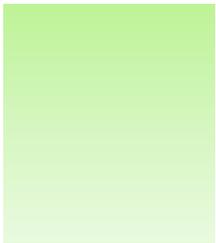


Annual General Meeting 2016



Canadian Mental Health Association – Cariboo
Chilcotin Branch

FISCAL YEAR APRIL 1, 2015 – MARCH 31, 2016

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PRESIDENT

First and foremost I want to thank the staff, Program Managers, and our Executive Director Ian McLaughlin for their continuous dedication to CMHA.

We have had another full year, I think the biggest change has been in Jubilee House, where the staff have taken back the cooking responsibilities with the help of the clients, this seems to be working well.

We decided not to run the Ride Don't Hide fundraiser this year, but have signed a contract With "Events Etc..." for the 2017 year. Our first event will be on New Year's Eve and if all goes well, will become an annual event.

We also have put in a proposal for a 6 bed Recovery House (unfortunately we were not Successful). We have also had a proposal with ACL for a 40 unit low income apartment Building with BC Housing, to be built on First Ave – have heard nothing yet.

Again I cannot thank Ian and his staff, together with the Board enough for a great year and a Job Well Done.

Thank you all,

Gay Sanders

President

EXECUTIVE DIRECTOR

This has been a busy year for CMHA-CCB. We continue to operate at capacity, with waitlists for almost all of our programs. Funding continues to be very tight and doing more with less continues to be the mantra from government. Although we are in recovery mode from funding cuts received last year, we continue to experience minor growth and continue to explore ways to deliver programs and services in a more effective and efficient manner.

Some of the highlights of the year are:

- We have abandoned our Ride Don't Hide fundraiser in favour of local fundraisers that are likely to generate more interest in the community.
- The Housing and Homelessness Committee continues to meet and has made significant progress bringing the Housing First program to Williams Lake.
- Changes to the income assistance application process have made access to income assistance for homeless individuals much more difficult. Our homeless outreach worker is a great advocate for his clients and has met with politicians and government officials several times to express our concerns with the changes.
- CMHA-CCB is a founding member of the Central Interior Community Services Co-op. The CICSC has brought a number of benefits for its members, ranging from collegial support for management staff to cost savings and improved service delivery. Future potential for the Co-op is yet unrealized, but clearly the benefits of working together have made a positive impact on the delivery of community social services in Williams Lake.

CMHA-CCB's biggest asset is our people. Our accomplishments are made possible by the collective determination of our Board of Governors, management team, staff members, community partners, and local politicians. Together, we are a powerful and diverse community, acting in concert to make an enduring contribution to Williams Lake's community well-being.

Respectfully

Ian McLaughlin

Executive Director

EMPLOYMENT PROGRAM

There has been a lot of EPBC Policy review this year and how things can be more streamline than previously. With this process our billings have been effected, there has been changes to the “Eligibility for Funded Training”, there has also been a new federal site has been launched highlighting programs, services and funding opportunities from Indian and Northern Affairs Canada (INAC) and other Government departments to support First Nations, Inuit, and Metis individuals and communities. There was also an EI Extension put in place for Northern communities.

These are many of the changes that have occurred over the last 6 months of the EPBC Program.

- Myles Breck the case manager in 100 Mile House, left his position to obtain a role with Horton Ventures. Gail Thorne was hired into the Case Management positon in 100 Mile House. Gail has been providing satisfactory support to her clients, with a few bumps in the road with regards to training for her role.
- Gail has been working closely with client in 100 Mile House, Lytton, Logan Lake and Ashcroft. Her case load is roughly 80 open files, which are under review at this time. Gail will be working towards her Career Coaching Skills Certificate and Career Development Foundations, Emerging Theories, and Models Certificate.
- Amy has decided to try a new opportunity in the forestry industry and Codie Thompson has been hired into her role as an Employment Program Coordinator and Codie will still be located out of HVI office. Codie will be a very valuable resource for CMHA, as her educational background is in Political Sciences and she has a lot of experience in Gaming Grant applications. Codie also has ICM (Integrated Case Management Program) experience as she was the frontend receptionist at Horton Ventures for 1.5 years. Having ICM experience will make her transition into the role of Employment Program Coordinator a lot easier. Codie will be an excellent addition to the CMHA team.

