

# Annual General Meeting 2017-2018



Canadian Mental Health Association - Cariboo Chilcotin Branch

Fiscal Year April 1<sup>st</sup>, 2017 – March 31<sup>st</sup>, 2018

## Table of Contents:

AGM Board Minutes 2016-2017.....	3
Annual General Meeting Agenda.....	5
Mission Statement and Philosophy.....	6
President.....	7
Executive Director.....	8
Employment Program.....	10
Jubilee Place.....	12
Family Solutions.....	13
Multiculturalism.....	17
Outreach Advocacy & Support.....	21
Crisis and Counselling.....	22
Community Based Victim Services.....	26
Residential and Rehabilitation Services.....	29
Administration and Fundraising.....	34
CMHA-CCB Staff.....	35



# ANNUAL GENERAL MEETING MINUTES

ROOM 116 COOP BUILDING 51 SOUTH 4<sup>TH</sup> AVENUE

6:05PM, SEPTEMBER 18<sup>TH</sup>, 2017

Present were: Gay Sanders, President; Bob McNie, Vice President; John Stace-Smith, Treasurer; and Directors: Bev Lillico, Linda Goodrich

Staff: Janice Breck, Executive Director; Sarah Thompson, Administration and Executive Assistant; Sarah Landry, Part Time Administration and Executive Assistant; Heather Silvester, Crisis and Counselling Program Manager; Cher Sytsma, Crisis and Counselling; Alysha Wesolowski, Acquired Brain Injury Worker; Susan Stoddard, Chartered Professional Accountant.

Public: Aaron Mannella

Guest: Susan Woodward from PMT Chartered Accountant

- A. **CALL TO ORDER:** 605pm by President Gay Sanders
- B. **APPROVAL OF AGENDA:** Motioned that the agenda as presented and displayed at the meeting be approved made by John Stace-Smith and 2<sup>nd</sup> by Bev Lillico, carried.
- C. **ADOPTION AND APPROVAL OF MINUTES FROM PREVIOUS AGM HELD SEPTEMBER 19TH, 2016:** Motion that the minutes of last year's AGM, circulated prior to the meeting and displayed at the meeting be adopted and approved by Bob McNie and 2<sup>nd</sup> by John Stace-Smith, carried.
- D. **BUSINESS ARISING:** It arose that for the following AGM in 2018 that the minutes and reports be prepared a week prior to the AGM so members can review reports before coming to the meeting allowing all to be fully prepared for the meeting.
- E. **FINANCIAL REPORT:** Susan Woodward presented a detailed account of the financial statements for the fiscal year ending in March 31<sup>st</sup>, 2017. She answered questions regarding liabilities variation on page 4 regarding how these numbers fluctuate from year to year. Susan Stoddard also explained how BC Housing has its own agenda regarding budget cuts and was generous a few years back but has not been nearly as generous this year. The positive side of this was compared to the previous year CMHA had less to pay back. Motion to accept and approve the financial statements for 2016-17 as presented made by Bob McNie, 2<sup>nd</sup> by Linda Goodrich and carried.
- F. **ANNUAL REPORT:** Circulated at the meeting by Sarah Thompson, the report contained reports from the President, the Executive Director and from each Program coordinator, very professionally bound by Administration and Executive Assistant Sarah Thompson. President thanks Executive Directors and Program Coordinators for a job well done. The motion for Board Members to accept the annual report as presented made by Bev Lillico, 2<sup>nd</sup> by John Stace-Smith, carried.
- G. **REVIEW VISION STATEMENT, MISSION STATEMENT AND PHILOSOPHY:** Janice Breck led us through the presented statements to ensure familiarity with them and ask if any changes were necessary. None were identified.
- H. **MEMBERSHIPS:** Members renewed their membership with the CMHA-CCB and left their donations with Sarah Thompson.
- I. **APPOINTMENT OF AUDITORS:** Motion that PMT Chartered Accountants conduct an audit of the CMHA-CCB fiscal year end (March 31<sup>st</sup>, 2018) made by John Stace-Smith, 2<sup>nd</sup> by Bob McNie, carried.
- J. **ELECTION OF MEMBERS:** The following candidates have expressed their willingness to continue to serve on the Board for a second term: Bev Lillico, Bob McNie, John Stace-Smith, and Gay Sanders. It was noted that Gary Leigh, Ollie Martins, Al Giddens are half way through their term. Aaron Mannella is the newest member of the board signing up for a two year term September 18, 2017. All members acclaimed. The election of officers followed and the following executive members

were elected by acclamation: Gay Sanders, President; Bob McNie, Vice President; and John Stace-Smith, Secretary/Treasurer.

- K. **OTHER BUSINESS:** It was moved to accept the CMHA-CCB bylaws presented at the last board meeting. Motion moved by Bob McNie, 2<sup>nd</sup> by John Stace-Smith, carried.
- L. **ADJOURNMENT AT 6:42PM:** Motion to adjourn made by Bev Lillico, 2<sup>nd</sup> by Linda Goodrich, carried.

# Annual General Meeting Agenda

## September 17, 2018





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

## CMHA – CCB’s Mission Statement and Philosophy

### MISSION STATEMENT:

As the nation-wide leader and champion for mental health, CMHA facilitates access to the resources people require to maintain and improve mental health and community integration, build resilience and support recovery from mental illness. In BC, mental health, substance use and addictive behaviour are within the scope of the organization.

### BRANCH PHILOSOPHY: We believe:

-  in enabling individuals, groups and the community of Williams Lake to increase control over and to enhance their mental health;
-  in social justice;
-  in individual and collective responsibility and;
-  In access to appropriate and adequate resources and support and that these elements are critical to mental health and a personally satisfying quality of life.

## President:

Well what another year we have been through. Our new executive director Janice Breck has done us very proud this year.

After the wildfires of last year Janice pushed and pushed with United Way to get some money for another counsellor which I am glad to say we got. The other push was with the Red Cross it took time but we have secured some money to keep our new counsellor working for a while.

We had a problem with one of our staff members this year which took some emotional toll on our staff but eventually got it sorted out, with help from a lawyer and our insurance company. New policies have now been put into place so we hope this will never happen again.

We held our fundraising scrapbooking weekend again at Mountview School. Sarah Landry, Janice Breck, Penny Stavast & Theresa Adams again stepped up to the plate and did a great job, some of the Board members helped out setting up and taking down. It was a great weekend, although cut short on the Sunday by BC Hydro we netted over 3800.00. The Board is looking into a bigger fundraiser next year.

The Board had its Strategic Planning meeting, our facilitator was Trevor Barnes who did an awesome job.

We went through what we hope to achieve over the next 3-5 years. A major fundraiser was the big topic for discussion for the next few years, so we can get some big money.

Thank you once again to Janice and all the staff together with Board members for their dedication and hard work to make another year a success.

