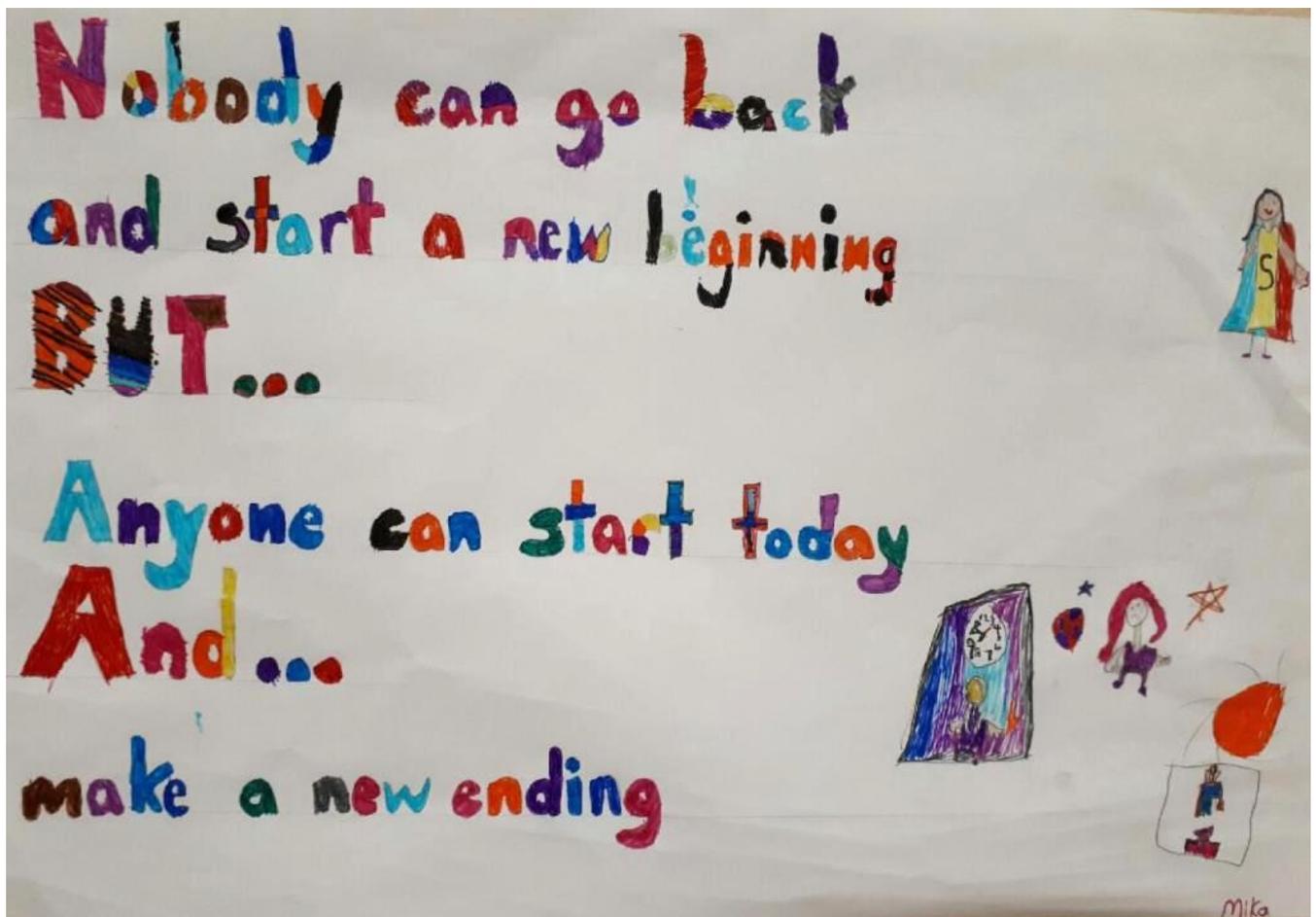


# Annual General Meeting 2016/2017



Canadian Mental Health Association – Cariboo Chilcotin  
Branch

FISCAL YEAR APRIL 1, 2016 – MARCH 31, 2017

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## PRESIDENT

Well another year has come and gone, and what a year!

We have lost one Executive Director, Ian McLaughlin but welcome Janice Breck to this position and we are sure she will do a great job and make us proud.

This year has seen a lot of ups and downs, especially with Jubilee House. So many places that we looked at but eventually it was decided to renovate the Museum Building by “Advantage” the cooperation that has taken over Cariboo Lodge Building. It has already started to be taken down and a 72 bed unit under Interior Health built in its place.

We had a major fundraiser this year that Sarah Landry with the help of Janice Breck and Penny Stavast put on at Mount View School. This was a scrapbooking workshop for two and a half days, which was very successful and hopefully we will do again. The girls put in a lot of hard work so thank you all on behalf of the Board.

This summer has been a very emotional one for all of the Williams Lake residents due to all the wildfires. I understand that evacuation of Jubilee House and Jubilee Place went very well, thank you Tereena and Mike for your hard work, and I am sure Crisis and Counselling will be overloaded more than usual this fall and winter because of the fires.

I cannot thank Ian and staff together with a great Board that I work with for a job well done this year.

Thanks everyone.

Regards,

*Gay Sanders*

President

## EXECUTIVE DIRECTOR

CMHA-CCB has seen another busy year with lots going on. Our waitlists for residential and counselling services continue to grow, with no new funding available to increase capacity. After many years of funding reductions, the provincial government has created a new Ministry called Mental Health and Addictions and has allocated significant new funding to the mental health sector. CMHA-BC Division has been lobbying government continuously and has assisted branches to achieve a state of readiness when new funding becomes available. We are hopeful that growth and increased capacity will be the theme for our branch in the coming year.

