

*Canadian Mental Health Association - Cariboo Chilcotin
Branch*

Annual General Meeting



FISCAL YEAR APRIL 1, 2022 - MARCH 31, 2023

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

Annual General Meeting Minutes – 2021-2022

CANADIAN MENTAL HEALTH ASSOCIATION – CARIBOO CHILCOTIN BRANCH
ANNUAL GENERAL MEETING MINUTES
ROOM 201 35 2ND AVE NORTH
6:00PM, SEPTEMBER 26TH, 2022

Present were: Gay Sanders, President, Bob McNie, Vice President and Directors Bev Lillico, Linda Goodrich, Michael Moses, Alan Giddens

Staff: Tereena Donahue, Executive Director, Sarah and Dawn from Finance

- A. CALL TO ORDER:** 6:00pm by President Gay Sanders, BM 2nd
- B. ESTABLISH THE NUMBER OF VOTING MEMBERS AND QUORUM:** six present voting members and needing a quorum of three, met.
- C. APPROVAL OF AGENDA:** *Motion that the agenda in the AGM package presented at the meeting be approved made by AG and 2nd by BL, carried.*
- D. ADOPTION AND APPROVAL OF MINUTES FROM LAST AGM held September 23rd, 2021:** *Motion that the minutes of last year's AGM as part of the AGM package available at the meeting be adopted and approved by AG and 2nd by MM carried.*
- E. BUSINESS ARISING:** No business arising from minutes
- F. FINANCIAL REPORT:** A report for the fiscal year ending March 31st, 2022 was given by Joanna from PMT
- G. ANNUAL REPORT:** Included in the AGM package were reports from the President, the Executive Director, Jubilee Place/Hamilton, Family Solutions, Community Bridge to Housing First, Crisis & Counselling, Community Based Victim Services, Psychosocial Rehabilitation and Homeless Outreach Program. Thanks to staff for putting forward a great report
- H. REVIEW VISION STATEMENT, MISSION STATEMENT AND PHILOSOPHY:** Gay Sanders led us through the presented mission and philosophy statements to ensure familiarity with them and ask if any changes were necessary. MM moved to add references to 1st Nations 2nd BM. carried
- I. MEMBERSHIPS:** As of the meeting, September 26th, there were 11 paid up members
- J. APPOINTMENT OF AUDITORS:** *Motion that PMT Chartered Accountants not be accepted as auditors for the CMHA-CCB fiscal year ending (March 31st, 2022) made by GS, 2nd by LG and carried.*
- K. ELECTION OF MEMBERS:**
The election of officers followed, and the following executive members were elected by acclamation: Bev Lillico and Michael Moses
- L. OTHER BUSINESS: Special Resolution for Bylaw amendments required by BC Housing.** Amend bylaws as recommended by BC Housing. Those to be amended are 5.4, 5.5, 5.8, 5.14, 16.7, 16.8, 17.1-17.6
- M. ADJOURNMENT at 6:56pm:**
/ag

Approved by Gay Sanders: _____

Annual General Meeting Agenda

Annual General Meeting Agenda

October 19, 2023

201-35 Second Ave. South

2:00 p.m. Room 216

- 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) APPOINTMENT OF AUDITORS
- 8) ANNUAL REPORTS
- 9) REVIEW MISSION STATEMENT AND PHILOSOPHY
- 10) MEMBERS/NEW MEMBERS
- 11) ELECTION
- 12) OTHER BUSINESS
- 13) ADJOURNMENT

CMHA - CCB's Mission Statement and Philosophy

Purpose

The Canadian Mental Health Association Cariboo Chilcotin Branch (CMHA-CCB) is an innovative, non-profit society that has served the community of Williams Lake and area since the early 1970's. In April of 2005, the society merged with the Jubilee Care Society. We focus on at-risk client groups who face multiple barriers. Our programs target mental health consumers, disadvantaged youth, individuals, and families of all types, serving more than 1000 individuals each year.

CMHA-CCB works with other service agencies, private enterprises, government ministries and communities to ensure access to effective and accountable services for our client groups. We assist clients to better themselves through self-improvement, employment, and volunteer opportunities. Our goal is to enhance the economic, educational, and social well-being of our clients.

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:

Hello Everyone,

I am honored to present the Annual Report for the Canadian Mental Health Association (CMHA) Cariboo Chilcotin Branch for the year 2022/2023. It has been a year of significant growth and positive change, and I am grateful for the opportunity to serve as your Board President.

Key achievements: In 2023, we welcomed four accomplished and dedicated individuals to our management team. Their collective expertise and commitment have enriched our organization's capacity to deliver high-quality mental health services to the community. Together, they bring a wealth of experience in various domains, contributing to the dynamic and holistic approach of CMHA Cariboo Chilcotin.

I would like to take this opportunity to commend our Acting Executive Director, Tereena Donahue. Her tireless dedication and exceptional leadership skills have been instrumental in steering our organization through a period of transition. She has demonstrated remarkable vision and resilience, inspiring the entire team to strive for excellence in the pursuit of our mission.

I extend my heartfelt gratitude to each member of the Board of Directors for entrusting me with the role of president. Your confidence and support have been the bedrock of our achievements this year. Together, we have navigated challenges, made crucial decisions, and celebrated milestones, all in the spirit of advancing mental health and well-being in our community.

