

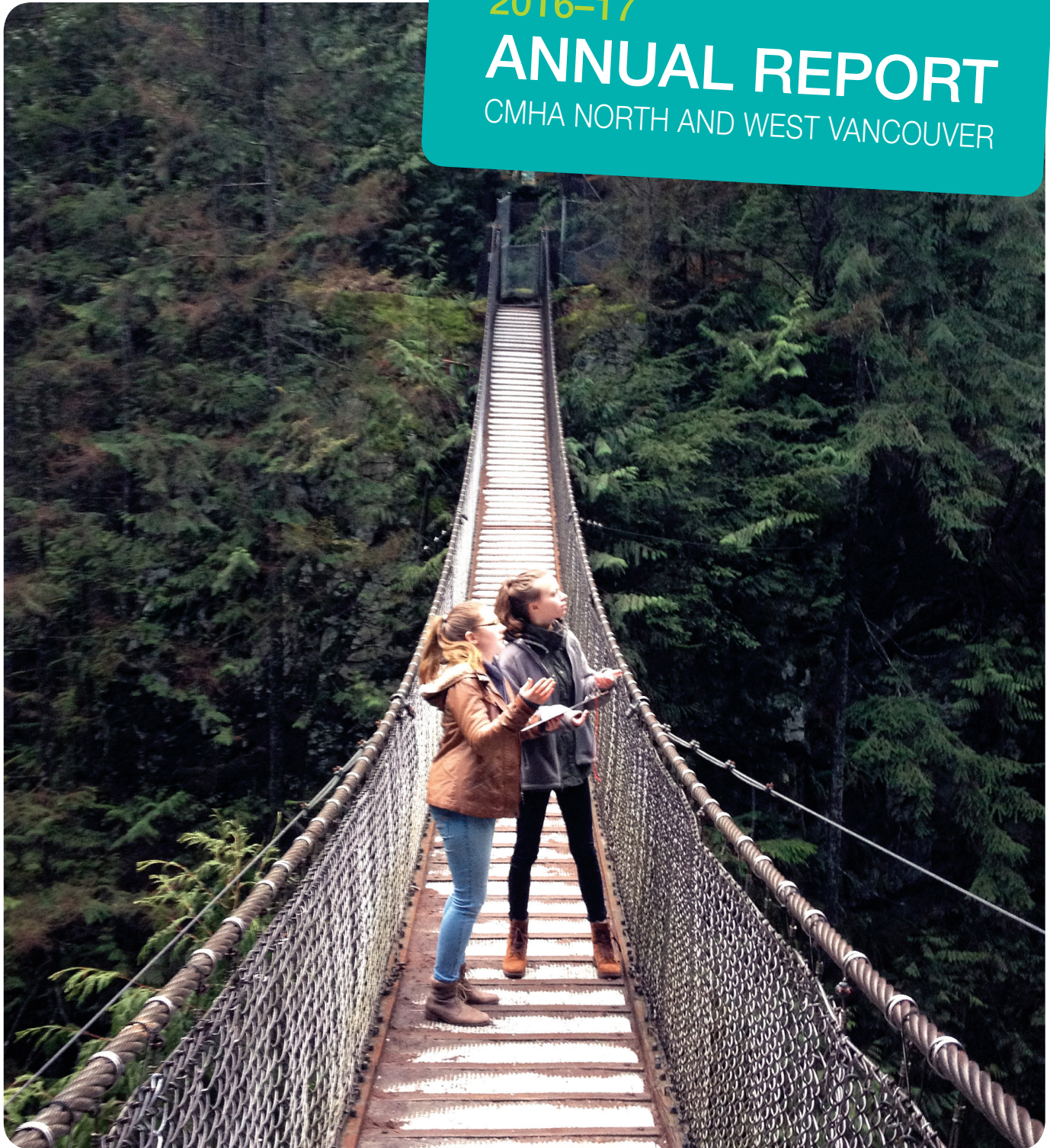


Canadian Mental
Health Association
North and West Vancouver
Mental health for all

2016–17

ANNUAL REPORT

CMHA NORTH AND WEST VANCOUVER



MESSAGE FROM THE BOARD CHAIR AND EXECUTIVE DIRECTOR

Over the past year, CMHA North and West Vancouver has continued to serve the communities of North and West Vancouver to provide them with mental health education, support, and navigation. Our vision, which is shared by many, is to create a North Shore community that is mentally healthy. It's a vision we are still aspiring to, but we have made significant progress.