Respectfully,

Amy Harrison

Employment Program Coordinator

JUBILEE PLACE

This has been a busy year for Jubilee place. Some of the highlights of this year include:

- Two TRU students completed practicums at Jubilee place in 2016.
- The water problems have finally been resolved and the affected units have been repaired and the grounds have been leveled and landscaped.
- Jubilee Place had an outbreak of Bed Bugs which have been exterminated and monitored for any further possible outbreaks, we remain bed bug free to this point.
- 4 Jubilee Place Participants attended drug and alcohol treatment programs with two still living at Jubilee Place one moved into the community of Williams Lake and one currently in a recovery house in Kelowna.
- 2 elderly Participants have move into Sunset Manor to live independently.
- Jubilee place have evicted 8 Participants due to violations in the Crime Free Addendum with offences ranging from Drug dealing to Violence involving participants and violence towards staff.
- Jubilee Place staff had to call the RCMP for assistance a total of 25 times and staff called the Ambulance service 8 times for assistance .
- We continue to have success with our Wellness Plan Program with approximately 70% of the participants moving forward with their goals, which may include (but not limited to) employment, education, treatment, advocacy services and counselling/support.
- Jubilee Place has a wait list of up to 25 applicants with an average wait of 4 months illustrating the need for such a program in the community.
- Jubilee Place is working closely with the Brain Injury worker in assisting one our clients in their day to day activities and routines.
- As a service provide and community support Jubilee Place continues to increase and provide invaluable benefits.

Respectfully submitted,

Mike Charron

Transitional Housing 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 82 intakes completed. 69 Intakes were females, 13 were males. 77 of the 82 intakes were adult and five were children/youth. 29 clients were referred from the RCMP Victim Services Agency, 12 from Crown Counsel, 32 from Government Agencies (MCFD and or Corrections), 4 were self-referrals, and 3 from other clients.

I attended court with twenty-seven clients this fiscal year, for a total of one hundred and seventy-seven hours court accompaniment for criminal trials and/or family court proceedings.

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.

CBVS continues to work collaborate with community partners. In May 2015, I attended the Ending Violence Association training in Prince George on Safety and Risk Assessments with Sarah Hood from Williams Lake Aboriginal Victim Services, and Gina Mawson from the Williams Lake Stopping the Violence Counseling Program. In June 2015, RCMP Victim Services, Aboriginal Victim Services and Community Based Victim Services met with the Mental Health and Substance Abuse Counselors and presented the roles each of our programs provide in supporting victims of crime. In July, Aboriginal Victim Services and Community Based Victim Services attended the Soda Creek Band office to address gang violence and supports which are available. In October 2015, 100 Mile House RCMP VS, Aboriginal VS and Community Based VS met with Crown Counsel to review best practices to support clients attending court and Bail Review documentation due to new federal regulations for victims of crime. I gave a presentation to the Desniqui Society Social Workers on the Impact of Domestic Violence on Infants to Teens. I also attended Beyond the Blues, suicide

awareness with community partners at the Williams Lake Secondary Campus. In November 2015, I attended an all day workshop with community partners on the Core Story of Mental Health by the Province of BC and Child and Youth Mental Health. I also attended the Ending Violence Associations training in Vancouver, BC on the BC Collaborates for Stopping Sexual Assault and Domestic Violence, this is a training forum offered to the private police forces, RCMP, Social Workers with both Aboriginal Agencies and Ministry for Children and Families, Crown Counsel, and Victim Services Agencies. In January, RCMP Victim Services, Aboriginal Victims Services and Community Based Victim Services did a joint presentation to the Emergency Room Physicians on what services we provide. February 2016, I attended the Williams Lake Indian Band with other community partners. We provided information booths for the programs we provide at their Health Fair. 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 submitted,

Penny Stavast

Program Coordinator
Community Based Victim Services

FAMILY SOLUTIONS PROGRAM

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.