I extend my deepest appreciation to our dedicated staff, volunteers, partners, and supporters. Your unwavering commitment to our cause empowers us to make a lasting impact on the lives of individuals and families affected by mental health challenges.

Together, we are creating a future where mental health is recognized, supported, and celebrated.

Sincerely,

Gay Sanders, President

Executive Director:

The 2022-2023 year was a year of significant transition for the CMHA Cariboo Chilcotin Branch.

Recruiting and retaining staff is a challenge many agencies and businesses are dealing with, and our organization has certainly felt the impacts. Over the course of this fiscal year, we struggled to maintain adequate staffing levels in many of our programs and a significant amount of time was dedicated to recruitment and orientation. Over the course of the year, we lost several long-term employees who were key leaders within the organization. This change had significant impacts on both service delivery and organizational structure. In response to these changes, we implemented a new leadership model within the organization and created four key service domains:

The Department of Housing and Harm Reduction,
The Department of Supportive Mental Health Services,
The Department of Anti-Violence Programs and
The Department of Psychosocial Rehabilitation Programming.

Each Department has a director who oversees the day-to-day operations of all the programs that operate under that department. Overall, I believe this change has been for the good for the organization. It has helped us to delegate responsibilities within the organization, identify areas where we need to strengthen our internal processes and has created a system within the organization for mentoring and developing new leaders.

In addition to leadership development, another key focus of our 2022-2023 year was to improve our understanding of our financial operations. CMHA-CCB has 13 separate funding sources and operates 27 different contracts. Each with its own unique set of requirements regarding budgeting, expenditures, and reporting requirements. Over the course of this year, I've been working closely with our Finance Manager and our Directors to better understand individual program budgets, our funders expectations and how we are budgeting our administrative costs. Although it is a work in progress, and there is still a great deal of room for improvement, I do believe that over the course of the year we have significantly improved our internal processes for managing our financial responsibilities. I believe the work we are doing will better position us to be able to proactively grow our organization.

Several of our 27 service contracts are contracts CMHA-CCB has held for many years and many of our long-term contracts operate on 3-year terms that were not up for renewal this reporting period. For the purposes of this report, I will only speak to the contracts that are new or have changed over the course of this fiscal year.

Hamilton Shelter- In 2021-2022 fiscal year CMHA-CCB in partnership with BCH opened an emergency shelter. This was initially set up as an emergency cold weather response shelter to assist people who were unable to access the existing community shelter due to social distancing protocols in place to manage the pandemic. However, when the end of the four-month term came near, the community recognized that there was still a significant need for emergency shelter in our area and we received a one-year extension to continue to operate the shelter throughout the 2022-2023 fiscal year. This shelter has been at or over capacity for the entire year and has demonstrated a significant need for long-term shelter and housing support in our community. Although there's no question that the shelter has made a significant impact on the health and well-being of our homeless population, not everyone in our community is happy about the extension. Over the course of the year, we've been working hard to engage our community as well as our partner organizations to advocate for the needs of this population and to work collaboratively to address some of the challenges that can be presented when working with the homeless and individuals who are substance dependent.

Community Resiliency- In January 2023 CMHA CCB entered into a collaborative partnership with CMHA-BC Division, CMHA -Prince George, CMHA- South Cariboo and the Red Cross to deliver a recovery-based program focused on increasing resiliency in communities that were impacted by the 2017 wildfires. For our branch this resulted in an increase of direct counseling hours, the creation of a community training coordinator position as well as some much-needed resources to support our own staff.

Crisis Line- In September 2022 our long-standing agreement with IHA to deliver a combined crisis line and supportive counseling program ended and was replaced with two separate contracts. IHA continues to fund a full-time supportive counselor, but our crisis line now operates under the Interior Crisis Line Network. CMHA-CCB continues to offer evening Crisis Line responses 6 days a week. One of the key benefits of this change is it has allowed us to move from having to rely on our managers to provide volunteer Crisis Line supervision after hours to having paid Crisis Line supervisors available at all times when CMHA-CCB is responsible for answering calls.

It has been a pleasure to work with this team of amazing colleagues over the past year in this new role and I look forward to the year ahead.

Respectfully,

Tereena Donahue RN

Interim Executive Director
CMHA-CCB

Housing and Harm Reduction:

Homeless Outreach Program

The year has been an eventful one within the Homeless Outreach Program, we have had quite the turnover in our workers. Since Wayne retired, we have had 4 workers in the Homeless Outreach Program.

We had a worker who was with us less than 3 months, as she felt that she couldn't commit to the work that needed to be done for this program. She thought this job was going to be more laid back, but what she didn't realize is how difficult the position could be to work with our homeless and hard to house population here in Williams Lake. While she was here, she did the best that she could for the clients that she worked with, and her time with us was appreciated. The position was vacant for a short period of time and was soon filled by Jerry Strang, who had been working for the Hamilton Shelter. Jerry brought with him a lot of knowledge of what needed to be done for the clients and it was easy for him to get along with the clients, as most of them knew him from the Hamilton Shelter. Jerry worked very well with all of the clients and was able to find many of them places within Williams Lake. Jerry was here for a few months, but when the Manager position opened at the Hamilton Shelter, he knew that he wanted to return to the Hamilton and felt he could do more for the clients there. We wished him well and knew that he would do well at the Hamilton and we also knew that he would still be part of our Organization.