Our support programs have continued to provide North Shore residents with services they need, including counselling, support groups and peer support. Our STEPS program, which has been gaining momentum over the past couple of years, has become a recognized and well used resource by youth outreach workers. This past year, the program was evaluated and the results proved what many North Shore residents already know to be true; that getting outside together and being active has significant benefits for our mental health. Youth who took part in the program showed a 50% reduction in symptoms of anxiety and a corresponding decrease in their feelings of isolation.

Over the next year we want to grow capacity in the STEPS program and increase access to groups like these for older youth, adults and families. We are also committed to finding ways to grow many of our bipolar specific services, which have moved into the CMHA NWW family after the Canadian Bipolar Association gifted us their programs and services.

It is with optimism and hope that we look to the future. Our board has spent the last year focused on governance and sustainability. With Imagine Canada accreditation secured, we welcomed new board members and sought new partnerships. We remained committed to building a strong and responsible organization, but with a clear sense of purpose and commitment to those in our community who need more support. There are many.

At the end of the 2016/2017 year, we began our search for a new Executive Director. The Board is excited to have Julia join us. She brings a wealth

of experience, has worked with the business community related to mental health, and brings a deep understanding of mental health and addictions to our work on the North Shore. She is a great addition to our family.

At the HOpe café, our social enterprise with BLENZ, we explored new ways to build a strong business with a social conscience. Our employees, all of whom have a mental illness, learned new skills and gained experience. They also helped to reduce stigma and transform people's perspective on what is possible.

What we have learned this year will guide our organization towards new possibilities so that we can provide the best care possible to our residents; provide a psychologically healthy and safe working environment for our employees; and create a solid system of community support for the people of the North Shore. Our goal for the upcoming year is to increase brief counselling. We are also committed to enhancing peer support for adults, youth, and families, from our home office and at the Foundry.

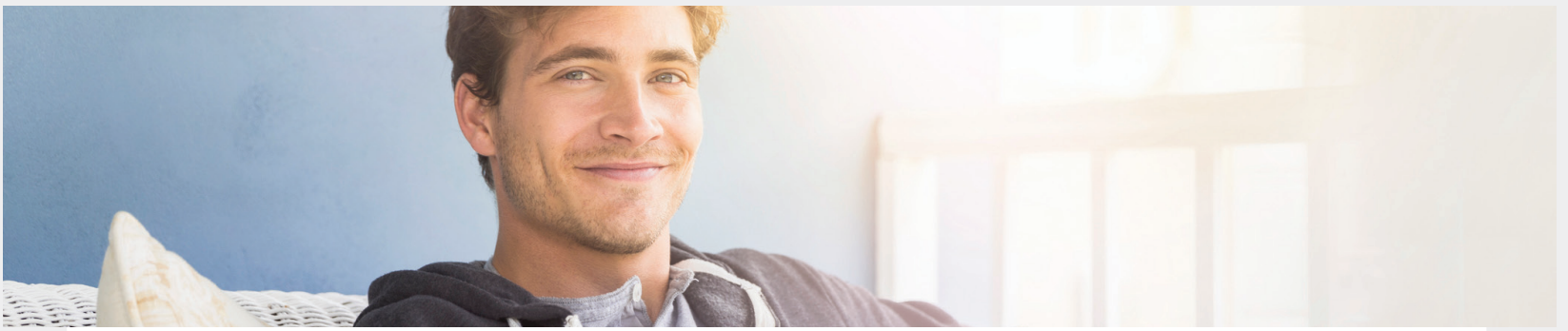
Thank you to everyone who has helped us by contributing time or funding. Please continue to reach out to us, support us, and partner with us, so we can achieve our vision *together*.