For the ninth 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 needs to participate in a multi-step training process provided by Maples. Sheila Cohen started another Connect group in April of 2015 and we finished the program in June. Margaret Anne Enders co-facilitated the group for this cycle. Margaret Anne has taken her training in December 2011 and successfully obtained her facilitator license after completion of the spring course. Participation of parents in the course has been very positive again. Attendance and group size were slightly down in comparison with previous groups.

For the fall group Amara Montsion was the main facilitator, coordinating all aspects of the program, from marketing to intake and program delivery. Amara completed her training in September and started her first group in October of 2015. Margaret Anne Enders co-facilitated again. For the first time we didn't have many referrals and started group with only 8 participants. Due to several people dropping out prior to course completion Amara's supervisor from Maples suggested to cancel the last sessions. We supported the remaining parents on an individual basis.

The Maples Connect Team has modified the program in 2014/15 and "old" facilitators need to be recertified by facilitating a course with the new material with supervision. The group format has changed accordingly and group time has been extended for half an hour. This means we have to spend additional time for Connect and pay contracted co-facilitators the extra hours within the same budget.

FSP Counsellors helped clients deal with a spectrum of clinical issues again. The most often encountered problems in 2015/2016 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

Statistically speaking we have noticed continuation of high referral numbers, about 50 percent more in comparison to 2013/14. Looking at referral sources we see a large increase in MCFD referrals (23%, last year only 8 %) and a decrease in self referrals (29%, last year 43%).

In 43 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. Dropout rates have increased over the past year which likely has to do with the increase of MCFD referrals, as those are mandated clients for the most part.

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).

Last year's major accomplishments were the organizing and hosting of community events and workshops, presentations to community organizations to provide information about the protocol and the distribution of the Suicide prevention toolkit. Bettina submitted another grant application to United Way and we received \$ 6,400 for our 2015/16 Awareness Gathering Staying Alive- Battle for Life.

The annual Staying Alive: Battle for Life Gathering was held during BC Youth Week at Lake City Secondary WL Campus. About 200 students and school staff attended the event. We presented information about suicide prevention followed by the life performance of Project Soul, a popular Vancouver based dance group; The conducted survey, filled out by 184 participants, resulted in excellent feedback. 85 % rated the event as excellent or very good. 94 % stated they learned a lot or somewhat about suicide prevention.

In recognition of World Suicide Prevention Day Janice Breck (Crisis & Counselling / CMHA) and Bettina hosted a public Suicide Prevention Gathering on September 10 at Boitano Park; The event offered information including suicide statistics and local resources, a moment of silence and time to gather and share.

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.

We were successful with our application for the Bell Let's Talk Community Fund and received a \$20,000 grant in October 2015, to offer free Mental Health Workshops to businesses and organizations in the South and Central Cariboo Chilcotin. The program provides local employers and their employees with information, tools and resources needed to increase mental health awareness. The objective is to reduce stigma in the community by fostering acceptance, comfort and understanding of talking about Mental Health.

CMHA CCB contracted Diane Wright and Janice Fichtner, both retired SD 27 staff, to develop a short PowerPoint presentation to market the new program to local industries and larger employers, e.g. local mills and mines and SD 27. We hired Margaret Anne Enders as part time coordinator to organize and co-facilitate the MH workshops together with Family Solutions program staff.

The initial marketing presentation created much interest with community employers and we were invited for short follow up workshops to employees from Tolko, West Fraser, Soda Creek, United Steelworkers Union, SD 27, CRD and Gibraltar Mine. We received positive feedback for our presentations and participants considered the presented material as very helpful and needed to support a healthy community.

In 2015/2016 our program staff spent about 7 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: Connect Facilitator Training (3days) - facilitated by the Connect Team/Maples Adolescent Center; Veritas workshop (24 hours) - facilitated by Ciel Patenaude, MA; Understanding Addictions online training - offered by CMHA; Evelyn Wotherspoon Mental Health Workshop; Building Great Relationships workshop (2 days) - Eric Bowers (attachment; interpersonal neurology; non-violent communication); Gabor Mate - Peer Orientation & Adult Child Relationship; Self Design Graduate Institute (SDGI) 500 course (holistic education, developmental and humanistic psychology, and systems theory related to autopoiesis) - Darrel Letourneau & Renee Poindexter; Take a Break (CYMH