Once again, the position became vacant. We now have Deanne Brown working in the position and she seems to be doing a great job working with all of the clients and the outside agencies. She is able to work with all clients who come through the door and is doing a good job at assisting them with their needs.

The Homeless Outreach Program has been working with Landlords, Property Managers and Building Owners in finding homes for those in need of a place to call home, as the rental market costs are on the rise every day. Rents are rising and it is making it difficult to find homes for individuals who receive Regular Income Assistance, as they cannot pay their rent with what they receive. An individual on regular Income Assistance only receives less than \$1100.00 a month, which is for their Shelter and for the basic income, it makes it very difficult for people to find a home. (Shelter was raised from \$375 to \$500 in August 2023 for an individual on Income Assistance)

One of the suggestions that we make to clients are that if they can, it might be better if they could find a roommate to share the costs of rent and utilities. Some follow through on looking for a roommate, whereas most others won't. We do let them know that when we are assisting them in looking for a place, that they also need to

do their part and keep looking and to keep in contact with us, that way we can work together.

The Homeless Outreach Program refers clients to the Women's Contact Society if they are dealing with an eviction or a Notice to Vacate

The Homeless Outreach Program successfully received the contract for the 3rd Party Agreement with the Ministry of Poverty and Reduction, we continue to work with clients who are not allowed to access services through the Ministry of Social Development and Poverty Reduction.

Community Action Team -CAT – Submitted by Laurel White

So far in 2023 we have had 9 meetings, at each meeting we have had generally between 7-10 people at each meeting. We have had an increase in people attending the meetings in person. We have gained 12 new team members this year ranging from service providers joining in their roles from their agencies and people with lived and living experience. Unfortunately, we suffered a loss of one of our people with lived and living experience this summer. We are continuing our work in their honor.

We have successfully hosted 3 Caring for Our Community trainings. Each training had 20-30 people attending as well as 10+ agencies with information booths at each training. These 3 were held at the Gibraltar room.

We were asked to do the Caring for Our Community training with Northern Shuswap Tribal Council privately. This was attended by 18 staff and community members. As well, Daybreak Rotary asked for the caring for our community training privately. There were 17 people who attended the training.

Every training participant was given a Caring for Our Community Training Certificate from the WL Community Action Team.

This year we have hosted 2 events. Our first event was April 14th. We hosted a BBQ at Boitanio park to recognize the 7th year of the public health emergency called for the toxic drug supply/overdose crisis. This BBQ was very well attended handing out 250 hot dogs, water bottles, juice boxes and other snack items. All purchased by the Community Action Team. We were joined by agency representatives such as Interior Health, Williams Lake First Nation, Cariboo Friendship Society and many more.

Our second event was our biggest event of the year. We hosted our International Overdose Awareness Day event August 31st from 11am-3pm at Boitanio Park. This year we were able to partner with Williams Lake First Nation. WLFN joined us for a beautiful opening prayer and song.

Like years before we covered meals from our joining food vendors to cover meals for those experiencing homelessness, elders or anyone struggling. We were joined by

20 agencies and food vendors in total. Each agency brought information on their programs and resources, many also hosted an activity and prize draw!

We were able to bring local performers with lived and living experience back to have live music for the afternoon which is always a big hit. There was an opportunity for people to share their stories of lived and living experience. In total, we had 7 people share their stories. There were lots of opportunities for people to honor loved ones with memorial rock painting and smudging station with WLFN.

The event this year brought approximately 200 people throughout the day to this event. We were thanked by many people for hosting this event as it was a space for them to come talk about their loved ones without judgement or stigma.

Our plan for the rest of the year is to continue with our housing survey for those experiencing homelessness, couch surfing or precariously housed. There is an honorarium for those who do the survey. People are grateful for the chance to speak their mind with their struggles.

We are hopeful to order team sweaters for those regularly active on the team so when in community we are known as the Community Action Team, especially when doing peer outreach on weekends and evenings. We will continue to meet once a month and continue to work on our goals for what our community needs surrounding reducing stigma, judgement, overdose prevention and education on substance use.

****Thank you to Laurel White for doing an amazing job leading the CAT program.***

CCART Zoom Meetings (Cariboo Chilcotin Acute Response Table) – We have 3 representatives from our organization who have taken the training for these meetings and participate in them on Tuesday mornings. These meetings were previously known as the Situation Table meetings. Meetings are held through Microsoft Teams and are held weekly on Tuesday mornings at 10:30am and there are a variety of participants from many of the organizations in the city and also from the First Nations communities. It is a way for all organizations to share information and to also discuss individuals in the community who are having problems or who are being a problem in the community. It's a great way for all resources to work together and help and assist members of Williams Lake and surrounding areas.