Don Stuckert
Board Chair,
CMHA North and
West Vancouver



Julia Kaisla
Executive Director,
CMHA North and
West Vancouver



HOUSING AND HOMELESS OUTREACH

Housing

CMHA North and West Vancouver operates three residential houses on the North Shore and provides a nurturing and supportive environment for 19 North Shore residents.

- **Harold House** provides 20-hour care to six women who are 50+ years of age
- **Arborlynn House** provides 20-hour care to six young men who range in age from 25–35 years and are dealing with a serious mental illness and substance use issues
- **Lillian House** provides 20-hour care to seven men who range in age from 45 to 65 years of age

Homeless Outreach

Our program connects homeless people, or those who are at risk of homelessness, to income assistance, housing and community-based health services in North Vancouver and West Vancouver. Our outreach worker also addresses immediate physical and safety needs, and provides support to clients after finding housing, including life skills support with budgeting, groceries, and home maintenance.



IMPACT

257 diverse individuals served in 2016

- 19 individuals directly housed in CMHA's supported homes
- 86 people prevented from becoming homeless
- 60 individual homeless clients fast tracked on income assistance
- 14 to 16 drop-in clients served weekly—a total of 1544 clients this year (11% of those served are Indigenous)

FINDING A WAY HOME

Early in 2016, after 20 years of intermittent homelessness, Mark was able to access a long-term housing solution. Later in the year, after demonstrating that he was able to sustain his housing, Mark was successful in being hired as the groundskeeper for the property. This was his first*

legal job ever. He also subsequently reunited with his children. Mark believes CMHA's support was integral to helping him create a new life.

**pseudonym*

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SUPPORT AND NAVIGATION SERVICES

Counselling and Coaching

CMHA North and West Vancouver offers a range of free or low-cost counselling and coaching services to meet the needs of North Shore residents, including:

Brief Counselling

This program offers low cost, confidential, one-on-one, in person counselling sessions by clinically-supervised masters level counselling/psychology students. They support adults on the North Shore struggling with stress, transitions, relationship issues or other concerns. Participants have access to up to 8 counselling sessions at a cost of \$25/hour.

Integrated Primary and Community Care Clinical Counselling and Psychotherapy Program

This program offers up to 10 free, confidential, one-on-one, in-person counselling sessions with a Registered Clinical Counsellor, for adults on the North Shore who have one or more complex health issues and are struggling with depression or anxiety.

IMPACT

1,364

supported through our counselling and coaching services

- 85 through the brief counselling program
- 62 through the clinical counselling program
- 1,217 through Bounce Back coaching

Coaching

Through our Bounce Back program, we provide telephone coaching to British Columbians who are experiencing mild to moderate depression. British Columbians gain access to the program by referral from their doctor. This year we received 1,262 referrals.

Peer Support

Youth Peer Support Workers

CMHA provides peer support for North Shore youth. During the 2016/2017 year, the peer supporters provided services to youth referred by youth outreach services. Starting in summer 2017, our peer supporters moved into the Foundry.

Their goals are to:

- Foster a positive peer to peer connection
- Assist with non-clinical goals like recreation, life skills, meeting new people and finding employment
- Connect clients with resources in the community
- Share lived experience.

Balancing Bipolar Peer Support Services

CMHA North and West Vancouver is now offering peer-facilitated, bipolar disorder-specific support services.

Support Groups

Bipolar Family Education & Support Group

Psychoeducation-based support group for people with bipolar and their family and friends ages 16 years and up.