Highlights of the past year include:

- Revising our Constitution and Bylaws to conform to the new Societies Act
- Finding a temporary home for Jubilee House residents
- Created a fundraising committee consisting of staff and board members. They have some exciting fundraising ideas
- Partnering with the Association for Community Living on a 40 unit apartment building
- Evacuated our vulnerable clients during a City wide evacuation
- Completed our third year of a five year accreditation from Imagine Canada

CMHA-CCB's biggest asset continues to be our people. During the evacuation of Williams Lake, staff members really stepped up to ensure that folks were safely evacuated and supported during the evacuation. After three and a half years, my tenure at CMHA-CCB has come to an end. I know that my replacement will guide the organization through these uncertain times with passion, determination and expertise that only comes after working many years in the mental health sector. I want to thank the Board of Directors, management team, staff members, community partners, and the people we serve for making my time at CMHA very enjoyable. I will miss everyone.

Respectfully,

*Ian McLaughlin*

Executive Director

## EMPLOYMENT PROGRAM

### Overview:

The past year has seen several changes take place within the Employment Program, the main begin the signing of a new contract and compensation agreement. Under this new agreement, CMHA will be compensated through the billing of Variable Service Fee's (VSF) on a monthly basis. VSF's are billed once a service specified by the Ministry is delivered to an individual client. Official numbers are finalized and billed for the first fiscal quarter, and are as follows.

#### APRIL 2017

Catchment Area	Monthly Advance	Actual VSF's	Billable Amount
W.L / 100 Mile House	\$10,000.00	\$20,040.00	\$10,040.00
Ashcroft	\$1,200.00	\$200.00	\$1,000.00

#### MAY 2017

Catchment Area	Monthly Advance	Actual VSF's	Billable Amount
W.L / 100 Mile House	\$10,000.00	\$13,955.00	\$3,955.00
Ashcroft	\$1,200.00	\$400.00	\$800.00

#### JUNE 2017

Catchment Area	Monthly Advance	Actual VSF's	Billable Amount
W.L / 100 Mile House	\$10,000.00	\$27,090.00	\$17,090.00
Ashcroft	\$1,200.00	\$1,190.00	\$100.00

Approximate numbers for July 2017 are \$6500.00 for both catchments. All EPBC offices were closed during the forest fire alerts and evacuations, which strongly reflects in the July numbers. Approximate numbers for August as of the 22nd of the month is \$20,5000.00 for both catchments. Services are now beginning to return to normal as citizens' return to the community and businesses re-open.

Case numbers have stayed consistent in Williams Lake and 100 Mile House, with each employee maintaining approximately 40-55 clients. Ashcroft case numbers were substantially lower in the beginning of the fiscal year, attributing to low VSF's generated through-out the catchment, but have been steadily rising in the past several months. Ashcroft case numbers are expected to continue to increase throughout the coming year.

Employment Program Staffing and Skill Development:

During the last year, former Employment Program Coordinator Amy Harrison, resigned from her position and the position was filled by Codie Thompson. During the last year Codie has been receiving mental health training, including; Mental Health First Aid, Suicide Awareness, The Mandt System, and Introduction to Mental Health with Douglas College.

Gail Thorne staffs the 100 Mile House and Ashcroft offices. Throughout the last year Gail has been working towards her Career Development Practice in Canada designation, which will assist her in meeting clients employment needs.

Changes to EPBC Program:

There have been several changes to the EPBC policy in the past year.

BCEA PWD and PPMB clients who wish to pursue self-employment, or require assistance in increasing the revenue of their existing business may now utilize EPBC resources. These include Self-Employment Orientation and Assessment services, and Customized Employment Development – Self-Employment services.

Eligibility for Skills Training has been extended for client's utilizing Reach back EI. Previously, clients were eligible if they had been on EI in the past 3 years, this has been changed to allow client who have been on EI in the past five years to access training funding

All formerly proposed funding increases were put on hold for the provincial election and have not yet been addressed by the new government.

Respectfully,

***Codie Thompson***

Employment Program Coordinate

## JUBILEE PLACE

The 2016/2017 year at Jubilee Place was a busy one. The main office and common area was painted and a new dishwasher was installed in the main office kitchen. In our upper parking lot, we had new fencing installed along the retaining wall. The failing hot water tanks were replaced with gas hot water tanks. The upper level deck was torn up, re-sheeted with vinyl flooring and soffits were replaced. This year a compost system was put together for the community garden. A new washer and dryer have been put in for the laundry room. We have also constructed a new stairway to the upper level deck.

I have included pictures of the above work described:



Respectfully,

***Mike Charron***

Transitional Housing Program Manager

## FAMILY SOLUTIONS

The Family Solutions Program (FSP) offers supportive counselling 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.

**CONNECT:** For the tenth year we provided the Connect Parenting Program. Connect is a 10-week psycho-educational group format for parents and has been developed by the Maples Adolescent Treatment Center. It is tailored for caregivers of youths with 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.

To obtain and maintain a Group Facilitation License a minimum of two facilitators are required and each need to participate in a multi-step training process provided by Maples. Due to Amara's plans to move and leave the program we needed to contract 2 facilitators for the spring course. This situation created many logistical complications which in addition to an unusual high number of drop outs and poor attendance lead to the decision to close the group prior to completion. We supported remaining participants on an individual basis. The fall group was organized and co-facilitated by Dana Hamblin, our new FSP Counselor. Catherine Kimber, an experienced MH practitioner co-facilitated the group as part of her practicum hours required for her Master's Degree Program. Dana and Catherine had both participated in the facilitator training session offered in 100 Mile house in March of 2017. They were commended by their Maples Supervisor for their excellent facilitation skills and teamwork and obtained their facilitator license. Feedback from participants was extremely positive as well and the parents considered the group experience and the presented material on attachment as very helpful for parenting.