The Community Bridge to Housing First Program

The Community Bridge to Housing First Program responds to homelessness in communities, rather than simply a specific program. Housing First is an approach focused on moving people from homelessness into housing and then providing supports necessary to maintain it. **The Community Bridge to Housing First program** is a support for the manager to work with and assist clients if there is an eviction, disconnection or foreclosure. Rather than requiring homeless people to resolve their challenges that contributed to their housing instability, including addictions or mental health issues, Housing First understands that recovery should begin with stable housing.

Housing First involves providing clients with assistance in finding and obtaining safe, secure, and permanent housing as quickly as possible with no housing readiness requirements. Housing First is focused on meeting the clients basic needs, supporting individuals well-being, and ensures that clients have access to a range of supports.

Our program is to help people integrate into the community, and this requires socially supportive engagement and the opportunity to participate in meaningful activities.

Homelessness describes a range of housing and shelter circumstances, from people being without any shelter at one end, and being insecurely housed at the other. That is, homelessness encompasses a range of physical living situations, which includes: **Unsheltered**, or absolutely homeless and living on the streets or in places not intended for human habitation; and/or **Emergency Sheltered**, including those staying in overnight shelters for people who are homeless or who have nowhere to go.

We meet with clients to go over what their needs are and address the issues that caused their homelessness before they can be housed: this might include addictions, mental illness, unemployment, poverty and other issues. Housing First approaches recognize that being homeless causes extreme stress and makes other issues more complicated and difficult to address. Housing First finds people housing and supports them to meet the responsibilities of tenancy. Once people have stable, safe housing they are much more able to address any other issues.

The Housing First program can offer support and rent supplements to people who are homeless. We work in partnership with other organizations and services to find housing, assist in the transition from homelessness to housing, and work to support each participant to set and achieve their goals with a focus on recovery and making healthy choices. One of the criteria for the program is that the person is homeless or are at risk of homelessness, referring to people who are not homeless, but whose current economic and/or housing situation is precarious or does not meet public health and safety standards.

We do our best to match their needs to available housing. The time it takes to get someone housed varies, depending on their needs and the availability of suitable housing.

The cost of rent for housing in our city is a huge barrier to many who are in need of a home, it is nearly impossible to find any affordable rental housing. Finding a roommate can be an option, but the challenges of living in a small space with someone else make this very difficult. Finding someone compatible, who is safe, and whose behaviour and activities won't put your tenancy at risk is a huge challenge.

The feeling of isolation, judgement, exhaustion, and hopelessness when you are homeless is a central theme. It was connected to experiencing racism, rejection, and repeated barriers to accessing services. The stigma of mental illness and addictions only add to this, and it becomes a cycle of discouragement. At the same time, it can help to be around people who have had the same experiences as you have. It helps you deal with the loneliness, and often the homeless community offers support and protection.

People tend to stay housed for longer periods of time when they are involved with a Housing First program, even people with serious addictions and mental health issues.

Jubilee Place

Jubilee Place has 33 supportive housing units for persons who are homeless or at-risk-of-homelessness. Our vision for Jubilee Place is a supportive community that improves the lives of homeless persons, or those at-risk-of-homelessness, by providing support services, including housing and rehabilitative social and recreational opportunities.

There have been a lot of changes happening at Jubilee Place this year.

We started the year by having a full-time manager who divided her time between Jubilee Place and the Hamilton Shelter, and she was doing the best that she could with the dwindling numbers in staff. It came to the point that Roxanne was working shifts at both places, while doing her duties as a Manager. Since there was a high turnover in staff at both places, Roxanne was always keeping on top of hiring staff to ensure that lines were covered and if they weren't, she was working that line or other staff stepped up to work a double shift.

Unfortunately, in February, Roxanne became ill and ended up in the hospital in critical condition and needed to be shipped to a hospital in the lower mainland where she could get the care that she needed. Roxanne had to take leave from a job that she enjoyed and when she was able to use technology again, she kept in contact with some staff to ensure that things were still being taken care of at both places that

she managed. I'd like to thank Roxanne Abbott-Brown for the amazing job she did for our organization while she was here and wish her the best in her future endeavors.

During this time, we continued to move forward with our plans of bringing Jubilee Place back to being a place of Supportive Housing. We continued to focus on the vision of ensuring that we could offer housing units to individuals who were homeless, hard to house and to those who were living in the encampments around Williams Lake and to those who have been staying in Shelters.

We needed to start the process by looking at what our mandate for Jubilee Place was and what the criteria was for the individuals who were currently living at Jubilee Place. For many of them, it had been home for many years, especially during the fires of 2017 and during the COVID pandemic. But we needed to ensure that we were looking at the overall picture of all of those waiting to move into a place like Jubilee Place, to others it's a dream for those that aren't able to get a place due to other barriers in their lives. So, we truly needed to look at what type of place we were allowing Jubilee Place to turn into, as it is not an old age home, nor is it a place for clients to live who are needing more care than what our staff are allowed to do. Staff were expected to act as Care Aides to certain participants because that is the type of care that was needed for those individuals. We began to look at the participants and what their needs were and if they were still a right fit for Jubilee Place. We started looking at the criteria for participants to be eligible for Jubilee Place and we started the process of ending tenancy for many of the residents of Jubilee Place. At that point, we also knew that once we had participants who would need to move out of units, we would also need to be prepared to repair the units that were being moved out of. Although it is always a difficult process to start, we started off with clients who had high arrears and were making no attempt at paying their full rent, let alone paying towards their arrears. (Rent is \$405.00 a month for each individual living at Jubilee Place.)