Parent Support Group) Facilitator Training - CMHA Kelowna; Motivational Interviewing monthly practice sessions;

We have delivered a number of presentations and facilitated groups for clients and community professionals: Suicide Prevention Gathering & Workshop in recognition of World Suicide Prevention Day; Staying Alive-Battle for Life Gathering - Suicide Prevention event delivered to 200 students at Lake City Secondary WL Campus; Beyond the Blues (Depression & Mental Health Information workshop for students); Bell Let's Talk Mental Health workshops to local industry and organizations; Suicide Protocol to Denisiqi Services Society; Connect 10 session Parenting Group (2 cycles); "Peernet" Anti racism workshops to grade 7 students

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); BC Youth Week Committee; Social Planning Council Roundtable; MCFD Staff & Team Meetings; Williams Lake Youth Fair; Sugar Cane Health Fair; United Way BBQ; Exposed Expression Tattoo semi-colon event to raise awareness for mental illness; Who's Who in the Cariboo Information Kiosk; Mental Health Stakeholders Committee; Orange Shirt Day; Walk for Harmony (International Day for the Elimination of Racial Discrimination event); CMHA CCB Ride Don't Hide Fundraising event.

Sheila Cohen resigned from her position as Family Counsellor in June of 2015 and we would like to thank Sheila for all her efforts over the past 5 years she has worked for the FSP. Amara Montsion took over the position in July and has adjusted extremely well to her new duties. Amara is currently pursuing a Bachelor's degree in Social Work through distance education, has completed a variety of relevant training and offers work experience in the social services and mental health field. She quickly became a highly respected team member and is well received by clients and community partners.

The number one priority and goal for the fiscal year 2016/2017 will be maintaining the quality of service to clients and community, and the diversity of family supports we have provided in the past.

We are looking forward to add a new parent support program to our services this coming year, called Take a Break and developed by the CMHA Kelowna branch. Take a Break: time out for caregivers is a support group for parents and caregivers of children/youth up to age 25 who are struggling with mental health and/or substance use issues.

Respectfully Submitted,

Bettina Egert

Program Manager & Family Counsellor

MULTICULTURALISM PROGRAM

The Multiculturalism Program staff identifies, develops and administers events 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:

Women's Spirituality Circle

On April 17&18, the WSC hosted its second annual gathering with the theme of "Making Peace". This event was held at Lake City Secondary WL Campus and consisted of two days of informational and experiential sessions exploring how women find, create, and hold space for peace in our complex world. Friday night featured a multi-faith panel, a multicultural dinner, and creative arts from various spiritual disciplines. On Saturday, over 45 different workshops offered opportunities to learn about themes of peace from the perspective of various faiths and spiritual traditions. These included panel discussions, small group sharing circles, and spiritual practices involving meditation, art, movement and song. One hundred and thirty women attended and the evaluation forms indicated that the participants felt very connected and nourished.

Throughout the rest of the year, the core planning group met regularly to share space, meals, and inspiration with each other. We hosted a yoga event, a Baha'i Unity feast, a webcast of a "Walrus Talks" panel on the relevance of religion in our society, and planned for the 3rd annual gathering, which took place in May of 2016.

Walk for Harmony

This year's Walk for Harmony picked up on the momentum of the current times, as the refugee crisis was in the forefront of society's consciousness. We held a "Rally for Refugees" at Spirit Square which included multicultural snacks, a short walk along Oliver St., and a very moving talk by a woman who came as a refugee to Canada from Laos in 1980. Our aim was to draw attention to the refugee crisis and also to show support amidst a backlash of fear and misinformation about refugees.

Twin Schools

We were fortunate to have two enthusiastic schools participate in the program this year. The grade 4-5 class from Nesika was paired up with the intermediate class at Alexis Creek Elementary. The students exchanged letters and crafts with their pen pals while learning about other cultures. Two group days - one doing cultural activities at Alexis Creek and the second touring TRU in Williams Lake – rounded out the experience.

