



Annual Report

2025–2026



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

northwestvancouver.cmha.bc.ca



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Health Association**
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CONTENTS

Message from the Executive Director and Board Chair **3**

Counselling **4**

Peer Navigation **5**

Social Support Groups **6**

Skookum Hi-Yu' Ko-Pet'—A Community Wellness Program **7**

Housing **8**

Crisis Response, Community-Led (CRCL) **9**

Outreach Services **10**

Youth Programs—Steps **11**

Partnership Programs—Foundry and WorkBC **12**

Financial Breakdown **13**

Thank You to Our Supporters **14**

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 and Sunshine Coast.

SIGN UP FOR OUR E-NEWSLETTER

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.

FOLLOW US ON SOCIAL MEDIA

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 northwestvancouver.cmha.bc.ca

MESSAGE FROM THE EXECUTIVE DIRECTOR AND BOARD CHAIR

This past year has reminded us that navigating mental health, change, and recovery is rarely a journey taken alone. It is shaped by the people who walk alongside us, the relationships we build, and the strength of a community that comes together when support is needed most.

Navigating Together, the theme of this year's annual report, reflects how we see our role at CMHA North and West Vancouver. Across our crisis response, counselling, homelessness outreach, supportive housing, peer and social support, employment services, and the Kelty Dennehy Mental Health Resource Centre, we meet people at different points in their lives and help them find the support, connection, and opportunities they need to move forward.

This year brought both growth and change. We strengthened our crisis response services, expanded access to counselling, continued supporting individuals experiencing homelessness and complex mental health challenges, and deepened relationships with partners across the North Shore. At the same time, increasing demand for our programs has reinforced the importance of continuing to build a mental health system that is accessible, responsive, and grounded in the needs of our community.

As Executive Director and Board Chair, we are incredibly proud of the people behind this work. Our staff and volunteers bring compassion, skill, and dedication to our community every day. Our Board provides thoughtful leadership and stewardship, while our funders, donors, partners, and supporters make it possible for us to continue responding, adapting, and growing.

We are also deeply grateful to the individuals and families who place their trust in CMHA North and West Vancouver. Their experiences, voices, and resilience continue to shape our work and remind us why accessible, community-based mental health support matters.

Looking ahead, we know there is more work to do. We will continue strengthening our services, advocating

for sustainable and equitable mental health supports, and building partnerships that allow us to respond to the changing needs of our community. We believe some of the most meaningful progress happens when organizations, governments, service providers, communities, and people with lived experience work together toward a shared purpose.

Navigating Together is more than a theme—it reflects our commitment to ensuring that no one has to find their way alone.

Thank you to everyone who has walked alongside CMHA North and West Vancouver this year. Together, we are building a stronger, more connected, and more compassionate community where everyone has the opportunity to belong and thrive.



Talayeh Jamshidi
Executive Director
CMHA NWV



Andrew Leonard
Board Chair
CMHA NWV

Volunteers 2025–26 at a glance:

58 active volunteers

**1,572 volunteer hours
contributed**

COUNSELLING

Navigating Together

This year, our Counselling Department continued to grow and adapt, finding new ways to make care more accessible while staying responsive to the varied needs of the people we serve.

Every client who comes to us brings a different story, and our team works to meet that individuality with a range of therapeutic approaches rather than a one-size-fits-all model.

In 2025/26, we delivered:

1,462 counselling sessions

to

397 clients

offering in-person, virtual, phone, and walking therapy options in both English and Farsi.

Meeting clients where they are—logistically and linguistically—remains central to how we work.

Staff and Training

Nine counsellors and eight interns made this work possible. Their skill and care show up not just in session outcomes, but in the kind of environment they build—one where clients feel genuinely supported and understood.

A microgrant from the Community Action Initiative (CAI) allowed us to grow our EMDR (Eye Movement Desensitization and Reprocessing) capacity this year, bringing our number of trained counsellors from three to four. EMDR continues to be one of our most effective tools for addressing PTSD, anxiety, and depression, and this expansion means more clients can access it directly.



Accessibility and Community Support

Low-cost, one-on-one counselling remains a cornerstone of what we offer, keeping quality mental health support within reach for clients regardless of financial circumstance.

We don't do this work in isolation. Close collaboration with CMHA NWV's Peer Navigator Program, Crisis Response Community Led (CRCL) team, and Outreach team means clients move through a connected system of care, not a series of disconnected services.

Looking ahead, we're focused on reaching further into the North Shore community, shortening wait times, deepening our therapeutic offerings, and strengthening the partnerships that make this work sustainable. None of this happens without our staff's dedication and the continued backing of our funders and allies—and we're committed to carrying that momentum forward. Funding for our counselling program is provided by the Province of British Columbia's Community Counselling Fund through the Community Action Initiative of BC, along with continued support from the BC Community Gaming grant.