Next, we needed to remember that the units at Jubilee Place are subsidized through BC Housing. So, the next plan of action was to look at the elderly that have been living in the units. We were not looking at putting them out of a home, but we did have to remember that seniors are eligible for a subsidy through BC Housing and that we had a long list of individuals waiting to move into a place like Jubilee Place because the units are subsidized and it is a place that is affordable to them. Most of the applications that we receive for Jubilee Place, the individuals only receive regular income assistance, and out of that money they need to pay for their rent, groceries, and whatever bills that they must pay for.

Most 1 bedroom apartments in the Williams Lake area, charge anywhere from \$900.00 – \$1200.00 a month on average (utilities not included in most), so it doesn't leave them with much in the end. Also, with the rising cost of rents and groceries, many of the applicants hope and pray that they can get a place at Jubilee Place.

So, it's one of the many reasons that we are working towards ensuring that we are working towards a new vision for Jubilee Place and ensuring that Jubilee Place is running according to our Operating Agreement.

We started in May 2023, working with Norm's Carpentry on getting quotes for the work that needed to be completed, and the funding was approved to do the work. Although we knew that we needed to do repairs and maintenance on many of the units, we did not anticipate how long it would take for the work to be done. We continue to wait for units to be done and once they are completed, we have many applicants who are eagerly waiting to move in.

A big part of moving into Jubilee Place is the expectation that all clients will work with the Manager on a Wellness Plan to ensure that they are receiving the assistance that they need in order to follow through with how Jubilee Place operates.

We are looking forward to the great opportunity that this will provide for the participants of Jubilee Place. I'd like to thank the staff members who continue to come to work and do a great job at Jubilee Place.

The Hamilton

The Hamilton continues to support numerous homeless individuals in the city. There are currently 17 emergency beds where individuals can sign in nightly for an overnight stay. They are able to access services that the Hamilton Shelter provides, which include: meals, showers, laundry and they are able to speak to an Outreach worker or they can talk to the manager and work on their Wellness Plans.

During the day, the overnight stay clients are expected to leave the premises, as the rooms need to be cleaned and prepared for the next stay. Clients who have accessed these rooms are able to make an appointment with the staff if they are needing assistance and are more that welcome to return to the shelter during the day for their appointment.

There are also rooms available to individuals who have shown that they are making changes to show that they are responsible and are able to keep a room tidy and are able to follow the rules as set out by the Hamilton Shelter. If they are able to do so, they are able to stay for 30 days, and within this time period, they have to keep being respectful to the staff and other individuals staying at the Shelter. If they can keep doing so, they may be allowed to continue their stay in the same room for an extended period of time.

At this time, the Hamilton Shelter staff have been trying to work with the owners to ensure that there is a good working relationship between both parties, but at times it can be a struggle.

Since July 2023, there has been a change in the structure of management for the Hamilton Shelter and for Jubilee Place. Due to the high need for the management at both places, it was decided by the Executive Director and the Board of Directors at CMHA that another Director would be hired on to look after these 2 places and that 2 Managers would be hired for each place. Blair Fisher started his position as the Director of Transitional Housing and Kayley Urquhart was hired as the manager of Jubilee Place and Jerry Strang was hired for the Hamilton Shelter. Due to an unforeseen circumstance in August, Jerry took a medical leave and Katherine Klassen was hired as the Acting Manager for the Hamilton Shelter.

Respectfully,

Marnie Sellars

Director of Housing and Harm Reduction
Canadian Mental Health Association-CCB

Supportive Mental Health Services:

Crisis and Counselling Program & Provincial Health Services Authority (PHSA) & Supportive Counselling & Community Education & Public Health Agency of Canada (PHAC) & Community Action Initiative (CAI) & Family Solutions Program

The 2022-2023 fiscal year brought about many positive changes and improvements within our programs and throughout the structure, direction, and communications at CMHA-Cariboo Chilcotin. A new organizational structure for CMHA was introduced this year, with the introduction of Directors for specific departments with an eye on establishing a stronger leadership core to support the Executive Director and our staff. I have the pleasure of holding the position of Director of Supportive Mental Health Services and this is the Annual Report for the programs I manage.

Crisis and Counselling (contract with Interior Health ended September 30, 2022)

The reporting of this program is reflected in the information below for PHSA and Supportive Counselling. As of October 1st, 2022, the Crisis and Counselling contract with Interior Health was not renewed in the old format and it became two individual contracts. The counselling portion became a new Interior Health contract referred to as Supportive Counselling and the crisis portion became a PHSA contract for the Interior Crisis Line Network (ICLN) -Williams Lake site to continue its duties as a provincial identity rather than regional.

Public Health Agency of Canada PHAC (grant ended September 30, 2022)

The Public Health Agency of Canada (PHAC) funding was a generous grant that supplemented our Interior Crisis Line Network with additional funds for Supporting Distress Centres during the period of April 1, 2021, to September 30, 2022 (six months of this fiscal year).

