



Anchored in Community

Annual Report 2024–2025



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

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Cover photo: Steps program youth participants at Deep Cove

GET INVOLVED!



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

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 and Sunshine Coast.

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Get our free monthly newsletter delivered straight to your inbox each month. Learn about the latest news, activities, resources, programs, support groups and events in your community.

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MESSAGE FROM THE EXECUTIVE DIRECTOR

This year's theme, Anchored in Community, beautifully reflects the heart of our work and the spirit that has guided us through the past twelve months. In a world where change can feel constant and challenges arrive without warning, we have found our strength in the steady presence of community, in the people, relationships, and shared purpose that keep us grounded.

Over the past year, we have seen again and again that being anchored in community means more than delivering programs or meeting targets. It is about creating safe spaces where people feel seen, heard, and valued. It is about walking alongside individuals in their most vulnerable moments, celebrating their successes, and offering hope when the way forward feels uncertain. It is about listening deeply, adapting with care, and always holding dignity and compassion at the core of what we do.

Our work this year has been a tapestry woven from countless acts of kindness and commitment: a counsellor staying late to support a client in crisis, a volunteer offering a warm welcome at the Kelty Centre, a community partner stepping in to fill a gap in service, a donor giving generously because they believe in mental health for all. Each of these moments is an anchor, holding us steady and reminding us why we do this work.

I also want to express my deepest thanks to our departing Board members:

- Anne Kinvig (8 years, served as chair)
- Sam Dayal (3 years, served as treasurer)
- Karine Russell (2 years, served as vice chair)

Anne's leadership has been a source of wisdom, stability, and inspiration. Her thoughtful guidance, steadfast advocacy, and deep commitment to community mental health have helped shape CMHA NWV into the organization it is today, and her legacy will be felt in every decision we make, every partnership we build, and every life we touch.

Volunteers 2024–25 at a glance:

58 active volunteers

**1,790 volunteer hours
contributed**

We will also be saying farewell to Karine Russell and Sam Dayal, whose contributions have strengthened our mission and anchored our work in purpose. We are profoundly grateful for the time, expertise, and care they have given to this organization.

To our staff, volunteers, partners, donors, and community members you are the reason we remain committed to supporting mental wellness, no matter what tides we face. Your belief in our mission, your generosity of spirit, and your willingness to stand with us ensure that hope remains alive in our community. Together, we will continue to chart a course toward a future where mental health is valued, supported, and accessible to all.

Warmly,



Talayah Jamshidi
Executive Director
CMHA NWV

MESSAGE FROM THE BOARD CHAIR

Serving on the Board of CMHA NWV has been one of the most meaningful and rewarding experiences of my life. Over the years, I have had the privilege of witnessing extraordinary moments of courage, resilience, and transformation. I have seen clients take their first steps toward healing, families finding strength in connection, and communities coming together to lift one another up in times of need.

What has always stood out to me is the heart of this organization. CMHA NWV is not just about delivering programs, it's about the human connections that are made every single day. It's about showing up for people in their hardest moments, celebrating their progress, and holding hope when they can't hold it for themselves. I have seen our staff, volunteers, and community partners embody these values with unwavering commitment, compassion, and integrity.

Over my time on the board, I have also seen how being anchored in community means being willing to adapt, to listen, and to grow. We have faced challenges together, celebrated milestones together, and supported one another through change. I am deeply proud of the way our organization has evolved to meet the needs of our diverse and dynamic community, while staying true to its mission.

As I step down from my role, I do so with immense gratitude for my fellow board members whose wisdom and dedication have inspired me, for our staff whose tireless efforts change lives every day, for our volunteers who give so generously of their time and energy, and for our donors and partners who make this work possible.

It has been an honour to serve alongside all of you. I leave knowing that CMHA NWV is in strong and capable hands, and that its roots in this community are deep and enduring. The future is bright because of the people who believe in this work, and I will always be proud to have been part of it.

With gratitude,



Anne Kinvig
Board Chair, CMHA NWV

COUNSELLING

Over the past year, our Counselling Department has evolved—broadening and refining our services to ensure they're both accessible and impactful for everyone in our community.

We remain deeply committed to providing a diverse array of therapeutic approaches and support tailored to meet the unique needs of each individual we serve.

In 2024–25, our team provided:

1,366 counselling sessions

for

313 clients

accommodating clients through in-person, virtual, phone, and walk-in sessions in both English and Farsi.



This flexibility ensures that our services are accessible to everyone, regardless of their circumstances.

