marilyn Livingston for a .5 position and Tom Salley for 1 day per week. The additional grant money made it possible to hire Margaret Anne for a day per week. It is amazing how many tasks the three fit into the few hours they have.

Goals for 2013/14

We plan to submit another community gaming grant application in November of 2013 that will hopefully secure the completion of current projects and continuing delivery of our programs and events.

FAMILY SOLUTIONS PROGRAM

By Bettina Schoen

The Family Solutions Program (FSP) provides effective counseling services (parents, individual, family and group) to families and adolescents in the Williams Lake area.

CLIENT & COMMUNITY SERVICES AND PROGRAM CHANGES

Our main service component remained supportive counseling for parents, adolescents and children with a variety of family, relationship and individual 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.

During our annual contract meeting in 2012 the MCFD Community Services Manager suggested shifting our primary focus of services to parents with a mild mental illness. (The recent *Schoenborn* case investigation and report indicated a gap in the support system for families with mental illness issues.) Our service description was amended for the 2012/13 contract, and the name of our program was changed from Parent Teen Counselling to *Family Solutions*. Family Solutions and Child Youth Mental Health staff agreed tracking referral numbers for the new target group and how many of the referred clients would follow through and access our service. The result was almost no referrals for the specific target group, and a decline in overall referrals, due to the announcement to the community that our program would no longer work with individual youths. Specifically school referrals declined considerably, because in most cases we start working with a student individually before we are able to engage parents. A gap in service was apparent as CYMH and other services were not able to pick up this target group. After consultation with the CYMH Team Leader at the end of 2012 we agreed to continue serving our usual target group and additionally offer services to parents with mental health issues. We took considerable time to inform the community, meeting with staff from various organizations. The unanimous feedback was relief that we would pick up services as provided in the past.

For the sixth year we provided 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.

Our trained and licensed facilitators, Sheila Cohen and Derek Godin, continue to receive positive feedback from Maples for their successful program delivery. Group participation and attendance was again excellent in both groups. Evaluation sessions and participant feedback summaries provided by Maples showed that the rate of satisfaction of parents with the program continues to be high, oftentimes even higher in comparison with other groups delivered throughout the province. Parents generally perceive the program as being helpful or even very helpful.

The Integrated *Youth Team (IYT)*, which had been an effective system of case management and social development in the community since 2004, to respond more efficiently and effectively to community social needs, experienced a significant decrease in attendance in 2011 and 2012. In 2013 Managers of the Boys and Girls Club, Child Development Center and FSP conducted a survey amongst community professionals to determine whether there was still a need for the group to continue, and if so whether the format was still effective. The result was that practitioners had experienced a lack of connection and case management with other service providers and would see a definite benefit in regular meetings. The requested format would be very similar to the "old" IYT format, providing both, opportunity for case management as well as sharing about program developments and community social needs. We plan to reestablish IYT for COOP staff first and open it up after the summer break to the larger community.

FSP Counsellors helped clients deal with a spectrum of clinical issues again. The most often encountered problems in 2012/2013 were Parent Teen conflict, School problems, Lack of attachment between parents and children, separation and blended family issues, relationship problems, depression, anxiety and addiction.

Statistically speaking we noticed a decline in all referrals of about 10 percent in comparison with the last year, 50 percent less referrals from the Ministry of Children & Family Development, 50 percent less from Child Youth Mental Health and 35 percent less from the schools. Referrals from former clients increased hugely, by about 500 percent. Like last year almost 50 percent of cases were completed successfully, which we consider as a very positive outcome.

Bettina managed to continue coordinating and chairing the Suicide Sudden Death Committee, which focuses on 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, to reduce fallout, e.g. suicide or PTSD). Bettina submitted a grant application to United Way and we received funding for the printing of a consumer booklet. The *Holding On To Life toolkit* includes a variety of information inlets and community resources. In recognition of World Suicide Prevention Day the committee coordinated and hosted the Awareness Gathering & Concert on September 26. We received positive feedback from many participants and ideas how to engage more students to attend future events.

The effectiveness of the Suicide Sudden Death committee's work proved in increased collaboration during the intervention in several cases of youth suicide. Feedback from community partners acknowledged that involved professionals provided appropriate responses in a timely manner and communication amongst organizations was extremely good.

MEETINGS, PRESENTATIONS AND WORKSHOPS

In 2012/2013 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 Occupational Health & Safety (OH&S) training and First Aid training.

Our staff members have delivered a number of presentations and facilitated groups for clients and community professionals.

- *Solution Focused Anti Bullying Program, developed by Sue Young*
- *Presentation to local lawyers about FSP services*
- *Together We Can Community workshop for service providers, hosted by Knucwentwecw Society*

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.

GOALS FOR THE COMING YEAR

The number one priority and goal for the fiscal year 2013/2014 will be maintaining the quality of service to clients and community, and the diversity of family supports we have provided in the past.



Bettina Schoen
Family Counsellor & Program Manager

Sheila Cohen
Family Counsellor & *Connect*
Facilitator