With these generous funds from PHAC we were able to meet the needs suggested in our original proposal. We purchased Covid prevention supplies, supported an increase in staffing hours, hired new staff, offered additional recruitment and training for crisis line responders, and answered a larger call volume on the Williams Lake Crisis Line.

Our Williams Lake Crisis Line is one of five sites within the larger Interior Crisis Line Network. During this funding period our site responded to over 3500 calls for service.

Provincial Health Services Authority PHSA (Contract commenced October 1, 2022)

As of October 1, 2022, PHSA offered CMHA-CC a new crisis line contract for the Interior Crisis Line Network along with all other crisis line members of the Crisis Line Association of British Columbia (CLABC) of which CMHA-CC is a member. The purpose was to establish one source for directives in developing continuity of services, consistent training, increased accessibility to technology and to achieve a higher call answering rate. The goal is to better serve the needs of our province by improving our support for those in crisis. This transition involves additional hours of meetings, planning, preparation, incrementally rolling out the changes and adjusting to them. This is an ongoing project which will continue to evolve into the next few years.

We appreciate that our dedicated staff and volunteers have been able to undertake these initial challenges and changes from Crisis and Counselling over to PHSA and the Interior Crisis Line Network (ICLN) – Williams Lake with patience and professionalism.

ICLN - Williams Lake responds to three lines, 1-800-Suicide, 310-Mental Health and the Interior Crisis Line numbers. This year, we successfully supported a total of 2182 callers within the Interior Health Region. With the support of volunteer responders and supervising staff we had consistent shift coverage and quality responses in our call handling services. Since Covid we have found that building interest and recruiting new volunteers to be trained as responders has been challenging and therefore our numbers are down compared to pre-Covid. We offered two successful in-person crisis line volunteer responder training courses in addition to virtual training courses for those outside our catchment area. We successfully retained 6 trained responders working both locally and remotely. Due to personal availability and educational responsibilities, we had 4 other responders step away during this time.

ICLN Williams Lake welcomed the addition of Rahne Brunch to our crisis line supervision team in March 2023, this allowed other staff to adjust their roles and reduce their commitment to volunteering many unpaid hours to the program. We wish to acknowledge the thousands of hours that these individuals volunteered to the crisis line over the past years which allowed us to continue maintaining a crisis line in our small community.

ICLN Williams Lake staff also attended or hosted numerous events such as Volunteer Appreciation Week, National Day for Truth and Reconciliation, World Suicide Prevention Day and trainings on addictions, mental health and indigenous understanding and awareness. We continue to network and work on building stronger relationships within Williams Lake and our local indigenous communities.

Supportive Counselling (commenced October 1, 2022)

This contract is with Interior Health, and it replaces our previous Crisis and Counselling contract. It requires counselors to deliver short term supportive counselling services directly to the clients that have been referred to us or are self-referrals. In the fiscal year between the Crisis and Counselling contract and the Supportive counseling contract our two part time counsellors offered 1550 direct hours of short-term supportive counselling services to adults and couples during 740 counselling sessions. They also attended many trainings and assisted with events and community education.

Community Education (Interior Health contract)

We have a contract with Interior Health to reduce the stigma experienced by our mutual clients as well as by people living with mental illness in all aspects of society by formalizing their anti-stigma partnership activities. These activities cover a wide range of possible formats and current examples include depression screening week (Beyond the Blues), newspaper articles, representation at community forums and community committees. We provide the community with specific educational opportunities that will have a direct impact on raising awareness for mental health issues and decrease related stigma.

We maintain a pamphlet display and library of reference materials acting as a resource centre for educational items dealing with mental health issues.

We facilitate Mental Health First Aid-Basic courses two to three times a year to a target group and/or the public. This is a two-day, twelve-hour course that offers a certificate as a Mental Health First Aider upon completion. We offered the course three times this year with 20 participants successfully receiving certificates. All our services are trauma-informed and culturally safe.

We also hosted the Consumer and Family Advisory Committee with a goal of extending this current forum to include advisory to the Authority's Mental Health and Substance Use services. We meet 4 times per year and as the host we organize, recruit, advertise and ensure the effective operation of a consumer and family advisory committee that has representation from consumer and family members from Williams Lake and surrounding areas. A driving goal of the committee's work is

to “represent the views of consumers and family members who live with the experience of mental illness and to provide feedback to Interior Health. As a committee we also partner to decrease stigma and improve quality of life by hosting Beyond the Blues, the Christmas Sock/Scarf/Toque Drive and participate in the Suicide and Sudden Death Committee.

Community Action Initiative (CAI) Covid-19 Surge Funding (existing grant with an additional one-year contract renewal)

This funding enables the provision of low barrier, virtual, telephone and community settings to clients who would not otherwise be able to access services. These services consist of individual, family and couple counselling sessions and participation in community events. This is staffed by two full-time counsellors and one part-time counsellor/supervisor. Having these funds has meant the difference between a long wait for services compared to a much shorter one, more diversity in counselling skills and offering more accessible services. We offered more than 1450 hours of services to clients this fiscal year.