Bipolar Young Adult Support Group

Psychoeducation-based support and activity group for young adults aged 18–29 with bipolar disorder.

Bipolar Community Group

Drop-in group open to adults who currently receive treatment for their bipolar disorder.



SHARING STORIES—AND HOPE

The peer support program was the first opportunity for my daughter to speak with someone who understood what she was going through by virtue of their shared experiences. It gave my daughter a real sense of human connection with someone who didn't judge her and who accepted her the way she is.

She looked forward to her sessions, even during times when she was really struggling to function in other ways. She always left feeling positive and more equipped to handle her challenges.

She learned to practice mindfulness and gratitude and to not define herself by the disorder. She gained immense encouragement from her support worker, who helped her to set goals and applauded her successes. My daughter came to recognize behaviours that indicated her mood wasn't balanced, to evaluate her state of mind and to communicate that to us and her doctor regularly." —Parent of Balancing Bipolar peer support participant

Having bipolar-specific support means making community with people who understand the challenges specific to this condition. This can be anything from telling your story to people who get it, to laughing over things other people can't relate to, finding unique quirks and intricacies that remind you you're not alone, to commiserating over shared struggles without having the guilt of worrying others about your health.

—Bipolar Young Adult Support Group participant

The Bipolar Family Education and Support Group at CMHA North Shore by far provides the most insight, education, support, and most importantly—hope—regarding a bipolar diagnosis.

—Bipolar Family Support Group participant

My family and I have attended sessions and each one allows us to be more accepting of this disorder and understand that we are not alone in our experience.

—Bipolar Family Support Group participant

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STEPS Youth Program

The STEPS program is for youth living with anxiety and depression on the North Shore. The youth meet weekly to engage in a recreation-based activity, such as hiking, yoga or kayaking. The program coordinator also checks in on participants one-on-one throughout the year. In 2016, STEPS supported 30 youth.



STEPS TO RECOVERY

A few years ago, at the age of 15, I joined the STEPS program. At the time, I was still an adolescent that was struggling with mental health challenges, such as anxiety and depression. At first I was apprehensive and scared to join a program where I would be trying new activities and meeting new people, but little did I know about the amazing experiences that were to come my way through the program. STEPS exposed me to new places and activities in my community, like paddle boarding and snow-shoeing, that I wouldn't have had the opportunity or motivation to go do by myself otherwise. The best part was that I was doing the program with other youth who understood what it was like to have mental health challenges. Because of this, the group itself was stigma free and felt safe

to be in. Everyone was extremely supportive of one another at all times. STEPS actively helped improve my mental health, and made me realize what an important role physical activity and socializing had in my recovery. Through STEPS I was also able to make new friends, many of which I'm still in contact with to this day. This program helped me gain confidence and gave me the tools I needed to actively engage in my recovery in my own time, even after I left the program as a participant. Looking back at my journey with the STEPS program, I realized that I owed a lot of my recovery to this program, and was glad that I had decided to join that one day when I was only 15. It was definitely one of the best decisions I've ever made in my life.

—STEPS Graduate

IMPACT



Youth participants reported a **50% reduction in anxiety symptoms**

Youth are reporting feeling less anxious and worrying less (using the GAD-7 anxiety scale). They are better able to relax, feel less restless, less irritable and less afraid about something awful happening.

The same youth are reporting a corresponding increase in their feelings of social support. After completing the STEPS program, youth reported an increase in identifying with the following statements:

- I can talk about my problems with my friends
- I have friends with whom I can share my joys and sorrows
- I can count on my friends when things go wrong





Hope Café

CMHA's HOpe Café is a social enterprise created in partnership with **BLENZ[®] COFFEE** the Coffee Company and Vancouver Coastal Health. Over the past two years, the café's reputation has grown, with the number of customers served and revenue both increasing by 10% over the past year. Today, it is a pillar of the HOpe Centre and its success is celebrated by many.