**RECLAIMING CONNECTIONS:** Bettina was invited in February of 2017 to attend the Reclaiming Connections conference in Vancouver, to support the co-creation of a culturally safe and sensitive parenting program for aboriginal families, based on the concept of Connect. Reclaiming Connections is an ongoing collaboration among urban and rural aboriginal communities and caregivers across British Columbia together with the Maples Connect Team. We hope to offer the Reclaiming Connections course in the near future to aboriginal parents and caregivers in our area, in partnership with local First Nations service providers.

**TAKE A BREAK SUPPORT GROUP:** CMHA Kelowna has started a new program called Family Navigator. The Interior Region Family Navigator works collaboratively with CMHA branches throughout the Interior Region and their community partners to help parents/caregivers access relevant programs and services based on their individual needs. The program also offers support groups. At Take a Break parents can meet other caregivers/parents, make connections, share experiences, and learn enhanced coping skills. Topics of discussion include: mental health issues, substance use, strategies for mental wellness, boundary setting, and communication skills. Kelowna provided facilitator training to host the group in September and Dana attended. Dana promoted the group since last fall and we had our first monthly gathering at the end of February. 5 parents are attending so far and Dana co-facilitated with a student with the Human Services Worker program at TRU.

**BELL LET'S TALK MENTAL HEALTH WORKSHOPS:** We received a 20,000 Dollar grant from the Bell Let's Talk community fund in 2015 for a project delivering Mental Health workshops to employees of local organizations and industries. The objective was to reduce stigma in the community by fostering acceptance, comfort and understanding of talking about Mental Health.

After the initial promotional presentations, Margaret Anne has facilitated many short workshops to employees from Tolko (in town and at Soda Creek), the United Steelworker's Union, members of the school district, and the West Fraser Mill. Amara and Bettina co-facilitated. Upon completion of the employee workshops Margaret Anne and Bettina met with representatives of the industries to discuss employee evaluations, receive feedback from management and explore future workshop needs and funding possibilities. The results of the program evaluation were extremely positive, meaning that employees considered the workshops as very helpful in regards to awareness and dialogue about mental health. Management also observed increased awareness and communication and considers MH education as an important training component to be offered at work sites, in order to support staff and as prevention. West Fraser Plywood, The Steelworkers Union and Tolko/Soda Creek Site expressed their interest in continuation of workshop delivery and they would be prepared to fund the program. We are planning to work out individual contracts with them.

**INTEGRATIVE YOGA THERAPY:** Bettina has been partnering with the Satya Yoga Studio and is delivering a five week Integrative Yoga Therapy program, which focuses on self-regulation exercises and body mind connection; This practice is sensitive to people with traumatic experiences and accessible to anyone. Group sessions are offered in connection with individual counseling support. The Cariboo Local Action Team of the Child Youth Mental Health Collaborative supported the program with \$ 1900 (for 3 courses), in order to offer the program at no cost for participants. Bettina developed the course outline as part of her Master's program and co-facilitates the group with Tricia McLellan, an experienced Yoga Therapist. We received 12 referrals and started group with 8 participants at the end of March.

**SUICIDE SUDDEN DEATH COMMITTEE:** Bettina continued coordinating and chairing the Suicide Sudden Death Committee (SSD C). 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, to reduce fallout, e.g. suicide or PTSD).

The 2016 annual Staying Alive: Battle for Life Gathering was held during BC Youth Week at Lake City Secondary WL Campus on May 04. With United Way funding we were able to re-engage Project Soul, a Vancouver based dance group. School counselors and students from the Leadership Class participated actively this year in organizing the event and students developed their own video clip with Suicide prevention messages. About 200 students attended. Feedback from evaluations was very positive and we were pleased that we reached such a large group. Collaboration amongst service providers to set up and facilitate the event was excellent.

The Committee coordinated and facilitated a Suicide Prevention event on September 14, in recognition of World Suicide Prevention Day. The public event started at Boitano park with a brief introduction and a moment of silence in memory of those who died by suicide. The group walked to the Senior's Activity

Center where a free lunch was hosted. Janice Breck and Tracey Lee continued with a presentation about suicide prevention for elderly people. 16 people attended and the workshop received positive feedback.

The effectiveness of the Suicide Sudden Death committee's work proved again in increased collaboration during the intervention in several cases of last year's suicides. Review meetings provide opportunity to evaluate strengths and gaps in responses and services.

CLINICAL ISSUES: FSP Counsellors helped clients deal with a spectrum of issues. The most often encountered problems in 2016/2017 were parenting issues; separation / blended families / single parents; depression; anxiety; substance abuse; family violence and abuse; bullying; parent teen conflict; teen defiance and rebellion; school problems; lack of attachment between parents and children; lack of emotional self-control; "Run away" teens; parental emotional fatigue and lack of positive parenting skills; teen relationship problems; grief issues;

STATISTICS: High numbers in new referrals have continued this year in comparison with past years and we had several weeks of waiting time for new clients during our busiest months. MCFD and school referrals have decreased slightly and more clients have been referred by other community services and Child Youth Mental Health.

In 65 percent of closed cases counseling was finished or partially finished, which means some of the set goals have been accomplished and/or the family/individual situation has improved.