Respectfully,

Heather Silvester

Director of Supportive Mental Health Services
Canadian Mental Health Association-CCB

Family Solutions (contract with Ministry of Children and Family Development)

Submitted by: Dana Hamblin, Program Manager & Family Counsellor

Connect: For the 15th year, we provided the *Connect* Parenting Program. *Connect* is a 10-week psycho-educational group format for parents and has been developed by the *Maples Adolescent Treatment Center*. It is tailored for caregivers of youths with behavioral difficulties and focuses on the building blocks of secure attachment, by helping parents acquire knowledge and develop skills to enhance sensitivity, reflection, and effective emotional regulation in parenting.

To obtain and maintain a Group Facilitation License a minimum of two facilitators are required and each need to complete a multi-step training process provided by the Connect Team from Maples.

In 2022/23 we hosted 2 Connect cycles (one is currently being offered.) We would like to offer Connect Online but this requires three team members and our contract budget does not allow this.

Our new FSP hire, Jen Charters took the Connect training last autumn and facilitated with Ashely Coleman. This cycle, we hired Sue Hunt who recently moved to Quesnel from Vancouver. Sue has 17 years working at Maples Adolescent Psych unit and facilitating Connect.

Feedback from participants was again extremely positive and the parents considered the group experience and the presented material on attachment as very helpful for parenting. **The Foundry:** “Foundry is a province-wide network of integrated health and social service centers for young people ages 12-24. Foundry centers provide a one-stop-shop for young people to access mental health care, substance use services, primary care, social services and youth and family peer supports.”

We are excited to be partnering with The Foundry to better serve the needs of youth in our community. Dana is providing 12-16 hours of drop-in counselling per week for youth aged 12-24. Many of our new referrals are via Foundry for youth seeking extended support.

Statistics and caseload: The Family Solutions Program received 301 referrals during this period which is an increase from the previous reporting period. Our MCFD referrals were slightly lower than previous years. Self-referrals and the return of former clients continue to remain the highest. 1130 recipients received one-on-one service (an average of 94 recipients per month.) 83 Indigenous clients were served by the program for this year. Groups accounted for 81 client hours.

Clinical issues: Notable issues and challenges for our youth clientele during this period have been an increase of issues with anxiety and depression resulting in an inability to engage in school/school avoidance, extracurricular activities, and peer interaction. Issues surrounding gender querying, gender dysmorphia and identity problems were a significant increase.

Professional development: Trainings FSP staff attended were as follows:

SFBT for Foundry Walk-In Counselling

EFFT Level 1 & 2

Applied Psychology & Counselling Diploma from KCPC

DBT Essentials

NICABM courses:

- Working with the Traumatized Brain
- Working with the Limbic System to Reverse Trauma
- Working with Abandonment
- Working with Shame
- Advanced Master Program for the Treatment of Trauma
- How to Make Your First Session Great

Community liaison: We were active in the Williams Lake community by serving on several committees and attending community events: Suicide/Sudden Death Committee (SSDC); Community Youth Care Team; Foundry planning and walk-in counseling team.

Human resources: In August 2022 we hired Jen Charters for the second FSP position after several months of posting. Jen has a background in music therapy and a passion for mental health. Dana Hamblin took the position of FSP manager.

Anti-Violence Programs:

The Williams Lake Sexual Assault Center (WL SAC) and Community Based Victim Services (CBVS) work with individuals who are experiencing or have experienced Relationship Violence, Sexual Assault, and/or Stalking and Criminal Harassment. WL SAC & 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 WL SAC & CBVS. In addition to Justice related services, WL SAC & 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. The WL SAC Crisis Response Worker also provides crisis support to victims of sexual violence at the Hospital.

WL SAC & CBVS accept referrals from any agency, professional and/or self-referrals from clients. An initial assessment is completed with the client over the telephone and/or in person to determine the clients' needs and then an appropriate time frame for an initial intake appointment is scheduled. Based on the intake appointment, further assessments are done to determine what other community professionals may be utilized for further referrals out, such as counselling, the P.E.A.C.E Program for children who witness violence, Transition House, Women's Outreach Workers, Crime Victim Assistance Program, etc. consents are signed and then the WL SAC & CBVS support worker liaises with other community agencies for referrals as per their best practices procedures. Follow-up appointments and/or telephone calls are scheduled to ensure the client is receiving direct services as required/identified.

We started this fiscal year with 72 active clients receiving support services. Throughout the fiscal year, there were 75 new client files opened, compared to the previous fiscal years' caseload of 58 new client referrals. During this fiscal reporting period, we provided support to 149 clients in total. As of the end of this fiscal reporting period, we had an active caseload of 87 clients who were receiving support services.

Bail Reviews are a protocol developed in collaboration with the Williams Lake Crown Counsel, Community Corrections, CBVS, Ministry for Children and Families, Williams Lake RCMP, 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*, which the accused has requested. This is a scheduled two-hour appointment with a CBVS worker which includes education on relationship violence, safety planning and completing paperwork with the victim's input which is presented to

Crown Counsel. The purpose of the Bail Review is to determine if it is in the public's best interest for conditions of Bail to be removed and/or changed and providing information to a presiding judge for determination.