Respectfully submitted,

*Gay Sanders*

President

## Executive Director:

This past year has been a very busy one, mostly due to the wildfires last summer. We have received extra “wildfire relief money” from various funding courses such as Interior Health, Child and Youth Mental Health, Victim Services and Crime Prevention Division to help enhance existing programs with the services we offer.

Some highlights of the year are:

- **Counselling wait list:** We received funding from United Way and Red Cross (funding pending) to hire 2 counsellors to help with the wait list. The Crisis and Counselling program also incorporated a walk in day once a week for people to access counselling. The one counsellor we hired with United Way funding has now taken a different position within CMHA, so we are interviewing for 2 counselling positions.
- **Jubilee House:** The move from the Old Cariboo Lodge to the newly renovated space (old museum) took place in September and was very stressful; Kudos to Tereena and her staff for making the move as smooth as possible for the residence. They did a great job under difficult circumstances at times and everyone seems to be enjoying the new space.

Tereena and I met with the new Vantage Living Manager, Melanie Reinharft who assured us that once the lease is done in 2020, Vantage Living will not be amortizing the cost of the renovations to us. Vantage Living will charge us rent at market value. When asked about the option of CMHA purchasing the renovated facility, Melanie would not commit one way or the other.

- **Staff changes:** In September of 2017 Heather Silvester took over my former position of Crisis and Counselling Program Manager. As a result, Cher Systma was hired as a counsellor in Heathers former position.

In February with extra funding from Victims Services and Crime Prevention, Tasha Reynolds was hired to work one day a week to offer more support to the program. When the wildfire relief counselling position with United Way funding became available, Tasha applied and was the successful candidate and was able to work Tuesday-Friday as a counsellor.

In April of 2018 I hired a part-time executive assistant, Kayla Bush. She works 2 days a week and is doing a great job.

In May of 2018 Tracey Elkins and Al-Lisa McKay were hired in the multiculturalism Program.

As you can see, we have had a lot of changes and as you can imagine, it takes time to train these new positions.

- **Fundraising/Donations:** During our Fiscal year of April 1, 2017 to March 31, 2018, we raised a total of \$12,850.00. The fundraisers we held were: Scrapbooking weekend, Stampede Association Community Auction, Cash Raffle, and Chocolate Covered Strawberries. The funds will go to the gaming programs to cover our 25% of the contract funding requirements.



- **CMHA-CCB 100<sup>th</sup> Anniversary Celebration:** in May CMHA-CCB hosted a Chocolate Tasting Festival at the senior's activity center. Bev Gutray, CMHA division CEO come from Vancouver and presented on CMHA's history. Approximately 100 tickets were sold. I would like to extend a huge thank you to everyone who made chocolate desserts, those who helped with set up, clean up, making coffee/tea, etc. And the musicians who serenaded us throughout the evening!

During the past year I have spent a lot of time learning the ins and outs of being an Executive Director. At times it has been stressful and at times it's been very rewarding. I can't say thank you enough to the Board of Directors for your direction and support. I appreciate the time you give and the shared experience and knowledge you all have. Thank you especially to Gay Sanders, the board Chair, who consistently checks in with me.

Respectfully Submitted,

A handwritten signature in dark ink that reads "Janice Breck". The signature is written in a cursive, flowing style.

Janice Breck  
Executive Director

## Employment Program:

The past year has seen several changes take place within the Employment Program, the main began with 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.

- All EPBC offices were closed during the forest fire alerts and evacuations, which strongly reflects in the July numbers.

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 at 60+ clients and 100 Mile House with maintaining approximately 40+ clients. Ashcroft case numbers were substantially lower in the beginning of the fiscal year, attributing to low VSF's generated through-out the catchment.
- For the last year Codie Thompson has filled the position of "Employment Program Coordinator" for CMHA, via the Horton Ventures Inc./Work BC contract. During this time, Codie had been receiving a variety of specialized mental health trainings including; Mental Health First Aid, Suicide Awareness, the Mandt System, and Introduction to Mental Health with Douglas College.
- Due to unforeseen personal medical complications, Codie was directed by her Family Doctor onto immediate bedrest. As of mid-June, all of July & August, Andrew Frenette was contracted to fill in for Codie's position. Due to a lack of specific "ICM" (Integrated Case Management) computer training, Andrew did not properly bill for services and as a result, minimal to no VSF's were processed during this time.
- Gail Thorne currently 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 she has achieved.
- 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.

Respectfully submitted,

***Andrew Frenette***

Employment Program Coordinator

## Jubilee Place:

Jubilee Place hired two new casuals in the month of April, Tina Rogers and Natasha Weibe, while having to fire another for drinking at work. Both Tina and Natasha have worked out well with Tina replacing Derek when he left to work for CLBC.

A new upper deck and soffits were installed by IWL construction along with a new set of stairs and aluminum railings and vinyl decking, replacing the old green carpeting that was existing. Jubilee Place also had a brand new cast iron boiler installed to replace the old and constantly breaking existing boiler. All fire extinguishers were serviced and our annual fire inspection were completed.

Jubilee Place staff members assisted most of our participants with registering with Red Cross to get ready for the evacuation. When the evacuation order was given Mike and Jim assisted all remaining participants to the high school for transportation to Prince George and Kamloops. All our participants returned safely with the exception of two who were later found deceased.

The rest of the year has been busy with Staff helping participants find Jobs and housing, we have had a total of 5 participants find full time work with 4 of those moving on from Jubilee Place into their own apartments, follow up with these participants finds them still employed and doing very well in the community. Staff have written a total of 143 conduct reports for various offences, mostly alcohol related resulting in 30 suspensions and 4 total evictions.

Jubilee Place has one room empty at the moment and this unit should be filled within the next week, depending on funds. There are 15 applicants on the waiting list. We continue to work within the community and with other agencies to assist our participants in any way we can.

Respectfully submitted,

*Mike Charron*

Transitional Housing Program Manager

## Family Solutions:

The Family Solutions Program (FSP) offers supportive counselling and group programs 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), family and group sessions, offering social/emotional support, advocacy and skill development based on individual needs and goals of clients.

**CONNECT:** For the eleventh 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.

Catherine Kimber, an experienced MH practitioner co-facilitated the spring group of 2017 together with our family counsellor Dana Hamblin. They were commended by their Maples Supervisor for their excellent facilitation skills and teamwork and both obtained their facilitator license in the fall of 2016. We received a very high number of participants for this group, with 16 parents starting the program and 14 completing it.

We had to postpone the fall cycle of 2017 due to the ongoing crisis situation after the summer's wildfires and the evacuation of the Town of Williams Lake. Interested parents were still dealing with the aftermath of the traumatic event and nobody wanted to commit to regular group sessions. We eventually started the next course in January of 2018 with 14 participants and Margaret Anne Enders co-facilitated this group together with Dana. Margaret Anne's background is in youth counselling and she had obtained her facilitator license in 2015 and had co-facilitated 2 group cycles before.

