



ARTWORK BY A COMMUNITY  
MEMBER AT A KELTY DENNEHY  
MENTAL HEALTH RESOURCE  
CENTRE ART GROUP LED BY  
CMHA VOLUNTEERS



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

CMHA NORTH AND WEST VANCOUVER

# ANNUAL REPORT

2018–19

# MESSAGE FROM THE BOARD CHAIR AND EXECUTIVE DIRECTOR

Each year brings new insights, opportunities and learnings. The 2018/2019 year was no different.

Booming employment across the Lower Mainland, ongoing transportation challenges, a growing divide between rural and urban communities, a somewhat unpredictable international climate, a new BC Ministry of Mental Health and Addictions, an unabating overdose crisis and a beautiful mountain landscape formed the backdrop to our work this past year.

At CMHA North and West Vancouver (CMHA NWW), we continued to serve residents in our mental health housing sites; greeted many new visitors to our Kelty Dennehy Mental Health Resource Centre; and supported the launch and growth of important peer support programs in Indigenous and non-Indigenous communities. We also responded to at-risk populations, and helped them build security through housing or employment.

In keeping with our vision, we continued to create community and help individuals maintain recovery. Our team made people feel heard and we helped them grow their skills by trying new activities and building relationships. One individual we connected with was living in poverty and had chronic health conditions. He spoke of his regular conversations with our team as highlights, and bright spots during this challenging time. The connection worked two ways. Our team was also enamored with his enthusiasm and sense of humour.

Sadly, he passed away this past year. His death was a reminder to all of us that we need to keep the light on for our many neighbours who have less than we do, and just need a bit of time, support, connection to regain a bit of stability. Our relationship with him and the joy he brought to our work was also a reminder that our work is not solely about serving others. It's about finding connections that benefit everyone.

Within the organization, CMHA NWW's leadership team expanded over the past year and the board remained strong and capable. The organization secured a new subtenant to reduce operating expenses, brought in new contracts, and grew our fee-for-service revenue.

The North Shore WorkBC site was successful in renewing its contract with the BC government, under the leadership of the YWCA. Meanwhile, CMHA NWW's existing partnerships with Vancouver Coastal Health, Lions Gate Hospital Foundation, BLENZ the Coffee Company, and Foundry North Shore deepened.

We built new partnerships with North Shore Alliance Church and Tsleil-Waututh Nation. These new friendships have opened our eyes to the importance of caring for the spirit as part of our work in helping individuals improve their quality of life.

Financially, this past year was relatively stable. We were able to recover from the losses of the previous year, and we came together to make some significant decisions to support future security. These decisions include the sale of one of our homes to another non-profit, and the launch of a donor-advised endowment fund through Vancity Foundation.

As the year ends, we look forward to working with our partners, our communities and with the new Ministry of Mental Health and Addictions to achieve a better quality of life for British Columbians in our region. Our three-year strategic plan, which was developed with all of this in mind, will be presented at the Annual General Meeting on September 16, 2019.



**DON STUCKERT**

Board Chair,  
CMHA North and  
West Vancouver



**JULIA KAISLA**

Executive Director,  
CMHA North and  
West Vancouver





CMHA NWW Peer Support Presentation Team



Going away party for Robert, Kelly Dennehy Mental Health Resource Centre Coordinator



CMHA NWW staff Ugly Christmas Sweater Day

## YEAR AT A GLANCE

↑ indicates increase from previous year  
 = indicates no change from previous year  
 ↓ indicates decrease from previous year



### MEMBERSHIP

40 members (=)



### COUNSELLING

984 sessions (↑)



### OUTREACH

144 clients (↓)



### STEPS

41 youth (=)



### TRAINING AND WORKSHOPS

393 registrations (↑)



### FACEBOOK REACH

148 followers  
 Average of 36,044 impressions per month  
 Average monthly reach 7,912

(↑)



### TWITTER REACH

1,045 followers  
 Average of 5,096 Tweet impressions per month

(↑)



### NEWSLETTER

1,545 subscribers  
 (↑)

# HOUSING

CMHA NWV 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 6 women who are 50+ years of age.
- **Arborlynn House** provides 20-hour care to 6 young men who range in age from 25–35 years and are dealing with serious mental illness and substance use issues.
- **Lillian House** provides 20-hour care to seven men who range in age from 45–65 years of age.

## What makes us unique?

The staff at our three houses are exceptional. Many of them have been working with CMHA NWV for over 10 years, and this has created a great sense of family for the residents. This year, two of our long-term staff announced their intention to retire. To celebrate, the residents and staff shared a meal at a restaurant. For some, it was the first time they had sat in a restaurant together as one large group. Many expressed a feeling of joy and appreciation.