Staff and Training

Our services were made possible thanks to the incredible dedication of eight counsellors and nine interns. Their professionalism, empathy, and commitment to excellence have played a vital role in delivering high-quality care and creating a supportive environment where clients feel seen, heard, and empowered.

Thanks to the support of the BC Community Gaming grant, we were able to purchase Eye Movement Desensitization and Reprocessing (EMDR) equipment for our three counsellors trained in that modality. EMDR is widely recognized for its efficacy in treating post-traumatic stress disorder (PTSD), anxiety, and depression symptoms, further strengthening our ability to provide evidence-based therapies.

Accessibility and Community Support

We're proud to offer low-cost, one-on-one counselling sessions—making personalized, high-quality mental health care accessible to all.

Our work is strengthened through close collaboration with additional CMHA NWV programs, including the Peer Navigator Program, the Crisis Response Community Led (CRCL) team, and our Outreach team. Together, we create a seamless continuum of care that amplifies our impact and fosters lasting change.

As we look to the future, our commitment to serving the North Shore community remains strong. We're focused on expanding language services, enriching our therapeutic approaches, and deepening partnerships across the community. With the dedication of our staff and the support of our allies, we'll continue to uphold our mission: delivering compassionate, effective mental health care to those who need it most.

PEER NAVIGATION

Peer Navigators offer compassionate support grounded in connection, mental health, and overall wellness. They're here to listen, share helpful resources, and walk alongside individuals navigating life's challenges. What makes their guidance so powerful is their lived experience with mental health—bringing empathy, understanding, and real-world insight to every conversation.

Whether you're facing social isolation, anxiety, depression, grief, school or work stress, chronic pain, relationship struggles, or transitions, our team of eight Navigators are here to help. We also support individuals in building self-care practices that foster resilience and healing.

At the heart of the program is a deep respect for personal agency: we believe every person is the expert on their own life. Peer Navigators are here to honor that truth—offering support, encouragement, and guidance throughout your recovery journey. They can support peers to set and work toward goals. The service is free of charge and participants can typically connect with a peer navigator within a week of contacting the program. This is a short-term service with peers typically meeting once a week for 45 minutes to an hour for 10 to 12 sessions.

“The Kelty Dennehy Centre—with its free programs, opportunities that it creates for structured social contact, and check-ins with a Peer Navigator—is my ONE safe space: a truly essential part of my life and health. THANK YOU!!!” —Peer Navigation Client



Kelty staff at the Peer Craft Fair

105 hours of client/
peer time

175 drop-in Peer
Navigation sessions

21 regular peer clients

8 active peer navigators

SOCIAL SUPPORT GROUPS

Our social support groups are the heartbeat of a connected, resilient community. Built on the power of shared experience, these groups thrive because we deeply value the wisdom that comes from lived mental health journeys. Led primarily by dedicated community volunteers who have navigated these challenges themselves, each group offers a safe, welcoming, and judgment-free space where individuals feel seen, supported, and understood.

3,631 attendances

515 sessions

768 volunteer hours



Knitting Group (top) and Watercolor Painting Group (bottom) at the KDMHRC

The Kelty Dennehy Mental Health Resource Centre (KDMHRC) in the HOpe Centre of Lions Gate Hospital continues to play a foundational role and offers a drop-in space for community members to gather and connect. This past year, we provided a large variety of peer-facilitated support groups, both in person and online including five new groups. These groups included:

- Art Therapy
- Bipolar Support Group **NEW**
- Book Club
- Expressive Art Therapy **NEW**
- Farsi Post Crisis Growth **NEW**
- Gentle Yoga **NEW**
- Guided Meditation with Erin
- Introduction to Journaling Workshop
- Knitting
- Men Let's Talk
- Mindful Art
- Mindful Journaling
- Mindfulness Movement & Meditation
- Memory Book Workshop **NEW**
- Pet Therapy
- Recovering from Trauma
- SMART Recovery online
- Qigong
- Watercolor Painting

“I really enjoyed being at the KDMHRC, like I love doing watercolour paintings every Wednesdays and also yoga every Tuesday.” –Social support group participant

SKOOKUM HI-YU' KO-PET' A COMMUNITY WELLNESS PROGRAM

The Skookum Hi-Yu' Ko-Pet' ("Strong Enough" in Chinook) program is known as the sub-regional peer support initiative. Nation-to-nation initiatives are essential in fostering connections and understanding among First Nations communities. These efforts promote cultural exchange, shared learning, and mutual support while addressing the toxic drug response and crisis collective challenges. By building robust support networks, First Nations can empower their communities, to respond to, build capacity within and hold up the work of communities for better health outcomes.