Navigation

The Keltly Dennehy Mental Health Resource Centre at the HOpe Centre provides mental health information, community resources and support to those affected by mental health challenges, their family and friends, and the community at large.

The Resource Centre also worked with partners to host a series of breakfast education sessions for the community. This past year's speakers included renown addictions specialist Gabor Mate.

Employment (WorkBC)

Under the management of YWCA, CMHA North and West Vancouver provides four staff at WorkBC North Shore. Alongside other community partners, we assist clients with job searches, skills training, self-employment, wage subsidy, customized employment, and short-term orientation and training. We also provide counselling services through WorkBC, either related to stress management or for survivors of violence.

IMPACT

42,726 HOpe Café customers served

- Increased revenue by 10%
- Provided supported employment for baristas with self-disclosed lived experience of mental illness



IMPACT

3,536 Resource Centre visitors over the past year

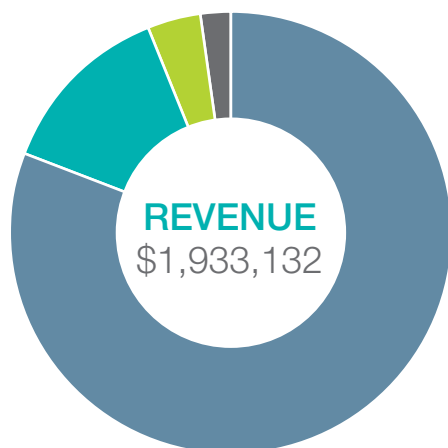


- 140 phone inquiries
- 6,403 visits to the website
- 548 books borrowed
- 520 hours of peer navigation
- 708 library visitors

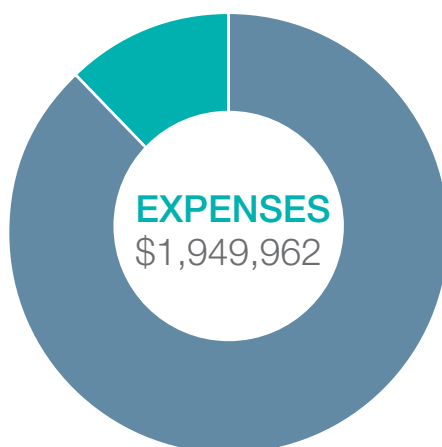
Your office has been very helpful in providing me lots of information for resources to help with my many issues and it is very much appreciated. I had been thinking there was no help out there and felt very alone but contacting your office has definitely changed that.



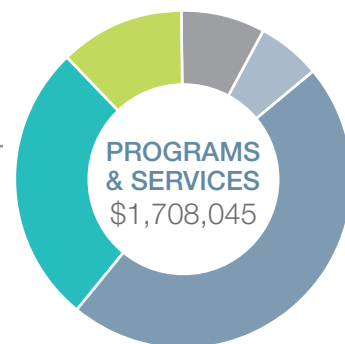
FINANCES



Provincial funding	81%
Donations, sponsorships & grants	12%
Housing (rent)	4%
Other	3%



Programs & services	88%
Administration	12%



Housing	47%
Support programming	27%
Employment services	12%
Youth-focused services	8%
Outreach/navigation	6%

GET INVOLVED!

BECOME A MEMBER

Our members have a say in the future of CMHA, with the opportunity to run for and elect our governing board, as well to attend the Annual General Meeting.

BECOME A MONTHLY DONOR

Our programs and services would not be possible without the support of our donors. By becoming a monthly donor, you are supporting crucial services, as well as the growth of our organization, so we can achieve our vision of a mentally healthy North Shore community.

JOIN US FOR A COFFEE

The HOpe Café at Lions Gate Hospital is community hub, promoting mental wellness and serving up great coffee and snacks. As a social enterprise, profits from café sales come back to CMHA, so we can continue to grow and better serve the community. Drop by for a coffee today!



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www.northwestvancouver.cmha.bc.ca

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