In 2017, CMHA NWV brought back Gift of Hope as an annual event. The residents have enjoyed its return, and have said it's something they look forward to every year. Each year, the residents submit a wish list of items, and receive a special wrapped gift full of said items to take home for Christmas morning.

More than just a place to sleep, the CMHA NWV Housing staff help find ways to encourage the residents to engage with the community. This year, the women at Harold house went to the ballet and to the Art Gallery, while residents at Lillian House and Arborlynn House went to a few movies, to a Canucks game, and on a variety of other outings.

## Homeless Outreach

Our program connects homeless people, or those who are at risk of homelessness, to income assistance, housing and community-based mental 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. This includes life skills support with budgeting, groceries, and home maintenance.

This year, the number of clients served decreased as many chose not to move forward with applications for BC Housing (wait list was over 300 people). CMHA NWV also experienced turnover in staff for this position, which had an impact on how many clients accessed CMHA NWV and how these interactions were recorded.

## OUR IMPACT



**144** individuals served

**72** subsidies distributed to help prevent homelessness

**10** drop-in clients on average served weekly



**“The forgotten are men and women between 45 and 60. Because they’re injured or have mental health problems they can’t do the labour they were trained to do, and they’re not able to retire. Daryl’s [CMHA’s Program Manager] experience is that women are a bit more likely to be able to couch surf with their children, but this is an increasingly desperate population.**

**It takes some time to realize that no one wants to live on the street, but homelessness happens to people: maybe it’s the onset of mental illness, loss of work (and a paycheque), opioid addiction, diseases such as diabetes, or social conditions such as single motherhood or racism. There are many demons lurking around the corner.**

**It could happen to anyone.”**

—Paul Sullivan. *Affordable Housing Debate Misses the Real Crisis: Homelessness*. May 10, 2019.  
[www.nsnews.com/opinion/columnists/sullivan-affordable-housing-debate-misses-the-real-crisis-homelessness-1.23818078](http://www.nsnews.com/opinion/columnists/sullivan-affordable-housing-debate-misses-the-real-crisis-homelessness-1.23818078)







CMHA Counsellors and Practicum Students attended the Adler celebration and accepted an award recognizing us as a community partner

## COUNSELLING

Our counselling program offers one-to-one, low-cost, low-barrier, evidence-informed counselling to adults. This year, we continued to offer counselling with either a Registered Clinical Counsellor (RCC) at \$50/hr or a Masters-level Practicum Student at \$25/hr. We enhanced our capacity and reduced wait times by:

- Doubling the number of RCCs
- Increasing number of Practicum Students by 50%

We expanded our services to include Mental Health and Addictions Counselling for the Tsleil Waututh Nation (they have since hired the counsellor we provided).

We made counselling more accessible to underserved populations on the North Shore by hiring a gender queer counsellor and a Farsi speaking Practicum Student counsellor. We continued to offer different evidence informed treatment approaches such as Art Therapy, Narrative Therapy and Cognitive Behavioural Therapy.

### OUR IMPACT

**984** counselling sessions  
an increase from 529 sessions in 2017-18

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“I arrived feeling lost in my thoughts. I left feeling hope.”

“Progressing rapidly and getting to the root with [counsellor]. Feeling comfortable and safe getting there.”

“I felt very safe and away from the hectic day.”

—Counselling clients

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📷 The Kelty Dennehy Mental Health Resource Centre offers many groups led by our talented and capable volunteers

## PEER NAVIGATION AND SUPPORT

Over the past year, the Kelty Dennehy Mental Health Resource Centre empowered 4,735 people to find mental health information and resources; to connect with their community; and process it all in a trusted, welcoming space. **This is an increase of 39% over last year.** We also substantially grew our volunteer-led programming. Thirteen free drop-in groups now meet in the resource centre, including 4 community support groups, and a number of art, craft, and music groups.

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“Volunteering has been great for me the past few months. It gets me out of the house and allows me to focus on something other than my problems. It has me painting again. I’ve made new friends with my ‘students’ as well as with the other volunteers. It is very uplifting to see people enjoying themselves and appreciating my efforts.”

“My volunteer job at the Kelty Centre allows me to use the knowledge and people skills I developed during my university studies and my working career. It feels great to ‘exercise that muscle’ for an hour or so a week! A personal experience with depression helps me to guess where clients may be coming from. I’m learning all the time, which is exciting. The resource centre environment is supportive.”

—Volunteer Group Facilitator Testimonials

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“I’m really glad to share the knitting experience with clients to help add a new dimension to their lives, or to re-awaken a skill they may have had in the past. I’m learning about knitting in a whole new way as I try to produce a curriculum for individual clients. This is challenging and exciting as their individual needs, abilities and interests vary greatly.”