Who are we?

- Tla'amin Nation (Powell River)
- Shíshálh Nation (Sechelt)
- Squamish Nation, (North Vancouver, Vancouver, Gibsons, and Squamish)
- Tsleil-Waututh Nation (North Vancouver)
- Musqueam Nation (Vancouver)



Honouring Missing and Murdered Indigenous Women and Girls

Program Structure

This initiative occurs within four of five sub-regional nations actively involved in the Skookum Hi-Yu' Ko-Pet' network. The program's emphasis on peer-to-peer support is central to its philosophy, enabling those who have firsthand experience with substance use to guide and assist others in similar situations. This approach not only empowers the peer leaders but also fosters trust and relatability within the community.

Program Development

In 2024/25, the program prioritized culturally appropriate initiatives that foster healing and empowerment across First Nations communities. A key highlight was a collaborative event with the Shishalh Nation to honor Missing and Murdered Indigenous Women and Girls (MMIWG), which strengthened community solidarity. The program emphasized capacity building, traditional healing practices, and innovative crisis response strategies, with significant milestones achieved in:

1. Program development and engagement through retreats and workshops.
2. Leadership training and community-led project empowerment.
3. Integration of cultural practices into mental health and wellness initiatives.

The power of these initiatives aimed at creating culturally appropriate sacred spaces that support healing, cultural preservation, and community empowerment cannot be understated. By prioritizing leadership development, crisis response planning, and tailored educational programs, the initiative has strengthened First Nations communities and honoured rich cultural healing.

Events and Engagement

The program featured a number of events, trainings, and opportunities for peer engagement and participation this year including:

- Healing Indigenous Hearts Training
- A collaborative event with the Shishalh Nation to honor Missing and Murdered Indigenous Women and Girls (MMIWG)
- Coordinators' Workday
- Crisis Response Planning
- Re-Energizing Wellness Training

Peer Retreat

Held June 20-24th at the beautiful Lake Lodge & Retreat Centre, the retreat this year featured cedar hat weaving, workshops, shared meals and campfires which provided an opportunity to build connections and enrichment through land-based learning.



Participants at the Annual Retreat



Healing Indigenous Hearts Training



At the Annual Retreat

HOUSING

Stable housing is often a cornerstone of mental wellbeing for many of our clients. Our compassionate housing team meets individuals where they are on their mental health journey—helping them set meaningful goals and advocating for the supports they need. For some, this means aging in place with dignity; for others, it involves developing essential life skills to achieve and sustain independent living.

CMHA NWV has 19 beds in our three licensed, 24-hour staffed homes. CMHA NWV's homes have seen many positive changes this past year, including the addition of a new deck at Harold House, kitchen and bathroom upgrades, and successful gardening program at Arborlynn House which may see its first crop of asparagus this year! Coordinators have also been successful in advocating on behalf of two clients to facilitate their transitioning to more appropriate Long-Term Care housing.

Once clients secure stable housing, transformative changes often follow. We've witnessed individuals take powerful steps forward—returning to school, gaining employment, engaging in support groups, and rebuilding connections with their families and friends.



The new deck at Harold House

"I have thoroughly enjoyed my time at the CMHA group home I am at. It has taught me a lot of new experiences and life skills that I can use in real-time life. One skill I have learned is to cook more and how to cook better with more talent, it reminds me I can be there for myself more. My insight on communicating with people has most definitely improved and my confidence level has increased immensely.

My ability to talk to people shines through a lot more and I like to enjoy my time with people more often. I had a hard time with my addiction for many years and use to do a lot of drugs in my teenage years and early 20s, it was difficult for me and a hard time. Health is the better route to clear my mind and understand things better.

I feel I have become a better human being and have become a better man "go health go!" I have chosen a better route and made a better connection for myself. Getting healthy is sticking towards a routine and taking my medication. It seems like I have developed more towards my personal self and am thankful for the help I have gotten at my home from Mallory and all the staff."

—BH

CRISIS RESPONSE, COMMUNITY-LED (CRCL)

In March 2025 the Peer Assisted Care Team (PACT) program in BC was rebranded as CRCL (pronounced “circle”), which stands for Crisis Response, Community-Led.

CRCL is a mobile, community-led team that serves as an alternative emergency response service for crisis calls related to mental health and/or substance use in North and West Vancouver.