CBVS continues to work collaboratively with community partners. The Integrated Case Assessment Team (ICAT) was developed in 2012, and it consists of community partners who work with identified highest risk clients for death and bodily harm, involved in relationship violence. The committee involves the Chiwid Transition House, Stopping the Violence Outreach Worker, Stopping the Violence Counsellor, Adult Mental health, Cariboo Memorial Hospital, Ministry of Social Development, MCFD, RCMP, all the Victim Services Agencies, and Community Corrections. The purpose of ICAT is to access the highest risk victims and to do a comprehensive safety plan. We meet on a monthly basis to review safety plans and/or the status of ongoing clients. We also meet on an emergency basis when a new file is to be introduced to the team and/or a situation changes for a client who is already on the caseload of ICAT.

In January 2022, the Williams Lake Victim Services (CBVS, Aboriginal VS and RCMP VS) agencies reviewed the local protocol for Williams Lake Victim Services. Changes were made to reflect current legislation. At this time, we removed Alexis Creek RCMP VS as they do not currently have an active VS worker in place. However, we can and will review this as needed upon the successful hiring of a new VS Worker at Alexis Creek RCMP.

Education on Relationship Violence continues to be a major component for WL SAC & CBVS. In December 2022, we applied for and were one of the 10 successful applicants for the grant Domestic Violence Prevention/Intervention (Become the Change & It Matters) workshops. The value of this grant increased from \$30,000.00 to \$40,000. We have now been delivering the programming since 2019. Other than Clearwater, we are the only agency delivering programming north of Hope, BC, specifically targeting low to moderate high risk perpetrators of domestic violence. The programming is offered in eight week increments four times a year.

We did not apply for the Human Trafficking Grant, this year, as we have not been able to successfully return back to the School District since Covid and were not able to complete all of our program deliverables as a result. It was felt at the time of renewal, it would be better to review the community needs, as well as program direction and possibly resubmit with new criteria for the 2024-25 fiscal year, with a focus on the Sexual Assault Center criteria and the need to address support to trafficked individuals in our community versus education and prevention.

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,

A handwritten signature in black ink, appearing to read 'Penny Stavast', with a stylized flourish at the end.

Penny Stavast
Director of Anti-Violence Program

Psychosocial Rehabilitation Program

The 2022 and 2023 year at Jubilee House has been a whirl wind of change. The changes being made are positive and necessary for our operations and I am doing my best to make the transition of roles and channels of communication as smooth as possible.

With the constant fluctuation in staffing, I often found myself in a position where I was taking on frontline program work to continue operations. This was challenging trying to juggle management duties at the same time. In order to address this, I have started to cross train everyone and create alternates for each position at Jubilee House. This has been working well so far and has greatly improved our operational sustainability.

Psychological health and safety has been another focus for the PSR programs and the throughout the agency this year. It is important to myself and other leaders in this organization to implement the standard so that we can be a leading and proactive employer in regards to this very important issue. By implementing the standard, it is my hope that we will be able to improve the difficult team dynamics that we face on the front line as well as enhance our mental health resiliency for all of our staff in the agency. There is no doubt that the work we do is hard, and the clients we serve often have challenging and persistent behaviours, so it is imperative that we support our employees in this manner.

In response to the difficult team dynamics, I observed in the PSR programs, I started a “cheers for peers” program where staff can cheer for their co-workers on a job well done. At the end of the month, I would draw one of the cheers and the person who received the cheer would get a gift card. Initially this was very slow to start but eventually started to pick up. I felt it was important for my team to celebrate each other’s wins instead of only focusing on the negative all the time. Now this program will be organization wide and will be featured in our monthly newsletter. This is a small first step towards a positive culture change in the agency and also addresses a psychological factor and that is reward and recognition.

Jubilee House

It’s been a busy year at Jubilee House with 2 new admissions and 1 discharge. Staffing is still a challenge but seems to have stabilized.

Clubhouse

The Clubhouse is also in a period of transition and is another program that is still recovering from COVID. Our goal for the year was to start small, focus on the

Clubhouse space itself, and then start planning monthly/ yearly activities and events. Crafting has been a focus this year and the clients have produced many different projects and works of art that are quite impressive. It has been really rewarding for clients to discover their hidden talents. We purchased a big screen TV this year for movie and popcorn parties which was really exciting and well received by our clients. We are currently in the process of getting a van for the Clubhouse as our old bus was too costly to operate. This will also help with increasing the number of outings that we are able to do.

SOP

SOP shut down completely in response to the pandemic. In this fiscal reporting period, we restarted program activities. Staffing in this program was challenging and as part of my role as program coordinator I was able to continue operations.

ABI

This program continues to support individuals in the community living with an acquired brain injury. Just like Jubilee House and SOP, this program struggled with staffing as well. I was able to continue operations during this time.

SIL

As of March 31st, 2023, there were 23 clients receiving subsidies from CMHA-CCB

Respectfully,

Sean Hoffman

Director of Psychosocial Rehabilitation Program
Canadian Mental Health Association-CCB

CMHA-CCB Program Directors and Executive Director:

Executive Director – Tereena Donahue

Anti-Violence Program – Penny Stavast

Housing and Harm Reduction – Marnie Sellars

Psychosocial Rehabilitation Program – Sean Hoffman

Supportive Mental Health Services – Heather Silvester

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