“On the whole I would encourage others to consider volunteering at the KDMHRC.”

—Volunteer Group Facilitator Testimonials

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Pet therapy continues to be popular with Samba, a PADS golden retriever, visiting the KDMHRC and Carlile Youth Concurrent Disorder Centre every Thursday. Samba and her handler also spend some time at Foundry each week.

An exciting addition to our programming this year, thanks to donations from the Lions Gate Hospital Foundation, is our “A Little Light Reading” therapy program. We have six therapy lamps that community members can borrow for two weeks to improve symptoms of seasonal affective disorder (SAD). Light therapy is a natural, effective treatment for SAD, but not everyone will see improvement in symptoms. Our light therapy program gives people a chance to see if the treatment will work for them without the financial risk. The lamps are in such high demand over the winter months that we had to keep a wait-list for the entire season.





## Family Navigation

In 2018, we added a Family Navigator to our team at Foundry. The Family Navigator works with parents and families of youth to help them navigate the mental health system, make referrals to programs and services, and advocate for families in times of need. In 2018/2019, our Family Navigator served 326 different families.

## Youth Peer Support

CMHA NWV provides peer support for North Shore youth out of the Foundry Youth Centre. During the 2018/2019 year, our two peer supporters continued to serve youth experiencing mental health and addictions by:

- Fostering a positive peer-to-peer connection
- Assisting with non-clinical goals like recreation, life skills, meeting new people and finding employment
- Connecting clients with resources in the community
- Sharing their own lived experience

The Youth Peer Support team carried a case load of 32 clients. They also followed up with 100 youth after their Foundry counselling sessions.

## Steps Youth Program

Steps is a recreation-based group for North Shore youth experiencing challenges with their mental health. Most participants are living with anxiety and/or depression. Program goals include reducing

participants' experiences of anxiety and depression, reducing isolation and supporting recovery from mental illness through weekly physical activity and experience in nature.

Weekly program activities include hiking, kayaking, paddle boarding, snowshoeing and rock climbing. In addition, participants receive one-on-one support from the Steps Peer Support Workers. CMHA NWV facilitates two Steps cohorts: 13–18 years old (Steps) and 18–29 years old (Steps+).



## STEPS' IMPACT

Participants are youth ages 13–18 years old, who experience mild to moderate depression and anxiety and are socially isolated.

**23** participants registered

**37** total sessions

**252** total group hours

**75** total peer support hours spent

 *Steps Youth engaging in a variety of activities*





## STEPS+ IMPACT

Participants are young adults ages 19–29 years old, also experiencing mental health challenges ranging from anxiety and depression to managed psychosis and eating disorders.

**18** participants registered

**34** total sessions

**462** total group hours spent

**60** total peer support hours spent

Participants completed pre- and post-questionnaires asking them to rate their mood, anxiety, how supported they felt, and their activity levels. Based on self-report questionnaires administered in September 2018, January 2019, and June 2019, we can report the following notable outcomes:

- Recreation levels were significantly increased
- Depression symptoms decreased by 30%
- Engagement in new activities increased without impacting anxiety levels
- 70% reported that Steps was a safe and accepting space
- 100% of Steps participants reported that the facilitator exceeded or met their expectations
- 56% of youth reported that Steps helped them feel less alone

## New CMHA-Led Support Groups


### Beyond Happy

This 12-session no-cost treatment group was created and offered for the first time between January and March 2019, in collaboration with the Foundry. The focus was to teach Cognitive Behaviour Therapy (CBT) and Dialectical Behaviour Therapy (DBT) skills to young adults (19–29 years). Topics included mindfulness, anxiety, distress tolerance, worry uncertainty, emotion regulation, depression, and interpersonal effectiveness.

Fifteen participants completed pre- and post-treatment questionnaires. Anxiety and depression scores decreased and quality of life scores improved for most participants.

### Building Resilience

In keeping with our mandate of decreasing social isolation we secured funding to pilot a 6-session group designed to connect adults with each other and their community. Through activities such as an art therapy session and an orientation to the city library and its programs, participants were introduced to new activities and services in their city and encouraged to participate and connect with others. The outcome of the pilot study was positive. Participants enjoyed the activities and spoke about the interests and connections sparked by the sessions. This pilot study resulted in a planned collaboration between CMHA NWV and the North Vancouver City Library.

 *Run Like a Girl Half Marathon raised needed funds for our Steps program. Coming full circle, our Steps youth volunteered at the run!*



# EMPLOYMENT

## WorkBC Employment Centre

The 2018/2019 year was the final year in our contract with WorkBC, so much of the year was spent working on a proposal to maintain services on the North Shore. Thankfully, we learned late in the year that the team, led by the YWCA, was successful in securing the contract to provide employment services to the North Shore community.