In the last year, CRCL conducted 18 presentations for service providers on the North Shore. These presentations aimed to educate and inform various stakeholders about CRCL services, including local government, municipal emergency response teams, First Nations staff, school districts, health representatives, cultural organizations, community organizations, social service associations, and private businesses.

CRCL pairs a trained team of Crisis Responders composed of a mental health professional with a peer support worker to provide trauma-informed and culturally safe support through phone calls, texts, and in-person visits. We serve individuals and families ages 13+ in both English and Farsi. Our current hours of operation are 8 a.m. to 12:30 p.m., seven days a week to serve the needs of community members in crisis.

“In 22 years of interacting with mental health care from a health authority, I have not had such a safe environment for support as I have experienced with CRCL.”

—CRCL North Shore client

In the North Shore CRCL program, a crisis is defined as a behavioral, emotional, or psychiatric situation that prompts concern from the individual themselves, a loved one, or a bystander. It may also arise when someone expresses worry about another person’s wellbeing, requiring timely support and assessment—without involving police or emergency services.

CRCL offers care not only to those directly experiencing a crisis, but also to family members, caregivers, and bystanders impacted by mental health or substance use challenges. With consent, service users receive short-term follow-up from CRCL responders, creating space to:

- Explore referrals to additional services
- Develop safety and recovery plans
- Assess ongoing wellbeing and support needs

The goal is to provide respectful, consent-based, person-centered care that meets people where they are—offering stability, connection, and hope during difficult moments.



Watch a video about CRCL:
youtu.be/dbxYip7zyB4

OUTREACH SERVICES

At CMHA North and West Vancouver, our Outreach Services continue to respond to the changing needs of our North Shore community with a person-centered, case management approach.

This year has been a powerful reflection of our mission in action. Through compassion, adaptability, and unwavering dedication, our Outreach team continues to build pathways to wellness and belonging—one person, one connection, one success story at a time.

This year, we proudly welcomed:

146 new clients

and supported a total of

272 individuals

reflecting our deep commitment to fostering stability, dignity, and hope.

“I am deeply thankful for this wonderful person, Sherry! Her kindness, understanding, and support have made a significant difference in so many lives. She truly embodies compassion and generosity.” —Outreach client

Our outreach workers take the time to understand each person’s unique circumstance by conducting thorough assessments that consider psychosocial challenges, financial barriers, and other factors that may impact wellbeing. Together with clients, they co-create personalized care plans that align with both immediate needs and long-term goals, helping individuals maintain stable housing and move toward greater independence.

In response to the ongoing housing crisis, our team placed a strong focus on homelessness prevention and housing support. This year alone, we helped 30 individuals at risk of or experiencing homelessness find safe, stable housing on the North Shore.

We also expanded our reach through community engagement—meeting people where they are, including offering support at local libraries. By collaborating with other organizations, we’ve strengthened our ability to provide wraparound care.



Outreach Workers at Connect Day

YOUTH PROGRAMS—STEPS

Steps is an activity-based recreational program that supports North Shore youth navigating mental health challenges.

Through participation in free, planned group activities, Steps helps youth to reduce anxiety and depression, ease social isolation, and promote healing through movement, connection, and the natural world.

The program is offered in two age-based cohorts, including:

- Steps for youth ages 13 to 18
- Steps+ for youth ages 19 to 29

Steps Coordinators also provide opportunities for one-on-one peer support, ensuring participants feel encouraged and understood throughout their journey.

Now in its ninth successful year, Steps continues to be offered at no cost to participants, thanks to generous community support through fundraising and grants—including private donations and events like Run Like a Girl.

This year, youth explored exciting new activities such as snowshoeing, disc golf, kayaking, and cedar weaving workshops led by Indigenous leaders—deepening their connection to nature, culture, and each other.

Impact on Participants

Participants shared that their involvement in Steps led to stronger feelings of social connection and emotional support. Many also experienced a meaningful reduction in distress and the stigma often tied to seeking help for mental health.

Through regular engagement in nature-based activities, youth reported feeling more at ease in outdoor environments - building confidence, resilience, and a deeper sense of belonging.

These outcomes highlight the continued success and evolution of Steps as a vital, accessible resource for youth mental health—powered by nature, community, and compassionate support.

Steps currently has:

52 registered participants
in the Steps and Steps+
program

This year we offered:

84 group sessions

including a new monthly support group which gives participants a chance to discuss mental health in a safe, supportive and peer focused environment.