Feedback from participants of both groups was again extremely positive 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. After discussing the possibility of bringing the program to the Cariboo Chilcotin with our colleagues from Denisiqi Services Society, we hosted an initial community information session at Denisiqi, facilitated by the Maples Reclaiming Connections Team in November of 2017 (earlier meeting dates had to be postponed due to the ongoing wildfire crisis situation). The meeting created much interest in the community and was followed by a Leader training in

March of 2018 at CMHA CCB, co-hosted by Denisiqi and FSP staff and co-facilitated by Annette McComb, Siobhan Avery and Beau Mein from Maples. We had 15 participants attending the 3 days of training, including Aboriginal Community Engagement Coordinators from Vancouver and the Treatment Services Manager from Maples, and all participants completed the training successfully. A Chilcotin Elder attended all workshop days as cultural support and wisdom keeper. The training was designed to teach potential group leaders program content for the 10-week Reclaiming Connections course, as well as skills and information to promote the course and recruit caregivers. The Maples Team invited all participants to incorporate local cultural knowledge and traditions to make the course culturally relevant, safe and appropriate to each community.

**TAKE A BREAK SUPPORT GROUP:** CMHA Kelowna has started a new program called Family Navigator in 2016. 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. Dana attended the facilitator training which was provided by CMHA Kelowna and promoted the group in Williams Lake. 5 parents are attending so far, but it was challenging to fully develop the group program due to last year's wildfire crisis.

**INTEGRATIVE YOGA THERAPY:** Bettina has been partnering with the Satya Yoga Studio and has delivered two five-week Integrative Yoga Therapy courses, one for adults and one for children at the ages of 7-11. The programs are designed to alleviate emotional distress and foster self-regulation by focusing on the body mind connection and somatic exercises. This practice is sensitive to people with traumatic experiences and accessible to anyone. Group sessions were offered in connection with individual counseling support. The Cariboo Local Action Team of the Child Youth Mental Health Collaborative supported the program financially, in order to offer the courses at no cost for participants. Bettina developed all program components and course outlines in pursuit of a Master of Arts Degree with a concentration in Integral Learning & Therapy and co-facilitated the groups with Tricia McLellan, an experienced Yoga Therapist. Both programs received tremendous interest and overwhelmingly positive feedback from participants, and clients asked for continuation of the program. Bettina summarized the program design, research methods and evaluations for both courses (Integrative Yoga Therapy – A Case Study of Combining Body, Breath and Movement with Traditional Therapy). The third course is planned for April/May of 2018 for youth and we have partnered with Lake City Senior Secondary School, to offer the program to youth in grade 10 and 11. We hope to be able offering this program without fees for different age groups of our clientele again next year, provided we will receive some additional funding we have applied for.

**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).

Committee members coordinated and facilitated a Suicide Prevention event in recognition of World Suicide Prevention Day (Sep 10) and provided a presentation to school staff on the September 22 Professional Development Day. The feedback was very positive and teachers considered the workshop as very useful. We were asked to repeat the presentation at another upcoming Pro D day.

The Committee hosted the 2017 “Staying Alive Gathering” on October 17 & 18 at the Lake City Secondary School – WL Campus and at the GROW Alternate Program. We delivered our program to grade 10s this year, with about 250 students attending at both schools. Committee members, together with WL students, delivered suicide prevention information, including a power point presentation with warning signs, the ABC’s of helping, and a skit demonstrating a supportive intervention. Dianna David, a Vancouver based performing artist, speaker and youth empowerment coach, provided a movement storytelling performance and inter-active creative experience, together with her co-performer Char Loro. The event finished with pizza for everyone and an opportunity for the kids to interact with Dianna and Char. The feedback we received from students and community professionals was very positive overall, and school staff stated that the event prompted many important conversations with students at school. Collaboration amongst service providers to set up and facilitate the event was excellent.

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 2017/2018 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 up to 8 weeks of waiting time for new clients during our busiest months from October 2017 to March 2018, which we believe was directly affected by last summer’s crisis. MCFD and school referrals have increased again over the last year after a slight drop in the previous year.

PROFESSIONAL DEVELOPMENT: Among the training events FSP staff attended were: Reclaiming Connections Facilitator Training (3days) - facilitated by the Reclaiming Connections Team/Maples Adolescent Center; Self Design Graduate Institute (SDGI), 503 course & residency (holistic education; developmental and humanistic psychology; integral learning) – David Marshak, Ed.D. & Fleurette Sweeney, Ph.D.Ed., 505 & 506 directed studies/Integrative Yoga Therapy – Dr. Hilary Leighton, MEd, PhD, IBP, RCC; 2.5 days course on Trauma Informed Yoga for Health Care Providers, presented by Sarah

Holmes de Castro, MA, ERYT200; CYMH training – delivered by Matt Burke and Troy Forcier and hosted by the CYMH Cariboo Action Team; Motivational Interviewing, 19 hours online with Christine Urquhart (UBC Vancouver); Veritas – Self Awareness / Staff Wellness Program, 8-week course, facilitated by Ciel Patenaude; Youth Transitioning to Adulthood from Care;

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; Wildfire Recovery Initiative.

HUMAN RESOURCES: This past year has been extremely challenging due to the wildfire crisis and the traumatic effects on clients and staff. Staff's mental health was affected by the evacuation and associated complex consequences for the city, and in addition client loads and trauma for clients were increased. This was leading to staff burn out and a medical leave, and consequently services to clients were affected as well due to a staff vacancy for over 2 months.

Respectfully submitted,

***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. 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*

Gaming funding has been an on-going test, trying to fully understand and meet all the regulations set by the Community Gaming Grants Branch of the Ministry of Community, Sport and Cultural Development. With the Multiculturalism Program's elastic design and delivery model, in order to remain responsive to community need, it becomes very challenging to adhere to the complex and complicated rules. We hope that this year's efforts will result in an easier process for the coming years. Amongst other reporting strategies, we have been developing a better system to keep track of volunteer hours and in-kind contributions to more accurately reflect and assess how our programs are being resourced in the community. With the assistance of Shandi Warkentin, proposal writer for the Community Services COOP, we successfully submitted our proposal for the 2018-19 fiscal year and we were allotted the same amount as for 2017/18. Our funding period has changed due to gaming regulation, and the 2018-19 funding period will end in January of 2019.

Meera submitted a successful proposal to The Ministry of Community, Sport and Cultural Development for Multiculturalism grants promoting diversity in B.C. for a music mentorship program for youth of cultural minorities living in Williams Lake. The *Art Loves Youth* project grant was approved in the amount of \$2500.

Our application to the Ministry of Tourism, Arts and Culture for the Equity Audit Grant was approved on Dec 1<sup>st</sup> for \$ 6000, to implement the proposed project of organizational assessment, to identify areas of opportunity for our own improved cultural proficiency. In addition, the Ministry was giving us \$ 1000 for our ongoing OARH (Organization against Racism & Hate) community networking.

### *Human Resources*

Meera Shaw left the Multiculturalism Coordinator position at the end of this fiscal term and we will post the position in April of 2018. We thank Meera for all her contributions and the new elements and perspectives she added to the Multiculturalism Program.