Anti-Racism Protocol, Anti-Racism Training& Workshops, "Dirty Laundry" Campaign

In the fall of 2015, we decided to take a more active stance towards confronting racism in our community. We gathered together a group of representatives from various cultural communities as well as agencies and organizations. This became the Cariboo Chilcotin Racism Awareness Network. We applied for and received funding from the Ministry of International Trade to hire facilitators to train our staff and other community members to facilitate anti-racism workshops, to deliver those workshops to all grade 7 students in Williams Lake, and to develop and implement an anti-racism public awareness campaign.

About 15 people completed the facilitator training and over 200 students participated in a 3 hour anti-racism workshop. The public awareness campaign, the Dirty Laundry Campaign, was kicked off in March.

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.

Finances & Grant Applications

Funding 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 February 2016 that our program will be supported again for 2016/17. We were successful with several grant applications and the United Way Community Fund, the City of Williams Lake and the Multiculturalism Unit of the Ministry of International Trade supported us last year.

Conclusion

In closing, it is important to highlight one of the values of the Multiculturalism Program: community collaboration. While our projects and events were planned and implemented by two part-time staff, Marilyn Livingston and Margaret-Anne Enders (and aided considerably by Sarah Thompson's technological knowledge and enthusiasm), they were assisted by the members of the Women's Spirituality Circle and the Cariboo Chilcotin Racism Awareness Network. The volunteers and committee members provided insight - ensuring that our initiatives were relevant to our community – and inspiration. The collective creativity among the group members resulted in dynamic projects with a high level of positive community response. It is also in this collaborative spirit that we sit on various committees, including Communities that Care, the Orange Shirt Society, and the Social Planning Network. We are fortunate to work in a program, and live in a community, where collaboration and community-building is such a strong value.

Respectfully Submitted,

Margaret-Anne Enders

Multiculturalism Coordinator

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.

Human Resources

Tom Salley has filled the .2 FTE since April 2014.

Program Funding

The program is funded by the Community Gaming Grant. We received notice in February of 2015 that funding support will be continued for Advocacy for 2015/16. The Gaming Branch requires that 25 percent of our total budget needs to be financed by non-government funding. CMHA CCB is supplementing the program with fundraising money and donations.

Client Services

The Outreach Advocacy & Support Worker provided services to 102 clients in 2015/16 and has a remaining open caseload of 31. Clients were supported with following services:

- Assisting clients to complete Persons With Disability (PWD) applications and to get disability status reinstated (about 20 percent of total case load);
- Advocating for clients at doctor's appointments and meetings with Social Workers and Employment Insurance (EI) Workers;
- Assisting clients to access EI benefits, Canada Pension Plan, Old Age Security and Income Assistance;
- Supporting clients to explore housing options (e.g. Jubilee Place; Senior's housing; housing options in other towns); advocate for clients in housing disputes with landlords;
- 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; legal supports; RCMP;
- Supporting individuals with budgeting and finances; accessing services at Salvation Army (food bank; clothing); accessing emergency funding for clothing; treaty settlements; income tax completion;
- Transportation to appointments;

Other Program Activities

- Co-chairing and Coordinating the Williams Lake Housing and Homelessness Committee;
- Participation in Housing First Steering Committee. Housing First is a recovery-oriented approach focused on quickly moving people from homelessness into housing and then providing supports necessary to maintain it. Rather than requiring homeless people to first resolve the challenges that contributed to their housing instability, including addictions or mental health issues, Housing First approaches emphasize that recovery should begin from stable housing.

- Partaking in PICC (Partners in Community Committee), a group of outreach, shelter, health and community workers sharing street information about high risk persons and situations and discussing strategies for effective case management.
- Tom is providing a new service by helping clients to access medical services via virtual clinic, for those individuals that do not have a doctor. After showing the client the process they are able to access the clinic from their home computer, band office or any Wi-Fi connected computer regardless of location. In most cases clients are able to secure an appointment and see a doctor within 1 to 2 hours. Unfortunately the virtual clinic doctors will not assist with disability applications. They are willing in some instances to make referrals to hospital specialists to assist disability clients that have no doctor.
- In 60 percent of the program's cases clients have FASD, but no formal diagnosis. There is only one assessment center (ASSANTES) in BC and each assessment costs \$ 5000 plus additional travel expenses for clients. This barrier prevents clients from proper diagnoses and disability applications get denied. Clients don't receive the necessary supports and homelessness and criminal offenses are some of the results. In collaboration with Interior Health, the City of Williams Lake and local service providers Tom coordinated a meeting with MLA Donna Barnett, to address this issue. No solution has been found yet to close this gap. Apparently no FASD diagnosis is needed, just identification of debilitating impairment by a physician. However physicians are often hesitant to support the disability claim when clients have severe addiction problems. Additionally many of those clients don't have a family doctor, and physicians often don't have the capacity to investigate whether there is a debilitating impairment. Obviously it is a very complex issue to address;
- Client file management;
- Monthly and annual statistics and program reports;