PEER NAVIGATION

Peer Navigation offers supportive, person-centred connections for individuals facing mental health challenges or navigating difficult life circumstances. Grounded in lived experience, our Peer Navigators provide understanding, encouragement, and practical support while walking alongside participants on their recovery journey. Their ability to relate through shared experience helps foster trust, reduce isolation, and create meaningful connections.

Whether someone is experiencing anxiety, depression, grief, social isolation, workplace or school-related stress, relationship challenges, chronic health concerns, or significant life changes, Peer Navigators are available to provide support tailored to each individual's needs. Through regular conversations, resource sharing, and collaborative problem-solving, participants are supported in building resilience, strengthening self-care practices, and working toward goals that matter to them.

The program is built on the belief that recovery is personal and that every individual brings their own strengths, experiences, and expertise to the process. Rather than directing participants, Peer Navigators provide a supportive space where people can explore challenges, identify priorities, and move forward at their own pace. The service is free of charge, and participants are typically matched with a Peer Navigator within one week of contacting the program. Peer Navigation is designed as a short-term service, with weekly meetings lasting approximately 45 to 60 minutes over the course of 10 to 12 sessions.

"I volunteer at the Kelty with my dog in the pet therapy program. I see the difference dogs can make to people's mental health, including my own."

—Peer Navigation volunteer

**88 hours of client/
peer time**

**87 drop-in Peer
Navigation sessions**

20 regular peer clients

8 active peer navigators



Kelty staff at the Peer Craft Fair

SOCIAL SUPPORT GROUPS

3,814 attendances

468 sessions

767 volunteer facilitator hours

300 staff/clinical facilitator hours

Our Social Support Groups continue to provide welcoming spaces where people can connect, share experiences, and build supportive relationships within the community. Grounded in peer connection, these groups help reduce isolation and give participants opportunities to feel understood, supported, and connected in an inclusive and respectful environment.

Many of our groups are supported by dedicated volunteers, including people with lived experience of mental health challenges who bring understanding, compassion, and a strong sense of community to their roles. Through shared activities, conversation, creative expression, movement, and mutual support, participants have opportunities to develop new skills, build confidence, and strengthen social connections.

The Kelty Dennehy Mental Health Resource Centre (KDMHRC), located within the HOpe Centre at Lions Gate Hospital, remains an important community space where people can connect, access mental health resources, and take part in a variety of programs and activities. During 2025–2026, our programming included creative arts, peer support, mindfulness, physical activity, recovery-focused groups, and opportunities for social connection. New offerings included Circle of Hope, Empowered Games, Tai Chi, Fitness for Energy Body, Resilience in Action, and Gentle Full Body Workout with Barb, broadening the range of ways community members could participate and connect.

- Bipolar Support Group
- Book Club
- Circle of Hope
- Empowered Games
- Expressive Art Therapy
- Farsi Post Crisis Growth
- Fitness for Energy Body
- Gentle Full Body Workout with Barb
- Gentle Yoga
- Guided Meditation with Erin
- Knitting
- Men Let's Talk
- Mindful Journaling
- Pet Therapy
- Qigong
- Recovering from Trauma
- Resilience in Action
- Tai Chi
- Watercolour

“I have extremely enjoyed the watercolour classes. I have always appreciated art therapy. I gained so much taking yoga and Tai Chi. Oh, also I love the journaling... the volunteer has really encouraged scrap booking.” —Social support group participant

SKOOKUM HI-YU' KO-PET'

A COMMUNITY WELLNESS PROGRAM

For several years, CMHA North & West Vancouver has had the privilege of supporting and walking alongside participating First Nations through Skookum Hi-Yu' Ko-Pet' ("Strong Enough" in Chinook), a sub-regional peer support and community wellness initiative.

At the heart of Skookum Hi-Yu' Ko-Pet' has always been the knowledge, connections, culture, and lived experience within the First Nations themselves. The initiative created opportunities for First Nations communities, peers, Elders, Knowledge Keepers, and community members to come together, strengthen relationships, share knowledge, and support one another in responding to mental health, wellness, substance use, and the ongoing toxic drug crisis.

The initiative brought together Tla'amin First Nation, shíshálh First Nation, Squamish First Nation, Tsleil-Waututh First Nation, and Musqueam First Nation, fostering a Nation-to-Nation relationship and opportunities for shared learning, cultural connection, peer leadership, and community-led wellness.

Honouring a Transition

This year marked the conclusion of CMHA North & West Vancouver's formal involvement in Skookum Hi-Yu' Ko-Pet'.