### *Women's Spirituality Circle (WSC)*

The Women's Spirituality Circle held its fourth annual gathering on March 17, 2018. The theme of the gathering was Rising from the Ashes: Sparks of Hope and was designed to help women process the impacts of the wildfires that occurred in our region last summer. Seventy-five women from very diverse backgrounds (ages, cultures, abilities...) attended the event, from all walks of life. The gathering was planned by a committee, consisting of women from at least 4 different spiritual backgrounds, each bringing a different perspective, and led by MC Program Coordinator Margaret Anne. Most of the committee was volunteer, which resulted in over 65 hours of volunteer service. On the evaluation form, 95% of participants rated the day as either very good (8/36 respondents) or excellent (28/36).

respondents). A highlight for many participants was the multi-faith panel that explored the theme of fire-teachings from various spiritual perspectives.

Other events coordinated by Margaret Anne throughout the year included monthly potluck and sharing circles, attended by a core group of 10 women. Topics of those meetings were focusing on current relevant issues, for example the debriefing of the wildfire situation this past summer and the ongoing effects. This group also coordinated and planned the annual gathering. Additional activities organized by the WSC group were attending the Diwali celebration at the Guru Nanak Sikh Temple, and hosting a Winter Solstice celebration at CMHA on December 21.

### ***Twin Schools***

In 2017/18 we matched up the grade 4 class at Cataline with the grade 3-6 class at Sxoxomic Community School at Esk'etmc, for learning about multiculturalism and developing relationships. The program took place from January to March 2018 and involved classroom visits and field trips, coordinated by Margaret Anne together with the classroom teachers. Special guests from Esk'et, Jenessa Loewen (education director) and Floyd Dick (language and culture teacher) participated. In March, Cataline students were visiting their partner class at Esk'etmc and the Sxoxomic students came to town for a day at Cataline. Both visits were a huge success and the students really integrated throughout the day. The feedback from students and teachers was extremely positive, and it was requested to continue with the program in the following school year.

### ***Anti-Racism Programming***

#### ***Race Talks***

Race Talks is an open talking circle co-facilitated by MC Staff and elder 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. Race Talks programming was interrupted over the summer due to the fires, and did not get to meet again until January 2018, due to prioritizing the formation work of the Anti-Racism Advisory Council. Overall, Race Talks sessions were attended by at least 30 participants and many profound dialogues and personal sharing occurred throughout the course of our circles. The project has made a positive impact in the community, breaking taboos around speaking on racism, and creating safety for those who wish to share and explore their own experience, and explore how it has impacted them.

#### ***Anti-Racism Advisory Council***

The main achievement of our anti-racism work over the past year has been to do an in-depth outreach into cultural minority communities facing racism in Williams Lake and bring together a new advisory body which is founded upon principles of equity, diversity, and works together in full partnership to better address matters of inequality and structural racism within our local institutions. Months of preparation led to a meaningful first meeting and opening ceremony in November. Overall the current committee is home to cultural representatives from diverse Indigenous (Secwepemc, Dakota-Cree, Metis) and world cultures (Asian, African, Latin American) and ages, with room for many more. A working committee has come together to further develop concrete materials on combating racism, through increasing incident reporting, with use of the Community Protocol brochure supported by an anti-racism awareness media campaign.

### *Anti-Racism Community Protocol*

The Protocol Brochure is in its fourth iteration and was worked on this year by the new Anti-Racism Advisory Council, which redrafted an original community statement, in keeping with current time and climate of what is going on in Williams Lake and beyond. We hope to keep continuing to use and improve this document and work towards a systemic approach to addressing and preventing acts of race hatred, by promoting use of this tool, concrete and constructive responses to racism incidents, and by helping those who need support in challenging and calling out discrimination.

### *“Try Compassion” Antiracism Poster Campaign*

For this campaign we developed posters with positive messaging encouraging changes in behavior, which are distributed via social media and posted all around town in local businesses and community gathering spots. The campaign challenges racist thought and invites “compassion, respect, change, humanity, and harmony” in differently themed posters that feature a world leader, or voice of humanity from six diverse backgrounds. They offer wisdom and show a visual representative image of an Indigenous or person of colour who is a unifier (Dalai Lama, Desmond Tutu, Buffy St Marie, Chief Dan George, Malala Yousafi). This strategy brings a face to diversity in Williams Lake, offering images that will act as a support and encourage respect for minorities.

### *Harmony Series*

#### *Culture Corner*

Meera has hosted *Culture Corner*, a social group that met for coffee weekly from March through June, for the purpose of providing support, sharing culture, making social connections, for language exchange and to share about themes, ideas and activities in multiculturalism. She offered additional activities and organized two day-long excursions to presentations of the Secwepemc Revitalization Project, one in Canoe Creek featuring Shadow Puppetry workshop for children and adults, and traditional storytelling, as well as the finale of the project in 100 Mile House including lunch, prayer and drum circle. This group also attended local dance classes together. Participants came from diverse backgrounds including Mexican, Secwepemc, Indian, Liberian, German, Irish-Sami, Lebanese, to name some. Participants reported a lot of satisfaction in expanding their social network, and feeling welcomed to Williams Lake in a new way, counteracting the isolating effects of racism.

### *Realms of Refuge*

This arts-based drop-in activity continued over 3 weekends in April and May, where we had the Arts Centre booked for the benefit and use of our Multiculturalism Program volunteers to work together to create cultural installations and art displays for upcoming cultural events. Highlights include making traditional Mexican pinatas, making traditional model dwellings out of upcycled materials and cardboard, and an afternoon learning North Indian folk steps. Some of these drop-in sessions were also offered at the Eagles Nest lounge for First Nations Elders. Working with our hands to bring our cultural artifacts and practices into the room, helped us to collectively address difficult memories, thoughts, and feelings creating a refuge from the realities of racism that impact many people every day. It also helped participants to understand their neighbour’s experience better.

Meera planned and delivered an arts and crafts day at the Children’s Festival under a tent for the kids of Williams Lake to each make a structure to put into an imaginary village out of recycled materials. Some made skyscrapers, some made teepees and horses, some made fairy castles, but all were their own dreamed up unique and joyful expressions.

*Harmony Bazaar/Four Directions Festival*

Meera held a weekend session of art-making and brainstorming for her volunteer team at the Cariboo Arts Centre for the *Harmony Bazaar*, an outdoor community-built installation to invoke an international street market at the Four Directions Festivals on July 1<sup>st</sup> weekend. Meera was on the festival event committee of the Downtown Williams Lake Business Improvement Society to enhance multicultural participation in the newly envisioned annual event, formerly branded as “Street Party”. Regular volunteer sessions to create the elements and components of this group-designed “Multicultural Village” installation were on-going from April through to July, and we had Indigenous, Mexican, North Indian, and Chinese community participation. Our village featured master Secwepemc storytellers Gerry and Irene Charley, and master carver Charles Joseph as the main live attractions, sharing tales from local First Nations and showcasing Northwest coastal wood-carving techniques and lore. They were surrounded by culture tents, showcasing cultural artifacts and backdrops from North America, Africa, Asia, Latin America and the Middle East. As a centerpiece of our multicultural village, we also remounted the kids’ imaginary village with the addition of a painted backdrop and a small Secwepmec dug out pithouse model. Some people relaxed reading Sufi poetry tucked away in the shimmering gauze of the Persian tent, while others took an imaginary camel ride across a pink desert. North Indian street snacks were given out for free and delicious deer stew and Mexican food was on sale.