PROFESSIONAL DEVELOPMENT: Among the training events FSP staff attended were: Connect Facilitator Training (3days) - facilitated by the Connect Team/Maples Adolescent Center; Gabor Mate - Peer Orientation & Adult Child Relationship; Self Design Graduate Institute (SDGI) 500, 501 & 502 courses (holistic education, developmental and humanistic psychology, and systems theory related to autopoiesis; epistemology and evolution of consciousness; epistemological foundations of learning) - Darrel Letourneau, Renee Poindexter, David Marshak & Pille Bunnell; Take a Break (CYMH Parent Support Group) Facilitator Training - CMHA Kelowna; Motivational Interviewing-hosted by UBC; 2.5 days course on Trauma Informed Yoga for Health Care Providers, presented by Nicole Marcia, MA; CYMH training – delivered by Matt Burke and Troy Forcier and hosted by the CYMH Cariboo Action Team;

PRESENTATIONS AND GROUPS: Additional to the above mentioned courses and presentations Bettina co-facilitated "Peernet" Anti-racism workshops to grade 7 students and delivered a workshop on Anxiety to Immigrant & Multicultural Services Society clients.

COMMUNITY LIAISON: We were again active in the Williams Lake community by chairing and serving on several committees, and attending community events: Suicide/Sudden Death Committee (SSD C); Communities That Care (CTC); Integrated Youth Team (IYT); Cariboo Action Team (Child Youth Mental Health Collaborative); MCFD Staff & Team Meetings; United Way BBQ; Mental Health Stakeholders Committee; Who's Who in the Cariboo Information Kiosk;

HUMAN RESOURCES: Amara Montsion resigned from her position as Family Counsellor in June of 2016 and we would like to thank Amara for all her efforts over the last year she has worked for the FSP. Dana Hamblin took over the position in July and has adjusted extremely well to her new duties. Dana came with several years of work experience in the social services field. She quickly became a highly respected team member and is well received by clients and community partners.

Respectfully,

***Bettina Egert***

Program Manager & Family Counsellor

## MULTICULTURALISM

It was an eventful year in the Multiculturalism Program with some exciting new directions and many new partnerships. A transition in staffing saw us saying goodbye to Marilyn Livingston, who retired at the end of May. We welcomed Meera Shah to the MC team and the program has benefited greatly from her lived experience and her passion for arts-based programming and greater inclusion of marginalized populations. We focused much of our time this year on providing opportunities for marginalized voices to be heard and developing relationships with local First Nations agencies, governments, and individuals, as well as individuals from other cultural backgrounds and immigrant communities.

### Funding

From April – June, we completed projects funded by the Ministry of International Trade (Organizing for Racism and Hate), specifically the Dirty Laundry Campaign and the Peer-Net Anti-Racism Training.

We received a \$ 7000 grant from the Ministry of International Trade in October for cultural arts-based practice / sharing circles and the Anti-Racism Protocol.

Gaming funding has been an on-going challenge, with some leadership and staffing changes at the government level. With the assistance of David Sheach, Executive Director of BCACG (BC Association for Charitable Gaming), we successfully submitted our proposal for the 2017-18 fiscal year. Although we asked for an increase in funding, we were allotted the same amount as for 2016/17.

### Women's Spirituality Circle

The third annual WSC gathering, Cultivating Gratitude, was held at St. Andrew's United Church on May 14th. The one-day event was intimate and very well-received. About 40 women attended to share teachings on gratitude; yoga, tai chi and healing practices; arts exploration, lots of singing and circle dances, and a group walk of the labyrinth. It was a day full of deep connections, nurturing food, and enriching practices.

Together with the Williams Lake Interfaith Circle, the Women's Spirituality Circle planned and hosted a Vigil for Peace to stand in solidarity with Muslims and vulnerable people following the attack at the mosque in Quebec City and the fear around policies and events in the USA. It was heartening to see about 130 people from many faith traditions and walks of life attend. Representatives from the Muslim, Sikh, Buddhist, and Christian traditions shared prayers and words of comfort.

Other events throughout the year included monthly potluck and sharing circles, attended by up to 10 women, and a meditative service at the United Church. We collectively planned our spring gathering, to be held in early June.

### Twin Schools

This year we matched up the Alexis Creek Elementary School primary class of 11 children with the Sacred Heart Catholic School grade 3 class, for learning about multiculturalism and developing relationships. From January to March, Margaret Anne and TRU practicum students traveled out to Alexis Creek three times and also visited the town class three times. The Alexis Creek children came to town for a field trip to Sacred Heart and after spring break, the Sacred Heart students went out to Alexis Creek for a cultural day. The students enjoyed the program and we had good feedback from the teachers as well.

Twin Schools was co-facilitated this year by three Human Service Worker first year practicum students. The students came for 2 days each week for 12 weeks, and helped with every stage of the program. It was a great experience for them and it is good that our program can offer mentorship at this stage in their learning.

### Cultural Events

In January, we hosted a Lunar New Year celebration and anti-racism funding brainstorming. As we have not made many contacts within the Asian community in past years, we decided this year to host this celebration. We had stories, activities, lovely decorations, and delicious food. About 30 people attended, many of whom had not attended Multiculturalism Program events before.

#### Anti-Racism Programming

##### Dirty Laundry Campaign

The public awareness initiative, the Dirty Laundry Campaign, was kicked off in March of 2015, and continued through to the end of June 2016. In partnership with the Williams Lake Tribune, each biweekly instalment shows a photo of a local individual wearing a t-shirt bearing a slogan of a stereotype that they have experienced. The accompanying story describes the racism they have experienced as well as their resilience and strength. All of the segments are shared on FB: Dirty Laundry Campaign. The public response to this campaign was very positive, creating much dialogue in the community and the participants shared their experiences of being empowered and validated. We wrapped up the campaign with an appreciation event for all the volunteers.