Respectfully Submitted,

Bettina Egert

Manager Advocacy Program

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 607 calls on the Crisis Line. In April we started answering calls on the 1-800 SUICIDE line and the 310-6789 (Mental Health Line); there were 39 calls on 1-800SUICIDE, 208 calls on the 310 Mental Health Support line and 400 calls on the Crisis Line. The Volunteers donated 2,174 hours this year.

In April 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 two volunteer Crisis Line Trainings; the first training started in May. We had 5 participants, but only 1 completed the training and volunteered hours on the Crisis Line. The second training was in October. We had 4 participants, and all 4 are current volunteers on the Crisis Line.

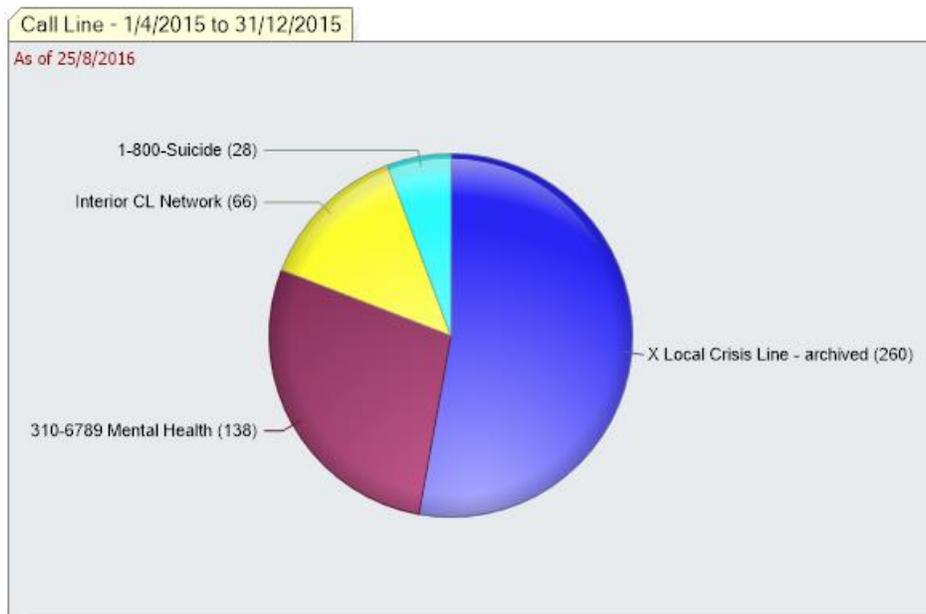
Williams Lake Crisis Line continues to be part of the Interior Crisis Line (ICLN), answering calls from Williams Lake and surrounding areas.

(Please see attached graphs)