The *Harmony Bazar* generated much interest and positive feedback from visitors and community members.

*Art Loves Youth*

Over the family day weekend, we launched “Art loves Youth”, a creative arts taster weekend to introduce 12 youth facing racism and significant life challenges in Williams Lake to arts activities by hands-on workshops with local arts professionals representing diverse cultures, as cultural mentors familiar with issues youth face. While the event was focused on the youth and their needs, multiple generations were welcomed in the room, from grandparents to babies, creating a cultural environment of support and continuity. The weekend was overwhelmingly a success with youth participating with deep attention in all the workshops. The desired outcomes of raising self-esteem, forming new social bonds, connecting marginalized youth with each other and with cultural mentors, providing device-free time of experiencing full and deep attention, absorbing the youth in creative activity and showing them the potential for increased quality of life through arts engagement were all very successfully met.

*Equity Audit*

The implementation of the proposed project of organizational assessment or “equity audit”, to identify areas of opportunity for our own improved cultural proficiency, was postponed until next fiscal year due to the above mentioned staff changes.

Respectfully submitted,

***Bettina Egert***

Program Manager & Family Counsellor

## Outreach Advocacy & Support Program:

The Outreach Advocacy and Support Program is a very important program that provides community-based support and advocacy to individuals who have been recently housed after being homeless or are at serious risk of being homeless.

I have been working closely this past year with the Acquired Brain Injury (ABI) Program as people who have a brain injury often require a great amount of support. I offer support by attending Doctor appointments with clients, assisting clients with disability applications, attending appointments at the Ministry Office and offering supportive Life Skills.

I also work in collaboration with Wayne Lucier, the Homeless Outreach worker.

The funding for this program comes from Gaming grants and because the funding is limited, I work 2 days a week in this program.

Respectfully submitted,

*Theresa Adams*

Outreach Advocacy and Support Worker

## Crisis & Counselling:

I am submitting this report as the Program Manager of the Crisis and Counselling Program, a position which I undertook as of September 2017. I will endeavor to identify some of the highlights and progress made over this past year. Please be aware that the Wildfires of 2017 and the closure of our office on July 11th and the trauma this caused had a major impact on all areas of our programs and our clients.

### Crisis Line:

The Interior Crisis Line – Williams Lake Crisis Volunteers answered a total of 1012 calls during this fiscal year. On the 1-800 SUICIDE Line 42 calls were answered, and on the 310-6789 (Mental Health Line) there were 346 calls and the Williams Lake Crisis Line there were 624 calls received. The volunteer's donated 1137.5 hours this year and staff donated 1098.5 hours for a total of 2236 volunteer hours. The Williams Lake Crisis Line volunteers currently maintain the three phone lines Monday – Saturday 4:30pm-8:30pm. Since the wildfires of 2017 we have found that many of our regular volunteers, for personal reasons, have chosen to no longer volunteer their services. This put an immediate strain on those left to cover the shifts and conversely the urgency for us to train and maintain a new group of volunteers.

In May we hosted a Volunteer Appreciation Dinner and acknowledged their volunteer time and efforts for our community. In December we again hosted a Christmas party to express our appreciation. These celebrations had a very small budget so many volunteer hours go into the preparation by Crisis/Counselling staff. Board Members are invited on these occasions as well.

We also have monthly two hour In-Service meetings with the group of volunteers where we review policies and procedures, invite guest speakers and discuss any issues that may have arisen during their shifts. This is an additional 24 hours of volunteer time for the two of us.

We held two Volunteer Crisis Line Trainings one in the spring and one in the fall. This consisted of 40 hours training twice a year. Recognizing that staff time is therefore a minimum of 160 hours annually to provide this training as per our contract with an additional 1248 hours of evening supervision for the line split between a staff of two. We were able to train 8 volunteers of which 2 are now actively working on the lines. The total number of active volunteers at the end of this fiscal year was 10.

Williams Lake Crisis Line continues to be part of the Interior Crisis Line (ICLN), answering calls from Williams Lake and surrounding areas on the three lines (1 800 Suicide, 310 Mental Health and the Crisis Line).

### **Counselling Program:**

In our crisis and supportive counselling program, our counselling services were offered to 220 males, 571 females, 73 couples and 232 no shows for a total of 908.5 hours of counselling. We also had a practicum student who offered one on one counselling sporadically during the year. These numbers were impacted by the office closure of CMHA-CCB due to the wildfires, the escalated reactions to a traumatic situation, staffing changes, training and the overall internal transitioning at CMHA.

Included in the counselling program we offer and facilitate Healthy Anger Management Strategy groups, Healthy Relationship workshops, and a Grief and Loss group. These groups are held throughout the year on an as needed basis.

### **Other Highlights:**

Mental Health Awareness Week was in May, we hosted a bar-b-que in our parking lot for the community to share and be aware of mental health, and this was well received. The Mental Health Advisory Committee, of which I chair, hosted a luncheon at the Clubhouse, and then we joined the Clubhouse participants on a walk to the bowling alley. Participants have shared how much they look forward to this event every year.

In June, I designed a Trauma Workshop and presented it to Immigration and Multicultural Services as requested.

July 11th CMHA-CCB was closed due to the wildfire threat and evacuation of the City. Near the end of the month we returned and spent many hours at the Resiliency Centre offering support and counselling services to the community.

In September many changes took place, Janice Breck became our new Executive Director, I became Crisis and Counselling Program Manager and we hired Cher Sytsma as our new Crisis Line Supervisor and Counsellor. This was a time of training and transition.

Janice Breck and I attended the Annual Crisis Line Association of B.C. (CLABC) Conference and AGM as well as the two-day face to face meetings with the Interior Crisis Line team in Kelowna to work and present ourselves as a cohesive progressive team. This was an amazing opportunity to connect with other Crisis Line supervisors, managers and executive from throughout BC and to discuss the plans moving forward from CLABC of which we are a member.

Suicide Awareness Day was September 10th and the Tribune wrote an article for CMHA bringing awareness to Suicide and its impact on a community.

October 2nd -7th was Mental Health Week, on October 3rd CMHA and the committee members from the Mental Health Advisory Committee (of which I chair this group) hosted Beyond the Blues at the Long House with the hopes of being more inclusive of our community and First Nations this year. We chose to step away from youth and the schools as they already had many other community groups offering suicide awareness workshops this fall. We had a good turnout of vendors but a poor turnout of participants, we assessed this afterwards and have some new ideas for next year.