In November, Margaret-Anne attended the BC Multiculturalism Awards ceremony in Vancouver, hosted by the BC Ministry of Trade. It was an exciting evening as our partner, the Williams Lake Tribune, won the award in the business category. This was great validation for the campaign and the individuals who shared their stories. It was also a public affirmation of the strength in our community and came with a \$5000 cheque for the CMHA CCB Multiculturalism Program. The Tribune ran some great articles to follow-up, so there was a lot of positive publicity. As a result of the Multiculturalism Award, we wanted to honour the Tribune and the participants, so we hosted a celebration and ceremony at City Hall. It was a warm and well-attended event. Margaret Anne is in the process of looking for a permanent home for the DLC display.

##### PeerNet Anti-Racism Workshop Training

In May, two facilitators from PeerNet in Vancouver came up to train our staff and other community members to facilitate a two-day anti-racism train-the-trainer workshop and then to deliver those workshops – with the new trainers - to grade 7 students in Williams Lake. About 15 people completed the facilitator training and over 200 students participated in the 3 hour anti-racism workshop. A final community event was attended by a small group of people, but the discussion was lively and we were able to reach community members who have not been involved in any of our initiatives in the past.

The MC staff have continued to deliver these workshops in the community, partnering with Secwepemc Elder, Mary Thomas.

##### Race Talks

Race Talks is an open talking circle co-facilitated by MC Staff and Mary Thomas, to share experiences, strength, and hope for community members working together to overcome racism, and better understand the impacts of colonization and residential school; exploring themes of reconciliation and discussing individual experiences with power and privilege, with safety and support. Throughout the year, we hosted five Race Talks circles, one at the library, one at the Cariboo Arts Centre, and the rest at the Eagle's Nest.

Respectfully,

***Margaret-Anne Enders***

Multiculturalism Coordinator

## OUTREACH ADVOCACY & SUPPORT PROGRAM

It has been a very difficult summer for the residents of Williams Lake and the surrounding areas due to the wildfires and evacuations. I was absent from town July 10 and did not return to work until August 10, 2017. When I did return to work I found very few of my clients had returned or contacted me. Foot traffic into the CMHA office was abnormally slow as well. I anticipate things will pick up quickly in September and am preparing for an influx of issues from clients' due to the wildfires and the disruption that has been caused for all of us.

### STAT TOTALS for August 2017

	Feb 1 – Mar 10	Mar 11 – May 2	May 3 – Aug 18	TOTAL 2017
<b>New Files Opened</b>	11	3	2	16
<b>Referrals to Other Agencies</b>	27	14	13	54
<b>One Time Contact</b>	14	16	11	41

### CLIENT HOURS

#### Services offered to clients

Remain in close contact with ABI worker Alyisha. I have 3 clients currently that access this service and we work together closely to facilitate client support and care.

Working closely with Matt the legal advocate from Women's Contact Society with clients who have been denied PWD and clients with landlord/tenant issues.

Contacted CLBC intake worker Chantelle from 100 Mile house. Williams Lake is still currently without an intake worker and Chantelle has been assisting us with 2 current clients.

PWD applications with multiple clinics.

Secured Doctor appointment for clients without a primary physician. Doctor Radhi and Doctor Routtu, who are physician new to Williams Lake and currently taking new clients.

Attended local Doctors visits with clients.

Collaborating with Housing First workers Anne and Leah to assist clients with locating affordable housing and furnishings.

Working with clients in continuing efforts to progress their CPP, OAS and GIS applications.

Access Community Crisis Respond for a client in crisis.

Liaison with client and MCFD. Attended and facilitated a home inspection with client and MCFD. Have made contact with new case worker to finish the final safety plan.

Assist clients with access to Salvation Army and St. Vincent De Paul food bank. The Adventist Church has advised that due to low donations by church members the food bank services will no longer be available. They will continue to offer the free store to their many clients in Williams Lake.

Client meetings where referrals were offered to various agencies and service providers that better suited their needs.

Third Party Administration of Benefits in Williams Lake for MSD clients that have been barred from the Ministry office

Working with CMHA counsellors to assist their clients with PWD applications, access to affordable housing and other services that meet their needs.

Services and Agencies accessed

- Ministry of Social Development
- Service Canada
- Service BC
- ABI (Acquired Brain Injury)
- Jubilee Place
- CLBC
- Women's Contact Society
- CMHA-WL
- Physician clinics
- Ministry of Children and Families
- Mental Health
- Salvation Army treatment program
- Salvation Army food bank
- Horton Ventures/Employment BC
- RCMP
- Punky Lake
- Housing First
- PICC meeting bi-monthly

#### NON-CLIENT HOURS

I have been working with many one-time clients that allow me to assist clients within a limited timeframe and then they are able to advocate for themselves. I continue to offer support services for these clients on an as needed basis.

I have taken to opportunity to connect with community partners during the slow period in August. I wanted to ascertain if my services could be of use and to let these partners know that I was available to them if it fit into my mandate.

I took the opportunity during some of my down time to look for clients at the Resiliency Center and see if I could be assistance.