This transition reflects the evolution of the initiative and the continued leadership of the communities in determining how this important work moves forward within their own communities.

Throughout our involvement, our role has been to support, listen, learn, and walk alongside the communities. We are deeply grateful for the relationships that have been built and for the generosity with which communities have shared their knowledge, experiences, traditions, and teachings with us.

We recognize that the strength of this initiative has always come from the communities themselves—from their people, cultures, relationships, knowledge, and leadership.

As we conclude our formal role, we do so with tremendous respect and gratitude. It has been a privilege to have been welcomed into this work and to have walked alongside the Nations for this chapter of Skookum Hi-Yu' Ko-Pet'.

While our formal involvement in the program has concluded, the relationships created through this journey remain deeply valued. CMHA North & West Vancouver looks forward to continuing to be a partner and ally, when invited, and to supporting opportunities for connection, collaboration, and community wellness in the future.

We raise our hands in gratitude to the Nations, Elders, Knowledge Keepers, peers, leaders, and community members who welcomed us, taught us, and allowed us to share in this journey.



Photo above left: Blanketing ceremony with current and former CMHA NWV staff

Photo above right: Peers from various Nations coming together for Re-Energizing Wellness Peer Training

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, Lillian House has had some significant upgrades over the past year including: replacing carpeted flooring with laminate, replacing and widening outdoor stairwell and railings to make it safer for

residents use. One of our Arborlynn clients and mother spoke at a fundraising event to showcase the growth and support they and their family have received since being in our care. CMHA continues to advocate for some of our most senior residents to receive more appropriate housing as they age beyond our level of care. Since July of 2025 three clients transitioned to more appropriate Long-Term Care housing which allowed 3 new residents to begin their journey within our housing model.

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.

“Since my arrival at Arborlynn House I have made incredible progress in my mental health, physical health and wellbeing. The house has provided a safe place for me to be and to work on my mental health, physical health and addiction. The staff has been a great support and has been there every step of the way to help me with my progress.

Before I arrived at Arborlynn my relationship with my family was unstable but, since I have been here my relationship with my family has grown much stronger and I could not have gotten to where I am without all the support I have received.

I struggled with addiction for over 37 years which became more prominent in the last 10 years of my addiction. Before coming to Arborlynn House, I was in and out of the shelter and was in active addiction. Since I arrived at Arborlynn House, I worked on things and have managed to stay sober for 2 years. I have noticed a dramatic difference in my mental and physical health thanks to the support of my family Mallory and the staff at Arborlynn house, I have achieved a healthier mind and wellbeing.

The house provides support for addiction and mental health and has been a great learning experience for me. I have developed independence while working with the staff at Arborlynn House and have developed the skills necessary to remain sober, build better relationships and maintain independence in relation to daily life.

Now that I have worked through 2 years of sobriety, I have obtained a better understanding of my goals and things I can achieve in life. My current goals are to go back to school for my basic adult education, seek part time employment with the eventual goal of more independent living. The co-residents at the house have been a great support and I have built close relationships with all of them. I look forward to the rest of my journey and am confident with the supports I have things will continue to be a positive life changing experience.”

—CMHA Housing client

CRISIS RESPONSE, COMMUNITY-LED (CRCL)

Expanding Our Response

Within the past fiscal year, CRCL expanded its team to 29 members, including Crisis Responders, Dispatch Navigators, Clinical Consultants, and leadership staff. Alongside this growth, call volume steadily increased as community awareness and understanding of the service continued to build.

Importantly, a growing proportion of calls are resulting in an in-person response. Dispatch rates more than doubled over the fiscal year, increasing from 20% in the first quarter to 51% in the fourth quarter, and continue to trend upward. This growth reflects CRCL's expanding reach and its increasing role as an accessible, community-led crisis response option across the North Shore.

Supporting People Through Crisis

For CRCL, a crisis may be a behavioural, emotional, mental health, or substance use situation that causes concern for an individual, family member, loved one, caregiver, or bystander and requires timely support. CRCL provides an option for situations where a community-based response is appropriate and police or emergency medical intervention is not required.

CRCL supports not only individuals directly experiencing a crisis, but also family members, caregivers, and others impacted by mental health or substance use challenges.

With consent, service users can also receive short-term follow-up support from CRCL responders. Follow-up provides an opportunity to connect individuals with additional services and resources, develop safety and recovery plans, and assess ongoing wellbeing and support needs.

“CRCL is amazing. I am so grateful I had them to call. They arrived so quickly, and the team helped me regulate and gave me great resources to support me. I feel better knowing I can always call CRCL.”

—CRCL North Shore Client

At the heart of CRCL is a commitment to providing respectful, person-centred and consent-based care that meets people where they are—offering connection, stability, and hope during difficult moments.