In October we also participated in the Community Job Fair where we had the opportunity to share what we do at CMHA and the programs we offer, this was attended by both youth and community members at large and many people stopped and talked with us throughout the day.

In October Janice Breck and I also attended the Business Excellence Awards as CMHA-CCB was nominated in the non-profit category.

The Suicide Sudden Death Committee, of which I am a member, held their Suicide Awareness event in October offering the Staying Alive Presentation. The event was held at Lake City Secondary Williams Lake Campus. This included a performance from a group out of Vancouver relative to the subject matter and the students really enjoyed the presentation.

In October Cher received a request from Pregnancy Outreach for a workshop on Post-Partum Depression, there were eight participants.

In December we attended the Christmas Wish Breakfast hosted by the CDC, we also supported some clients over the holidays with food and gift baskets. For a few weeks in December CMHA was also represented at the Point with a decorated Christmas tree in our colour scheme promoting Mental Health, our tree looked great!

The Mental Health Advisory Committee co-ordinated and hosted a Christmas luncheon, games and gift exchange with participants from the Clubhouse it was well attended and everyone had a wonderful time.

In January I participated in the Every Door is the Right Door information session held at The Point, we had a resource table that Margaret Anne from Multiculturalism and I manned for the evening.

In February I participated in the Poverty Reduction Community Meeting that brought together people from all corners of the community to brainstorm and offer up ideas to help alleviate the problems facing our community.

In March, Janice and I attended the Bottom Line 2018 Conference in Vancouver, the theme was Navigating the New Workplace: We All Have a Part. This was an opportunity to participate in workshops that covered, Building Resiliency, National Standards of Psychological Health and Safety, Critical Role of Emotional Intelligence, Acting on Problem Substance Use in the Workplace, Compassion Fatigue on the Front Line, Accommodating Mental Health Issues and Talking Tough as well as having the opportunity to hear many notable guest speakers and to network.

March 27th Crisis Awareness Day we offered cupcakes and beverages at the front counter for the day and made ourselves available for anyone that wished to discuss what we do at CMHA the programs we offer and that we are available for anyone in crisis.

Throughout the year, I continued to chair the Mental Health Advisory Committee, developing agendas and minutes and coordinating plans for community awareness, we meet 10 times throughout the year. I also sit on the Suicide Sudden Death Committee, which meets on a monthly basis to offer community support and education regarding suicide and to be part of the support team. Cher or I also attend the monthly CLABC meetings, the ICLN twice monthly meetings, Staff meetings and Program Manager Meetings.



## Training

I participated in the monthly webinars for a total of ten hours exploring Eating Disorders which commenced in October.

In March we attended the three-day Cognitive Behavioral Therapy course offered at TRU, this was well facilitated and a good modality refresher to assist in our counselling techniques for some of our clients.

## Fundraising

May - Scrapbooking Weekend assisted with some of the preliminary preparation, baskets etc.

February – Chocolate Covered Strawberries assisted with this fundraiser

## Community Based Victim Services Program:

My role also includes supervision of this program, please find the Community Victim Services Report by Penny Stavast included in the Annual Report.

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

Respectfully submitted,

*Heather Silvester*

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 60 intakes completed. 53 Intakes were females, and 7 were males. 49 of the intakes were adults, 9 were children/youth and 2 were seniors. 25 clients were referred from the RCMP Victim Services Agency, 9 from RCMP Members, 3 from Crown Counsel, 12 from Government Agencies (MCFD and or Corrections), 3 from Chiwid Transition House, 6 were self-referrals and 2 from other sources.

I attended court with 18 clients this fiscal year for criminal trials and/or family court proceedings for a total of 125 hours.

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 83 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 16, 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. Four 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 of 2017, collaboration with School District 27, the RCMP, Crown Counsel, Youth Probation, RCMP and Community Based Victim Services presented to the Jr and Sr Williams Lake Schools on the criminality of the distribution of "Child Pornography" via personal devices. This presentation was then given to parents at a community forum one evening.

Due to the Wildfires of 2017, CBVS was closed from July 10 up to and including July 28, 2017. However, while under evacuation, this reporter did have the opportunity to connect with five current clients who were evacuated to Prince George offered emotional support myself and my dog "Charley" and made referrals to local resources and support people to connect with for ongoing systematic issues. Upon return to Williams Lake, after the Wildfire Evacuations, CBVS proceeded to provide emotional support to displaced individuals and those returning home at the Red Cross Resiliency Center. A total of 32.5 hours were spent in the month of August at the Center.

At the start of this fiscal year, I had three practicum students completing their Human Service Practicum Placement with CBVS. In the month of April, they presented an all-day training forum for community professionals on what the role of Victim Services is within the Criminal Justice System. Presenters at this training forum included a Provincial Court Judge, Administrative Crown Prosecutor, Sheriff Services, Corrections Officer, Restorative Services, RCMP Member, and all three Victim Services Agencies. Thirty-two community partner's attended the all-day presentation. In September, I had another Practicum

Student placement at CBVS. The student was to be delivery direct client delivery services. As a result, Tasha Reynold's was trained on the day to day functioning of Victim Services and met with clients for the purpose of direct delivery of services including Court Support, Education and Bail Reviews. She also prepared and presented a six week workshop to Women which started in October. Topics included were empowerment, self-awareness, stress management as well as self-care. As a result of this practicum placement and securing funding through our contractor, Tasha was able to be retained as a Victim Services Support Worker as of February, 2018 part-time for seven hours a day, one day a week.

An application was made to Community Policing for funding to assist with Charley being formally trained as a court support dog. Funding was granted for \$3800 and training started in January, 2018 with a company out of Prince George called Caring K9 Institute. There are four Certificate Levels of 5 weeks each where Charley and I work with a trainer once a week for one hour at a time via Skype video. After the five weeks are completed we are then tested and certified at the level completed. Once Charley completes all four levels she will be tested and certified to be a Therapy Dog for Court Support. It is anticipated she will be completed in the winter of 2018 her Levels of Certificates. So far, Charley has been working at CMHA on a weekly basis and providing support at the office for clients. She has also attended Pregnancy Outreach Program as well as the Chiwid Transition House for a presentation as well as client meet and greet.

This fiscal year, CBVS attended an all-day training for Integrated Case Assessment Team Training Review of Process offered at 100 Mile House in February 2018. Training was also offered and attended in Kamloops in February, 2018 for the Legal Obligation of Reporting Suspected and Known Child Abuse/Neglect to Ministry for Children and Families.

I continue to liaise, debrief and assist both RCMP VS and Aboriginal Victim Services in court support throughout the calendar year. Generally, we try to meet at least monthly if not bi-monthly for this purpose.

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***

Community-Based Victim Services

## Residential and Rehab Program:

The 2017/ 2018 year was a challenging year for the Jubilee Division programs with the combination of the wildfire evacuation and the relocation of the programs located at 175 4<sup>th</sup> Ave North to 113 4<sup>th</sup> Ave North. The dedication and concern that many of employees demonstrated during this difficult period, that was also very unsettling for the staff involved, was absolutely exceptional.