Respectfully,

*Theresa Adams*

Disability Advocate

## CRISIS AND COUNSELLING PROGRAM

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:

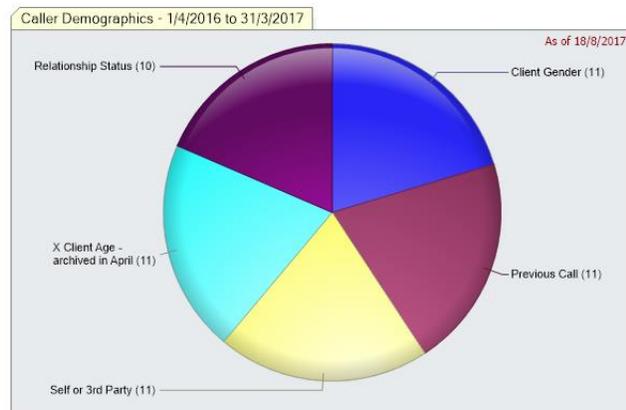
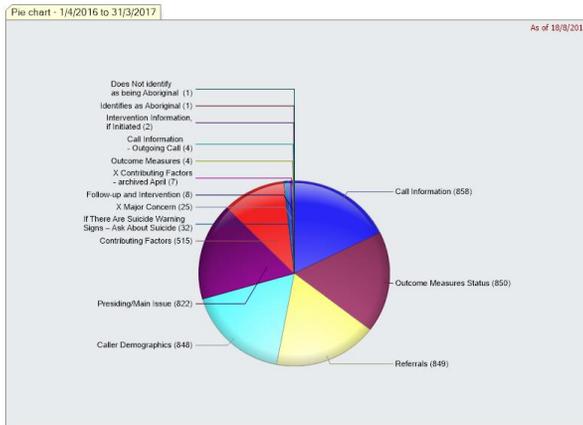
Volunteers answered a total of 928 calls on the Crisis Line. On the 1-800 SUICIDE line 53 calls were answered and on the 310-6789 (Mental Health Line) there were 438 calls 437 calls on the Crisis Line. The Volunteers donated 1,236 hours this year. Williams Lake had been working the Crisis Line Monday – Fridays until October, and then we added another shift on Saturdays. Currently we answer the Crisis Line from Mondays – Saturdays 4:30-8:30 p.m. Another thing that changed was the need to call forward the Crisis Line to our Centre before every shift, and then back into the Network Line after every shift. In October, we received a new underlying number which enabled the Crisis Line to automatically start ringing in our Centre between 4:30 and 8:30 p.m.

In May we had one of two volunteer appreciations, the other one we held in December. The Board Members were also invited to both appreciations.

We held only one volunteer Crisis Line Training in November due to lack of interest.

Williams Lake Crisis Line continues to be part of the Interior Crisis Line (ICLN), answering calls from Williams Lake and surrounding areas.

(Please see attached graphs)



### Counselling Program:

In the counselling program, 386 Males were seen, 826 Females, 129 couples and 390 no shows for a total of 1,326.21 hours of counselling.

As part of the counselling program we offer Healthy Anger Management Strategy groups for men. These groups are held throughout the year as needed. I mentored one practicum students who facilitated Healthy Anger Management Strategy groups as well as did face-to-face counselling.

I travelled to Alkali Lake once in the month of April to offer counselling to the residents in Alkali Lake who were not able to come into the City of Williams Lake. I discontinued travelling to Alkali after April because my own client wait list was getting too long.

**Other Highlights:**

Mental Health Awareness Week was in May. 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 carried helium balloons and handed out little chocolates.

The Suicide Sudden Death Committee held their Suicide Awareness event in May to coincide with the community Youth Week events. The Suicide Awareness event was held at Lake City Secondary Williams Lake Campus. We brought in the Dance group Project Soul and the students really enjoyed the presentation.

In September, Penny Reid and I attended the Annual Crisis Line Association of B.C. (CLABC) Conference and AGM. I was once again voted in as CLABC President. Throughout the year we met with PHSA (Provincial Health Services Authority) for a couple of reasons: there have been some non-compliance issues with one crisis line in the province and CLABC doesn't have the authority to discipline a crisis line; and the second reason is that CLABC's vision is to have one number in the Province and have PHSA give us money to fund that vision.

The Suicide Awareness Day is September 10th. On September 14 we held a workshop on Suicide Awareness/Prevention at the Senior Activity centre. We met at Boitanio Park first for a moment of silence and then made our way to the Senior Activity centre for lunch. The workshop was right after lunch and we had 15 people attend.

Beyond the Blues is usually held in October, but because the school was overwhelmed with activities, we held the event at the Lake City Secondary Williams Lake Campus in November. I collaborated with approximately 10 other agencies and 80 students participated in the event.

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, PHSA (Provincial Health Services Authority) meetings to discuss the 1-800SUICIDE and 310 Mental Health Support Lines, Interior Crisis Line meetings twice a month, VIP (Violence Is Preventable) meetings, iCat (Integrated Case Assessment Team) meetings.

Community Based Victim Services Program:

I have attached Penny Stavast's report.

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

Respectfully,

Janice

***Janice Breck***

Crisis & Counselling Program Manager

## COMMUNITY BASED VICTIM SERVICES

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 67 intakes completed. 61 Intakes were females, and 6 were males. 53 of the intakes were adults, 10 were children/youth and 2 were seniors. 42 clients were referred from the RCMP Victim Services Agency, 9 from Crown Counsel, 8 from Government Agencies (MCFD and or Corrections), 6 were self-referrals.

I attended court with 42 clients this fiscal year for criminal trials and/or family court proceedings.

Education on Relationship Violence continues to be a major component for CBVS. The Healthy Relationship Program is a five week program where an individual works through the Relationship Workbook by Kerry Moles. The workbook helps clients to identify abusive behaviors, exploring their values, evaluating their relationship, and moving forward in making good decisions. After the five weeks is concluded, there is an option to complete a collaborative comprehensive safety plan for having a fair fight for couples with community partners. 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 100 appointments at 1 hour each for the Healthy Relationship Program and 4 appointments for the two hour Comprehensive Safety Plan for Having a Fair Fight with community partners. I completed 22 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 a Judge 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 24, two hour sessions of Bail Review appointments this reporting period.