Williams Lake Crisis Line Statistics

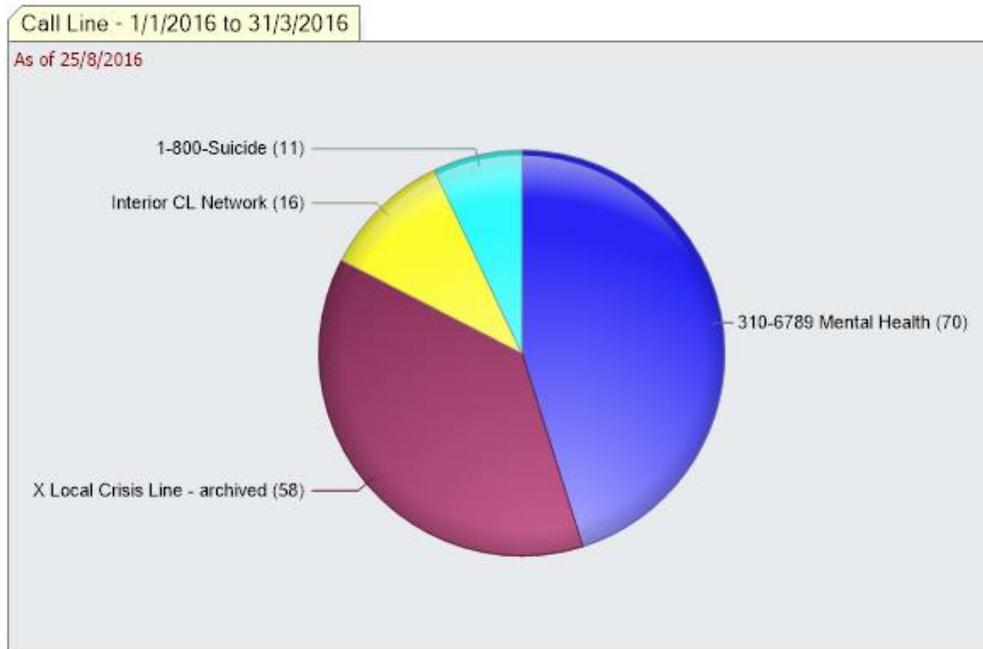
April to December 2015

Call Line



X Local Crisis Line - archived	260
310-6789 Mental Health	138
Interior CL Network	66
1-800-Suicide	28

Crisis Line statistics
January to April 2016
Call Line



310-6789 Mental Health 70

X Local Crisis Line – archived 58

Interior CL Network 16

1-800-Suicide 11

Counselling Program:

In the counselling program, 436 Males were seen, 655 Females, 123 couples and 270 no shows for a total of 1,202.73 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 two practicum students who facilitated Healthy Anger Management Strategy groups as well as did face-to-face counselling.

I also travelled to Alkali Lake once a month with a staff member from Alkali Lake, and I offered counselling to residents of Alkali Lake who had difficulty getting into Williams Lake.

Other Highlights:

Mental Health Awareness Week was in May. Tereena offered a Mental Health First Aid Course , 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.

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. It has been a very challenging year being President dealing with different issues that needed to be resolved; conflicts between differing personalities; many meetings and emails.

The Suicide Awareness Day is September 10th. We held an event at Boitanio Park where approximately 25 people attended. We had food, presentations and Wayne Lucier provided us with music. It was a time spent remembering those who have died by suicide.

In October I organized the Beyond the Blues event at the Lake City Secondary Williams Lake Campus. 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 submitted,

Janice Breck

Crisis & Counselling Program Manager

RESIDENTIAL AND REHAB PROGRAMS

Homeless outreach

- This program took in 70 new clients this year and had over 400 client interactions providing a variety of services; including making connections to support systems and accessing income assistance.
- 12 clients received monthly rental subsidies.
- Redistributing furniture donations to those in need continues to be a much needed service and every month Wayne is assisting clients obtain furniture.
- Wayne represents CMHA-CCB at a number of community meetings, including the prolific offenders meetings, homeless committee meeting and, outreach workers meetings.
- Wayne frequently meets with local politicians to advocate for his clients, bringing a voice to accessibility concerns for his clients accessing ministry services
- Wayne has an open door program and sees drop in client several times a week. During these meetings, Wayne is often able to assist clients in crisis access community supports
- Homeless Outreach produces a daily rental list to assist individuals obtain housing in Williams Lake