Two Jubilee House staff members Alyisha and Ida were willing to gather up their family and assist me in the initial evacuation of the Jubilee House residents. Audrey's concern for our clients was evident. She was constantly in contact with us while we were arranging evacuation despite the fact that her community was directly interfaced with the fire and homes of her family members were at risk. Audrey showed up in Prince George two days later to assist. We were also joined by Sarah and Fran and I absolutely cannot say enough about the effort these women put in to support one another and minimize the impact on our clients. Once in Prince George Alyisha did an amazing job of getting emergency support services in place for our clients as well as the staff that were there to support them. In addition to this she actively patrolled the city of Prince George to check on ABI clients and assist where she could to keep them safe then returning to Aimhi each night to sleep with the residents and address any issues that came up during the night. Ida quickly set up a business as usual approach to providing care to our clients in our new accommodations and established routines with our residents that closely mimic our routines we follow at home which really made our clients feel safe and comfortable in this very difficult time. Audrey quickly developed a menu, took on the evening shift at Aimhi and worked hard to provide nice meals, social time and support to the residents we had with us. Sarah and Fran provided much needed relief to these three so they could take some time to do self-care and tend to the needs of their families. In addition to caring for the JH residents in Prince George, we were able to take in two very vulnerable clubhouse clients who live in family care homes but were alone at the reception center in Prince George and one acquired brain injury client who was struggling at the evacuation center.

The other very disruptive event that took place in 2017 was the big move. The de-construction of 175 started to take effect in the spring, cupboards and doors were removed to be used in the new location, there were disruptions to power and water and things were just simply in a general state of upheaval for many months making it difficult for the residents of Jubilee House to feel at home, for staff to provide care and for clubhouse and ABI to provide programming for clients. However, that is absolutely what they did, clubhouse turned the storage boxes into tables for games and tournaments and took the programming offsite as much as possible, Alyisha did her best to carve out an office space anywhere she could to provide a private space for ABI clients and the staff and residents at Jubilee House just kept on finding ways to adapt and go with the flow as things became increasingly challenging at 175 due to delays in construction and permitting at 113. The easygoing attitudes, willingness to help and continually adapt to the ever changing environment made such a huge difference for our clients and I am so very grateful and impressed by the dedication and level of caring I saw during these challenging times.

### Jubilee House

- Jubilee House occupancy for our secondary care beds was at 100% this fiscal. We had one resident death in January and the bed was filled immediately from our wait list.
- Our respite bed has had a 100 % occupancy rate this year with two long term placements.
- The resident in our tertiary bed at the beginning of this fiscal year was returned to acute care due to exacerbation of illness in June. We attempted to use it as a respite for an ACL client but that was not a successful mix and he was discharged after a few weeks. This occurred just days before the wildfires of 2017 impacted our community. We had a client on wait list for this bed but the decision was made to leave the bed vacant until we settled into our new location at 113 4<sup>th</sup> Ave. On October 23 we admitted a new resident into the tertiary bed. He remains with us and is waitlisted for one of our secondary care beds.
- In October of 2017 the new location at 113 was ready for occupation and the long awaited relocation was able to happen. The actual transition went fairly smoothly and the residents settled into our new site quite nicely. Overall the space is a nice fit for the residents and the layout makes it easier to multitask in the kitchen and interact with clients. The ongoing problem with the new location is the lack of privacy and security in the back yard. We have had multiple items stolen from the back yard and have an ongoing problem with the public coming onto the property and harassing clients and staff. I am currently working with Janice to change the fencing in the back yard to provide a private area and eliminate traffic and exploring security camera's to increase client and staff safety.
- Effective January 1 we changed the staffing model at Jubilee House to reduce the number of part time employees and have consisted shifts vs rotating staff through all shifts. Instead of 2 full time and 3 part time care aide lines we have 4 full time care aide positions. This has made a remarkable difference to my ability to provide supervision and direction to staff, the overall continuity of care for our clients and has also reduced employee absenteeism.
- In addition to the full time care aide staff we have a part time life skills worker who assists with client appointments, plans activities and also does the shopping for Jubilee House.

### Acquired Brain Injury

- Effective April 1 2017 we redistributed the activity, supported opportunities and acquired brain injury hours. Dells continues to do the activities at 15 hours per week as well as provide coverage for our day shift care aide on her days off. Alyisha took over the acquired brain injury contract and the supported opportunities program.
- The ABI program has had significant growth this year. When Alyisha took over the program in April there were 9 clients. Her case load has increased to 13. This contract is for 18 hours per week fee for service contract. ABI runs an open group on Mondays out of the clubhouse and the remaining hours are used for 1:1 care providing life skills, advocacy and therapy for those living with acquired brain injury.

- During the evacuation Alyisha was able to locate several of her clients who were sent by bus to the evacuation center in PG. She assisted to get those most at risk set up into temporary shelters at the university and we were able to take in one client who was a resident of Jubilee Place and known to the staff and residents of Jubilee House.
- The ABI program was also impacted by the relocation. The good news was that in the new location the ABI program would have a separate office space to see clients and store files that was private and separate from the residential program. The unfortunate news was that the space was not included in the renovations. This did not discourage Alyisha. She got busy painting and decorating and has managed to create a nice little office space downstairs.

### Clubhouse

- Clubhouse offers psychosocial rehabilitation programming for approximately 40 clients living with serious and persistent mental illness in the community. The program activities are determined by a board of consumer representatives that meet monthly and produce an agenda. A typical month has a multidisciplinary walk on Tuesdays with the life skills workers at MHSU, a hot lunch on Wednesday followed by games and tournaments. Thursdays are outings that include drives, bowling and mini golfing. Friday is a drop in day for clients and family members there is a hot lunch in the winter and snacks in the summer. There is also bingo on Friday afternoons and birthdays are always celebrated on Friday. If you stop in on a Friday afternoon there is a great chance you are going to find yourself rewarded with a piece of birthday cake. Saturdays also often include community outings. Things like trips to the museum, Walmart, garage sales, lake days etc happen on Saturday afternoons. In addition to these social activities. Clients are provided with food, a place to do laundry and access to informal advocacy and support services.
- The clubhouse was also significantly impacted by the wildfire and the relocation. We closed the program for the month of July and ran modified hours the month of August due to the poor air quality. In September and October there were also modified hours and programming because of the deconstruction of the clubhouse space and the relocation to 113 4<sup>th</sup> Ave. However once the program landed at 113 everyone seemed to settle in quite nicely and it is business as usual. Catherine reports the open concept has everyone feeling like they have gained space. It is an adjustment not having windows or a yard space and everyone is hopeful that if there is plans to be at this location long term some renovation could happen to secure a yard space and let a little light in.
- The Clubhouse went on the annual trip to Gavin Lake in July of 2017 accompanied by a group from 100 Mile house and the activity director from Jubilee House. They had a grand time as usual but missed the opportunity to brag and reminisce with others as the fire broke out the last day of camp and shut the program down for a month.
- Winter was a shock for everyone after the long hot spring and summer and everyone started nesting. The Clubhouse offers two hot lunch days through the winter and often has homemade snacks on the go the rest of the week. It is pretty chilly in the basement and Catherine claims the increase in home cooking is a way to keep the place warm.
- The clubhouse makes a big too do of all holidays, if you are ever looking for some holiday spirit pop in and say hi. The club is always decked out with seasonal decorations and holiday themed

snacks. There are holiday feasts for Easter, Thanksgiving and Christmas and parties for all other days that remotely resemble holidays. The much loved annual Christmas party was held on December 14<sup>th</sup> and this year the clients organized a gift exchange between members which was very nice to see. Everyone had a fantastic time.