The Domestic Violence Emergency Response (DVER) Program is a community Protocol with the Williams Lake RCMP, Telus BC, Kenar Alarms and Williams Lake Community Based Victim Services. In efforts to keep the highest of risk Domestic Violent victim's safe within their residence, the Protocol offers the ability to put a silent alarm system panel into the victim's residence which is activated by a remote fob. The individual alarms are owned by Canadian Mental Health Association (CMHA). CMHA currently owns five alarm panels which are installed in client's residences. Ten clients utilized this program during this fiscal year.

CBVS continues to work collaborate with community partners. Integrated Case Assessment Team (ICAT) was developed in 2012, and it consists of community partners who work with identified highest risk 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 regularly on a monthly basis to review safety plans and/or the status of clients as well as required for intake assessments of client statuses as well as on a need to basis as new cases are identified.

In May, 2016, I attended the Ministry for Children and Families and presented to the Staff the role of Victim Services in the Criminal Justice System as well as how Community Based Victim Services work with and support with Victims who have experienced Domestic Violence/Family Violence Issues. In June, 2016, I worked in collaboration with Aboriginal Victim Services in organizing and facilitating activities at the Boitiano Park in recognition of Aboriginal Day. In October, 2016, I attended training in Prince George, with several community partners for two days on Trauma Informed Practices Training. In December, Aboriginal Victim Services and Community Based Victim Services recognized two clients on the ICAT Team who would be good candidates for additional support over the holiday season. As a result, we were able to secure a food hamper, and gifts for two families and we delivered these items to the families just before Christmas. In January, 2017, I was approached by the Thompson River's University to take on Practicum Students from the Human Service Program. For the months of February, March we met two days a week. For the first 3 weeks we reviewed the role of Victim Services and went into the community to meet professionals we work with directly and/or indirectly with clients. For the remainder of the time, we met once a week and prepared an information session to be presented to community professionals on the role of Victim Services within the Criminal Justice System with guest speakers from RCMP Victim Services, Community Corrections, RCMP, Restorative Justice, Sheriff Services, Crown Counsel and Judicial Judge. The Presentation is to take place in April, 2017 at City Hall with invites to all community professional support workers.

At the request of the local Crown Counsel office, I started using my personal dog "Charley" as a support dog for victims of violence, as a result of a youth attending court being high risk for self harm. In collaboration with RCMP Victim Services, we were able to have the client work with Charley outside of the Court Room to assist in calming and grounding the client during a very stressful emotional time while she testified over two days. In the court room, RCMP Victim Services provided support directly to the client by being a presence in a closed circuit court room. The client and her mother identified it was extremely helpful to have Charley present during court as having an animal allowed her to calm down much quicker versus utilizing someone she didn't know in a personal nature, and her mom identified at one point the client was so upset she didn't think she'd be able to go back into the court room. However, with the aide of

Charley she was able to quickly calm down and reconvene. The client identified, she'd loved to have Charley in the court room beside her, but considering the circumstances and the lack of Charley's training for the court room, knowing she was sitting outside the door was extremely beneficial. To proceed in training Charley for in court support, she must be fully certified as a Therapy Dog. I will be applying for a grant through the City of Williams Lake to assist with some of the costs required.

I continue to liaise, debrief and assist both RCMP VS and Aboriginal Victim Services in court support throughout the calendar year.

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

Community Based Victim Services

## RESIDENTIAL & REHAB PROGRAM

### Homeless outreach

- Stats for this program indicate there were 166 clients accessing the program. 78 of these clients are new to the homeless outreach program.
- Wayne continues to work hard to identify and work collaboratively with the Ministry of Social Development and Social Innovations to address accessibility issues our most vulnerable populations are facing.
- The furniture donations and redistribution program for at risk clients continues to be a much needed service for clients attempting to secure stable housing.
- Wayne represents CMHA-CCB at a number of community meetings, including the Prolific Offenders meetings, Homeless Committee meeting as well as a variety of outreach workers meetings.
- Wayne frequently meets with local politicians and community leaders to advocate for his clients, bringing a voice to accessibility concerns for his clients accessing ministry services, and making sure the unique issues aboriginal clients face are addressed.
- Wayne has an open door program and sees drop in client that are either in crisis or requiring ongoing support.

### Jubilee Division- Jubilee House, ABI and SOP

- Jubilee House occupancy for our contracted beds was at 100% this fiscal
- Our respite bed was utilized by a couple longer term placements that were unable to access a care bed.
- The tertiary bed was fully utilized.
- In June of 2016 the basement at Jubilee House experienced significant water damage due to a flash flood. Very similar to the situation in 2014. Damage to the basement walls and contents was extensive. The decision was made to discontinue using this space for storage.
- Jubilee House was the lucky recipients of the Mount Polly day of caring organized by the United Way. Some wonderful volunteers came by for the day and gave our back yard and pantry room a much needed sprucing up.
- In September of 2016 the building we are currently in was sold to Vantage Living and was slated for demolition to create space for a new extended care facility which meant Jubilee House and the Clubhouse needed to find a new home. Finding a suitable location turned out to be a huge task and a significant amount of time was allocated to exploring options.
- Overdose recognition and response training became a core training component for staff working in all residential and rehabilitation programs. Jubilee Division staff have all taken overdose response training and policies within the agency were adapted to include overdose risk assessment and response procedures. All new staff is given training on how to recognize an overdose and administer Naloxone.