CMHA NWV provides two case manager positions, one customized employment coordinator and a part-time counsellor at the Centre.

## HOpe Café



CMHA NWV's BLENZ HOpe Café is a social enterprise. The café provides supportive employment for individuals with lived experience of mental illness who are looking to re-enter the employment sector. They train as baristas, and often move into supervisory or management positions. This year, we surveyed the baristas to ask them about the impact of this supported employment opportunity:

- 67% of baristas surveyed strongly agreed that they felt more connected to the community
- 100% of baristas said they had more self-confidence in their skills and abilities (with 50% indicating they strongly agreed)
- 100% of baristas indicated they had improved their employment skills
- 67% of baristas strongly agreed that they were satisfied with their job experience (with an additional 17% indicating they agreed)
- 67% of baristas indicated they are more aware of their strengths as a result of their work experience at the café
- 67% of baristas indicate they have better management of daily challenges as a result of their work experience at the café.

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“In high school I struggled with self-confidence and assurance I was making a contribution to my community. Working at the café led me to a new passion, making coffee. Building skills in the craft of coffee making greatly influenced my self-confidence. I got great feedback from customers and employees on my drinks which helped me feel more confident in my abilities and processes. Since day one I felt I belonged in this small community nestled under the roof of hope. Through the café I joined groups and was offered many opportunities to express myself. I now know I have grown in this environment and have overcome many challenges with my mental health with the support of the café. I am confident in my coffee skills and have become very comfortable in a customer service role. I have made new connections and feel I have contributed to our community with my music, art and heart. And now I am moving further with this by becoming a peer support worker, which I never would have considered without being introduced to the idea by my new community.”

“Working at Blenz HOpe is working with your family and friends. A place where you can finally be given the grace and space you need to grow and make progress and challenge yourself. Here, we all relate to each other and are honest about our struggles, and that makes you feel like you don't have to put on some mask. The love and care of the people here is truly something different than what I have experienced at a job.”

—BLENZ HOpe Café baristas

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📷 Golf Tournament Cheque Presentation



📷 Ride Don't Hide



📷 Run Like a Girl Half Marathon

## EVENTS

### Seymour Women's Charitable Golf Tournament

CMHA NWV was thrilled to be named as the beneficiary of the Seymour Women's Charitable Golf Tournament. The event raised \$65,000 for CMHA NWV's counselling and youth programming. CMHA NWV staff volunteered at the golf tournament and attended the beautiful banquet dinner. The women's only event attracted close to 100 supporters and golfers.

### Ride Don't Hide

Over the last year, CMHA NWV co-hosted Ride Don't Hide Greater Vancouver. The event is held annually in June at Swangard Stadium. It's a day when people can come together to fight the stigma of mental illness and celebrate recovery and wellbeing. In June 2018, the Greater Vancouver ride raised \$300K and attracted over 1,000 riders.

### Run Like a Girl Half Marathon

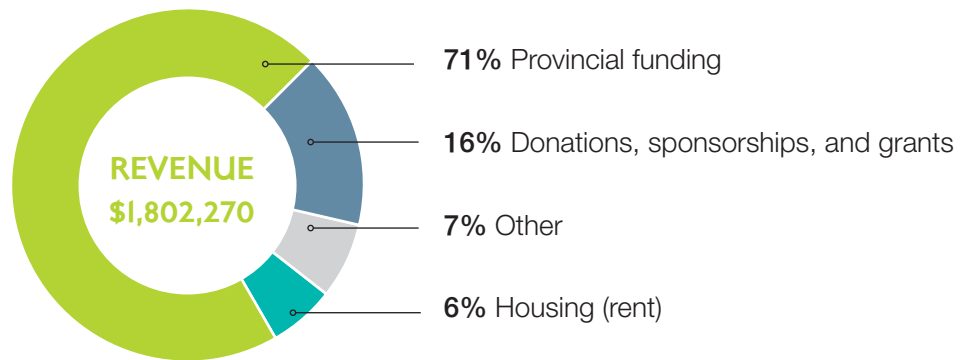
2018 was the first year Run Like A Girl chose CMHA NWV as its charity of choice. The half marathon raised funds for CMHA NWV's Steps program, and a group of Steps youth traveled up to Squamish to volunteer at the event.

### Adler School Award

CMHA NWV was recognized as a community partner by Adler School after hosting dozens of Masters-level Practicum Students through our counselling program. Maria Watson, Counselling Manager, attended the event and accepted the award. CMHA NWV was honored to be recognized, and even more grateful for the opportunity to integrate Masters-level Practicum Students into our low cost counselling program on the North Shore. This partnership has allowed us to offer counselling at \$25 dollars per hour.



## FINANCES



## 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.

### 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!





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

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