### **Supported Opportunities**

- Supported Opportunities is a small pre-employment skills development program that is linked to the psychosocial rehabilitation programs run through Clubhouse at 10 hours a week. The parking lot clean- up/ snow removal contracts, spare bits program and the harm reduction kit construction are the three main activities that the SOP participants work at.
- There are 6 clients who participated in this program.

### **Homeless Outreach**

The Homeless outreach program assist individuals who are homeless or at risk of becoming homeless secure get connected with community support resources, provincial funding and secure safe housing.

- Wayne assisted 105 clients get on income assistance this year. The new system for applying is done electronically and by phone interview which presents some very huge challenges for many of our most vulnerable citizens. This initial intake take a minimum of 3 1:1 appointments with clients and often several more if clients are having challenges getting together the necessary documentation.
- The support Wayne provided to clients interfacing with the ministry is not over once their eligibility is established. Wayne has 8 clients that are banned from the office and Wayne represents these individuals when the ministry requires information. In this reporting period Wayne needed to attend the office 45 times on behalf of those 8 clients.
- 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.  
He has meet with senior management with the Ministry as well as local MLA's many times, three in this reporting period to give a voice to the problems and has been very successful at getting the Ministry to listen to the concerns and make exceptions to their policies for clients with multiple barriers
- The furniture donations and redistribution program for at risk clients continues to be much needed service for clients attempting to set up safe housing. Wayne reports he received 35 furniture donations this year and was able to redistribute it to 29clients.
- Securing safe housing on the funds people receive through income assistance can be very challenging. The homeless outreach program has a small pocket of funding to give additional subsidies to clients in need. This year 11 individuals received housing subsidies through this program.



- Wayne represents CMHA-CCB at a number of community meetings. He attends interdisciplinary planning meeting twice monthly.
- Wayne has created a large network of contacts with various community services providers and is able to connect his clients with other service providers that may be able to provide beneficial assistance. These contacts are also quick to reach out to Wayne when they see someone in need. This year he was able to assist both MHSU and Red Cross get clients in distress to gateway for assessments.
- During the wildfire evacuations and the re-patriotization of our citizens Wayne did some truly amazing work. He went to work in both Kamloops and Quesnel assisting Williams Lake clients of the homeless outreach program register for support services. When clients were returned on busses back to the community Wayne was there handing out sandwiches and water and giving people rides to their homes and supporting them to connect with red cross for support. He gathered donations from the community including a donation of \$1500 from the 150 Mile Fire Department and was able to use the donations to assist clients with groceries and paying utility bills. He was able to redistribute countless donations of blankets, clothing, personal care items and household items to those in need and passed on the extra items to the fire center.
- Sadly a long time Williams Lake resident who was a client of Wayne's and a resident of Jubilee Place did not return from the evacuation. This person was a particularly vulnerable individual and we were all very concerned for his safety and wellbeing. Wayne initiated a search for this client and worked hard to make sure the community did not forget. He personally went to Kamloops, Prince Georg and Quesnel to attempt to find him and make sure service providers in those communities were aware of who he was. In addition to his personal searches Wayne conducted several media interviews to try and create some awareness about this missing person.
- Wayne held a haunted house fundraiser and gave the proceeds to Jubilee Place
- The homeless outreach program participated in the provincial homeless count of 2017.

Respectfully submitted,

***Tereena Donahue RN***

Manager Residential and Rehabilitation Programs

## Administration and Funding:

This fiscal year Sarah Thompson and Sarah Landry continued to job share the front desk administration job. In January 2018 Sarah Thompson left CMHA and moved onto other job opportunities to further her career and we wish her the best of luck. Sarah Landry worked full time January, February and March.

Summer 2017 proved to be a little bit challenging for CMHA with the wildfires. We ended up closing the office for a few weeks and have since changed our policies regarding what happens when and if this ever happens again. At the front desk we have noticed a large increase in intakes over the past year and are looking forward to welcoming new counsellors to the office to help alleviate the ever growing blue book intakes.

CMHA held a few fundraisers this year including the scrapbooking weekend, a Valentines chocolate covered strawberry fundraiser, Stampede Association Community Auction and a Cash Raffle. All were successful and lots of fun was had by all who attended and helped. A huge thank you to everyone who helped in making these fundraisers so successful.

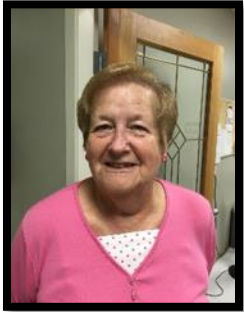
Sarah enjoys working with the clientele, staff and the Board of Directors at CMHA and is looking forward to the next fiscal year.

Respectfully submitted,

***Sarah Landry***

Administration & Executive Assistant

## CMHA-CCB Staff:



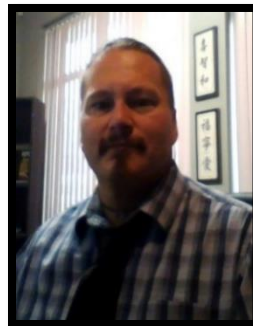
Gay Sanders  
**President**



Janice Breck  
**Executive Director**



Heather Silvester  
**Crisis & Counselling  
Program Manager**



Andrew Frenette  
**Employment  
Program  
Coordinator**



Tereena Donahue RN  
**Manager Residential &  
Rehabilitation Program**



Cher Sytsma  
**Crisis & Counselling Program  
Crisis Line Supervisor**



Bettina Egert  
**Program Manager  
Family Counsellor**



Dana Hamblin  
**Family Counsellor  
Family Solutions Program**



Theresa Adams  
**Outreach Advocacy &  
Support Worker**



Tasha Reynolds  
**Victim Services**



Mike Charron  
**Transitional Housing  
Program manager**



Margaret Anne Enders  
**Multiculturalism Coordinator**



Sarah Landry  
**Administration**



Wayne Lucier  
**Homeless Outreach**



Penny Stavast  
**Community Based  
Victim Services**



Charley  
**Community Based  
Victim Services  
Support/Service Dog in  
Training**



Sarah Thompson  
**Administration**