Steps participants at Grouse Mountain

PARTNERSHIP PROGRAMS

FOUNDRY AND WORKBC

Foundry – Family Navigation

Our Family Navigator (now Family Peer Support Worker) is a vital resource for parents and caregivers of youth aged 12 to 24, offering guidance on navigating the complexities of the mental health system to parents and caregivers through a partnership between Foundry North Shore and CMHA NWV.

From making referrals to advocating during difficult moments, they provide compassionate support every step of the way. Through personalized one-on-one peer support, families gain tools to strengthen communication and connection with young people facing challenges.

Services are offered virtually, by phone, and in person—including drop-in sessions, outreach, and scheduled appointments at the Foundry North Shore campus ensuring the hundreds of families supported in 2024/25 can access help in the way that works best for them.

Additionally, the family navigator contributes to community events for parents, such as Let's Talk Shop and the Mental Health Education series, and offers information sessions on other community resources, including Impact North Shore, Pathways, and Parent Advisory Council (PAC) meetings throughout the district.



WorkBC Employment Services

CMHA NWV's employment service is delivered in partnership with YWCA Metro Vancouver and the North Vancouver WorkBC Centre, working together to support North Shore residents in finding meaningful work.

Through a range of tailored programs and services, the initiative empowers individuals to navigate their employment journey with confidence and purpose.

Our dedicated team of four WorkBC professionals—including two Case Managers, a Customized Employment Specialist, and a Counsellor—provides personalized, professional, and compassionate support to meet the diverse needs of our community.

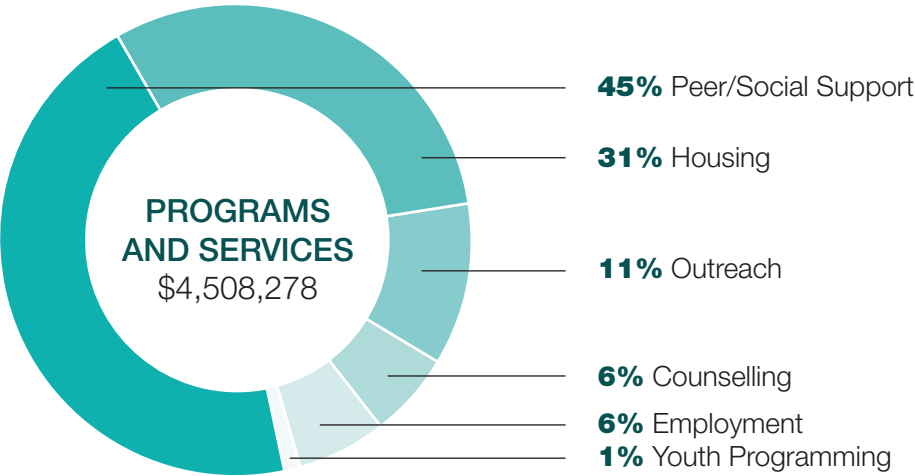
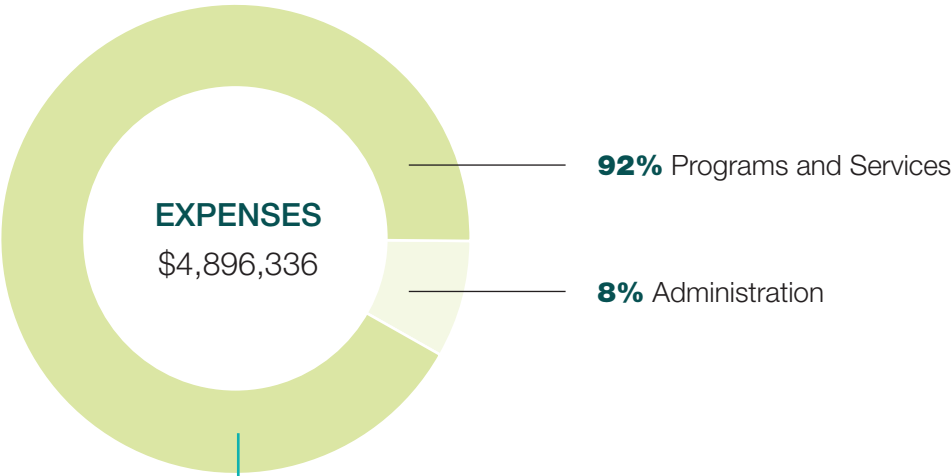
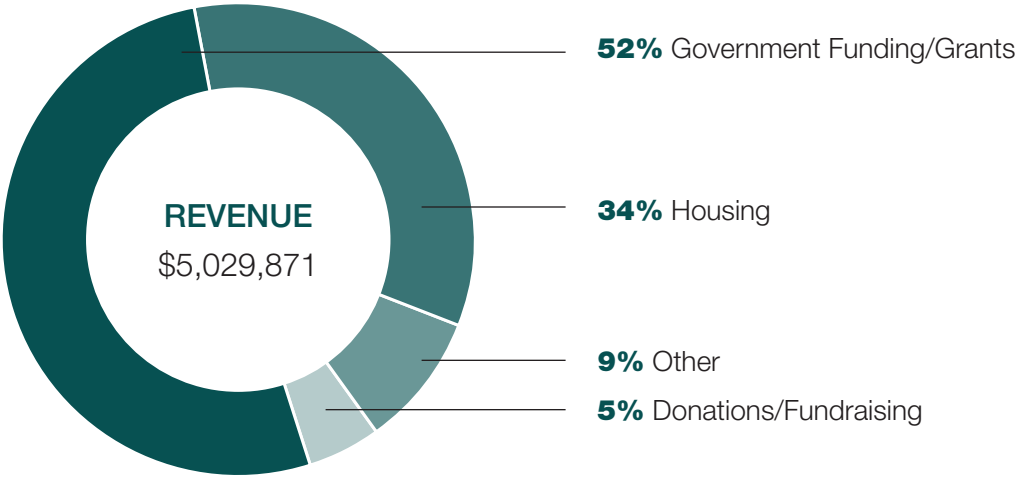
This year our team of Case Managers and our Customized Employment Specialist provided service to an average of:

24 new clients

and helped an average of:

10 clients find employment each month

FINANCIAL BREAKDOWN 2024–2025



THANK YOU TO OUR SUPPORTERS

The work we do at CMHA NWV is made possible by the incredible generosity of our donors who are true beacons of hope that help spark meaningful change across the North Shore.

We extend our deepest gratitude to our donors. Your kindness fuels vital services, strengthens community bonds, and offers comfort to those navigating life's challenges. For many of our clients, your support has created moments of light—moments that often become the first step on their journey toward mental wellness.

Your impact is immeasurable, and we are profoundly thankful for the role you play in helping us build a stronger, connected and compassionate community.

- BC Housing
- Benevity Community Impact Fund
- Canada Helps
- Capilano Christian Church
- Capilano University—The Together for Literacy Table
- Charitable Gift Funds Canada Foundation
- Chris Brown Personal Real Estate Corporation
- City of North Vancouver
- CMHA, BC Division
- Community Action Initiative
- District of North Vancouver
- District of West Vancouver
- Foresters Financial
- Government of B.C.
- Government of Canada
- Greater Vancouver Food Bank
- Inland Truck & Equipment Ltd.
- Lazarus Community Society
- Nicola Wealth Private Giving Foundation
- North Shore Community Foundation
- North Shore Unitarians
- North Vancouver City Library
- Province of BC—Ministry of Mental Health and Addictions
- Provincial Employees Community Services Fund
- RBC Community Investment
- Reaching Home Program—Lu'ma Native Housing Society

- Reay and Lynda Mackay in memory of Keira Walsh
- Rudy Uhl
- Run Like A Girl
- Seymour Golf & Country Club
- Soroptimist International
- Southern Butler Price LLP
- Terrence and Jade Baerg in memory of Morgan Siemens
- The PGA of BC
- The Polygon Gallery
- The Push-Up Challenge
- The Strongman Group
- The Wheelbarrow Fund
- Trafalgar Elementary School
- TransLink
- Tsleil-Waututh Nation
- Uldeane Fountain
- Vancouver Coastal Health

- West Vancouver Community Foundation
- West Vancouver Youth Band
- YWCA

Monthly Donors

- Lindsey Fajardo-Morales
- Janice Hunter
- Susan and Steve Borthwick
- Kirsten Ueland
- Gillian Watson
- Tracey Evans
- Maureen Lee
- Clare Husk
- Jaspreet Dhillon
- Celia Lazzarin
- Joshua Radcliffe
- Anne Kinvig
- Kyle Denley
- Rachel Canning



Seymour Golf Tournament Cheque Presentation— Ben Naimark and Mary Jane Devine (left) from the Seymour Charity Committee with Talayeh Jamshidi, Executive Director and Glenda Savage, Finance Manager, CMHA NWV (right)



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CMHA North and West Vancouver
312-2030 Marine Drive
North Vancouver, BC V7P 1V7
Charitable Number: 10686 4143 RR0001