Jubilee Division- Jubilee House, ABI and SOP

- Jubilee House occupancy for our contracted beds was at 99% this fiscal
- The respite bed was used periodically for respite during the first 6 months of this reporting period. In the September-March period the bed was utilized by a long term care client waiting placement in extended care.
- The tertiary bed was fully utilized.
- In October of 2015 we entered a new contract with IHA to offer life skills and advocacy support to individuals living with acquired brain injury
- The SOP program was reviewed and the decision was made to scale back the program to our more manageable consistent monthly contract. We didn't have the client base or the staffing hours to be able to juggle short term contracts in the community.
- We combined the reduced SOP coordinator hours, Activity coordinator hours and ABI coordinator hours in to one full time position.
- The SOP program also has a large volunteer component with several participants volunteering for community service. The two primary volunteer programs that we do are the safe bags and the spare bits programs. We are distributing the harm reduction safe bags to 6 community pharmacies and organizations. The "spare bits" that we gather are distributed to clients through Jubilee Place, Clubhouse, ABI and through IHA outreach.
- The SOP 4x4 truck was no longer meeting the needs of the programs when the decision was made to discontinue lawn care and snow removal from our program and the truck was replaced with a new passenger van. The van is so much easier for our client to get in and out of and is a lot more functional for all our programs.

- Some minor but much needed repairs and upgrades have been completed this year at 175 4th Ave. We had new flooring installed in the kitchen and in a couple of the client bedrooms, two toilets were replaced, the boiler was upgraded and we used some donated funds to purchase a snow plow for our walkways.

Clubhouse

- The clubhouse continues to provide support to approximately 35 community members and is well attended daily.
- In the spring of 2015 garden boxes were planted in the back courtyard and a mixture of vegetables and flowers were in bloom shortly after.
- Thursday afternoon outings continue to be a member favorite with weekly trips to neighboring communities for pie and coffee in the summer as well as mini golf outings and bowling trips.
- Saturdays are another day when the clubhouse members are often on the move, taking in garage sales, going to local lakes for picnics, shopping excursions and nature drives are often on the agenda.
- July is an action packed month at the clubhouse. In July there is the annual Gavin Lake camp out which was attended by 18 Williams Lake campers in 2015 as well as campers from Quesnel and 100 Mile House.
- In July the group also made the trek up to Quesnel to take in Billy Barker Day festivities and connect with the camp friends.
- Another one of the clubhouse clients' favourite past times is food. We have specific weekly lunches, bbq's and "whatever" suppers and, of course, the special occasion meals such as Easter, Thanksgiving and Christmas.
- A big component of the clubhouse program is informal counselling and support. The clubhouse is a safe place for members to ask questions, get assistance accessing other services and fight stigma. Catherine states the clients are doing well and share similar stressors in their lives. Small percentages have accommodation stress but the most common seems to be trying to budget the finances from their monthly check. I am always impressed by the clients' abilities to find food and clothing but that is mainly due to community resource generosity. The grapevine for these resources seems to work faster than my own means of communication as they usual know about them before I do.
- When I drop in to the clubhouse the clients often verbalize their appreciation for the clubhouse and however it benefits them

Respectfully Submitted,

Tereena Donahue RN

Manager Residential and Rehabilitation Programs

During the fiscal year, CMHA hosted a Spin-A-Thon fundraiser to raise funds as well as interest for Ride Don't Hide 2016. Though Ride Don't Hide was canceled due to low interest, the Spin-A-Thon generated a fair amount of buzz for the short time it was advertised. The group shown below were our Spinners and volunteers. In total the riders biked 202.7km in 1 hour and raised \$615.

This event took place in the Spin Room at Concrete Fitness and was considered a success. BJ, one of Concrete's spin instructors donated her time and provided a routine to keep the group motivated and full of energy.

The event was originally set to be filmed and aired on Shaw TV, but due to unforeseen events they were unable to make it.

Regardless, this was a great and successful event for CMHA-CCB and riders.

2015-2016 CMHA-CCB FUNDRAISER

Participants starting from left:

Zoe, Robyn, Mareike, Heather, Cory, BJ, Trinity, Norma, Scott



**SPIN
FOR A
CAUSE**



Ride Don't Hide Spin-A-Thon

Pledge 1\$ for every 1 km

March 12, 2016 Concrete Fitness Spin Room 10:00 am

Contact Ashlee at 250-392-4118 for More Information

Spin-A-Thon will be filmed on live TV

11 People Max



Canadian Mental
Health Association
Mental health for all



ride don't hide

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



Janice Breck
Crisis and Counselling
Program Manager



Tereena Donahue RN
Manager Residential and
Rehabilitation Programs