- After reviewing the budget and feedback from staff the decision was made to eliminate the part time cook position and redistribute the duties associated with that position to other staff. A rotating menu was implemented and is reviewed monthly by residents for feedback. The Activity Directors hours were increased to absorb the shopping responsibilities.
- The supported employment program continues to run at 10 hours per week with clients doing a basic downtown core clean up with our monthly contracts at local business and three volunteer programs. This scaled down version of SOP seems to be a good balance. The staffing hours associated with this program are combined with the activity hours at Jubilee House and the Acquired Brain Injury program to make a full time position. Della Westwick is coordinating these three programs.
- The Acquired Brain Injury program continues to grow. At fiscal yearend there were 15 active clients who access the program for a variety of advocacy and life skills support. Della runs an ABI drop in support group out of the clubhouse on Monday mornings that is well attended.

#### Clubhouse

- The Clubhouse remains a well - used and much appreciated program for CMHA. The clients touch base on a regular basis and don't mind sharing the highlights of their lives and accepting support or encouragement at crucial times. The active client base for this program is approximately 35 members.
- Clubhouse is a fun, safe program that enjoys a busy routine of trips and meals. A normal routine for us involves pie and coffee outings, bowling in the winter, mini golf in the summer, nature drives on Saturdays and hot dog roasts when we can work it in. In 2016 we had some nice day trips. We went to Barkerville in Sept., Quesnel in July, Alexis Creek in August and did barbeques in Big Lake and Springhouse.
- All the holidays are celebrated with big meals at Thanksgiving, Easter and Christmas. We also remember Valentine's Day and St. Patrick's Day.
- Everyone likes their birthday remembered and each member's is celebrated in style. A birthday cake, card and a \$10.00 gift card are handed out.
- In the summer Saturdays are spent exploring local garage sales.

We had a great year in spite of losing a couple of our clients due to their lengthy illnesses.

Looking forward to all of next year, it's shaping up to look like a pretty interesting one.

Respectfully,

***Tereena Donahue RN***

Manager Residential and Rehabilitation Programs

## ADMINISTRATION AND FUNDRAISING

This year CMHA-CCB in collaboration with Events Etc... hosted a HO HO Homicide interactive dinner event. The fundraiser brought in \$500 in donations for CMHA and was a huge success. All participants received a meal as well as a character. The goal of the event was to discover who the “murderer” was. Many guests showed up in costumes and were very pleased with the event.

This year we are also pleased to welcome Sarah Landry to the CMHA-CCB team as our part time administrator. She will be covering the front desk for Sarah Thompson while she peruses her Human Services Diploma with the expectation of graduating in May 2018. Sarah Landry has shown interest in helping with fundraisers and is looking forward to working with CMHA-CCB and our great team!

CMHA-CCB Admin staff continue to support clients by offering information and helping the client discover which program within CMHA is the best fit for them. Foot traffic often slows down in the summer and then picks up around fall and is very busy in the winter months.

Every year, CMHA-CCB chooses families in need to purchase gifts for. The families are chosen from the Family Solutions or Crisis and Counselling Program and the Homeless Outreach Program. If you are interested in signing up to help support a family in need, please send an email to Sarah at [sarah.thompson@cmhawl.org](mailto:sarah.thompson@cmhawl.org) to have your name added to the list. This year we helped three families. We would also like to thank BFF Fashions for donating beautiful scarves for these families.

2016-2017 was another successful year and the administration team is looking forward to 2017-2018 and the possibilities a new year holds.

Respectfully,

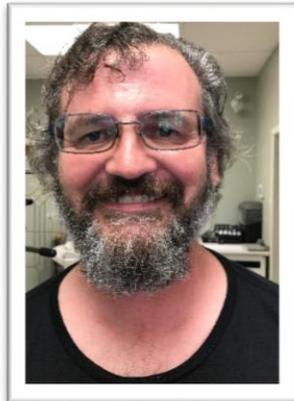
*Sarah Thompson*

Administration & Executive Assistant

## CMHA-CCB STAFF



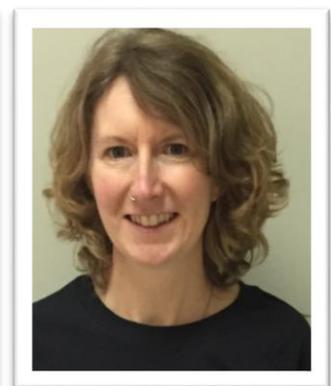
*Gay Sanders*  
President



*Ian McLaughlin*  
Executive Director



*Bettina Egert*  
Program Manager &  
Family Counsellor



*Margaret Anne Enders*  
Multiculturalism Coordinator



*Mike Charron*  
Transitional Housing  
Program Manager



*Penny Stavast*  
Community Based  
Victim Services



*Tereena Donahue RN*  
Manager Residential and  
Rehabilitation Programs



*Janice Breck*  
Crisis & Counselling  
Program Manager



*Theresa Adams*  
Advocacy and Support



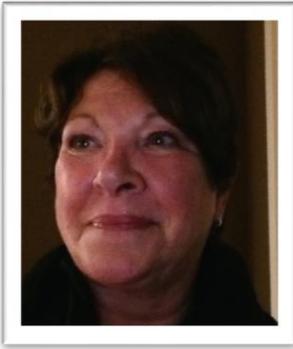
*Wayne Lucier*  
Homeless Outreach



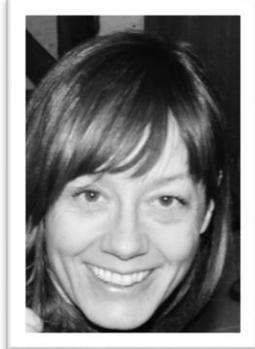
*Sarah Landry*  
Part Time Administration



*Sarah Thompson*  
Administration



Heather Sylvester  
Crisis & Counselling



Dana Hamblin  
Family Solutions Counsellor



Charlie  
CBVS Support/Service Dog in "Training"