CRCL staff engaging with the community to raise awareness of CRCL and its services



Learn more about CRCL:
youtu.be/dbxYip7zyB4

OUTREACH SERVICES

Our Outreach Services respond to the evolving needs of the North Shore community through person-centred, strengths-based case management. By meeting people where they are, we help individuals overcome barriers and connect with the supports they need to build stability and hope.

This year, we:

Welcomed 100 new clients
and
Supported 464 individuals

Through comprehensive assessments and individualized care plans, we worked alongside each person to address immediate needs while supporting long-term wellbeing and independence.

As housing affordability continued to impact our community, homelessness prevention remained a priority. We administered 424 rent supplements, helping individuals and families maintain stable housing, and

supported 23 individuals in securing new housing on the North Shore.

Our team also expanded outreach into community spaces, including local libraries, shower program and strengthened partnerships with other organizations to provide coordinated, wraparound support.

Every connection represents a pathway to support. Through compassion, collaboration, and dedication, our Outreach team continues to help individuals move toward stability, recovery, and belonging.



Our Outreach workers supporting community members from the CMHA NWV office

“I am writing to express my deepest gratitude for the outstanding support I received from Sherry. During a very difficult time in my life, she went above and beyond to assist me with my PWD application, BC Housing forms, and other essential services. Her unwavering dedication, kindness, and professionalism made an incredible difference in my journey.

Sherry not only helped me navigate complex processes but also truly understood my situation—both physically and mentally. She showed immense patience, compassion, and empathy, making me feel heard and supported when I needed it the most. Her commitment to helping people in vulnerable situations is remarkable, and I cannot thank her enough for all that she has done for me.”

—Outreach client

YOUTH PROGRAMS—STEPS

Steps is a nature-based recreational program supporting North Shore youth as they navigate mental health challenges.

By bringing youth together for free, planned group activities, Steps offers a path toward healing—reducing anxiety and depression, easing social isolation, and fostering connection through movement, community, and time spent in nature.

The program continues to run in two age-based cohorts:

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

Beyond group programming, Steps Coordinators offer one-on-one peer support, giving participants an added layer of encouragement as they move through the program.

Now marking its tenth year, Steps remains free for all participants—made possible through the ongoing generosity of donors, fundraising events like Run Like a Girl, and continued support from the District and City of North Vancouver.

This year's programming brought youth back on the water for kayaking, alongside new experiences including a DJ class, invasive species removal projects, the ropes course at Grouse Mountain, and hands-on craft sessions. Participants also gave back by volunteering at this year's Run Like a Girl event.

Steps welcomed several new facilitators to the team this year, bringing fresh energy and perspectives to the program. Participation also grew significantly: Steps and Steps+ now support 65 registered participants, up from 52 last year, with 100 group sessions delivered—including a newly introduced bi-monthly Monday support group offering a consistent, peer-focused space to talk openly about mental health.

Impact on Participants

Across its ten years, Steps has consistently shown what's possible when youth are given space to connect—with each other, with their community, and with the natural world. Participants have described real reductions in distress and isolation, along with a growing comfort in outdoor settings that builds confidence and resilience over time.

As Steps enters its second decade, that foundation continues to shape a program rooted in accessibility, connection, and community-powered care.



Steps Coordinator and participants at the hiwus Feasthouse at Grouse Mountain in North Vancouver

PARTNERSHIP PROGRAMS— FOUNDRY AND WORKBC

Foundry—Family Navigation

Through our continued partnership with Foundry North Shore, CMHA NWW's Family Peer Support Worker provides compassionate, one-on-one support to parents and caregivers of youth aged 12 to 24 navigating mental health and substance use challenges.

Support is available in person, virtually, and by phone, helping families navigate services, access resources, strengthen communication, and feel supported during challenging times.

This year, the Family Peer Support Worker also continued to connect with families through community outreach, parent education, and collaborative events, strengthening access to peer-based support across the North Shore.

WorkBC Employment Services

CMHA NWW's Employment Services are delivered in partnership with YWCA Metro Vancouver and the North Vancouver WorkBC Centre, supporting North Shore residents as they pursue meaningful and sustainable employment. Through this collaboration, we help individuals overcome barriers to employment while building the skills, confidence, and resources needed to achieve their career goals.

Our experienced WorkBC team—including two Case Managers, a Customized Employment Specialist, and a Counsellor—provides individualized support tailored to each participant's unique circumstances. From career planning and job search assistance to employment preparation and ongoing guidance, the team works closely with clients to help them move toward long-term employment success.

In 2025, our WorkBC team:

Welcomed 294 new clients

and

Supported 91 individuals in securing employment

A monthly average of:

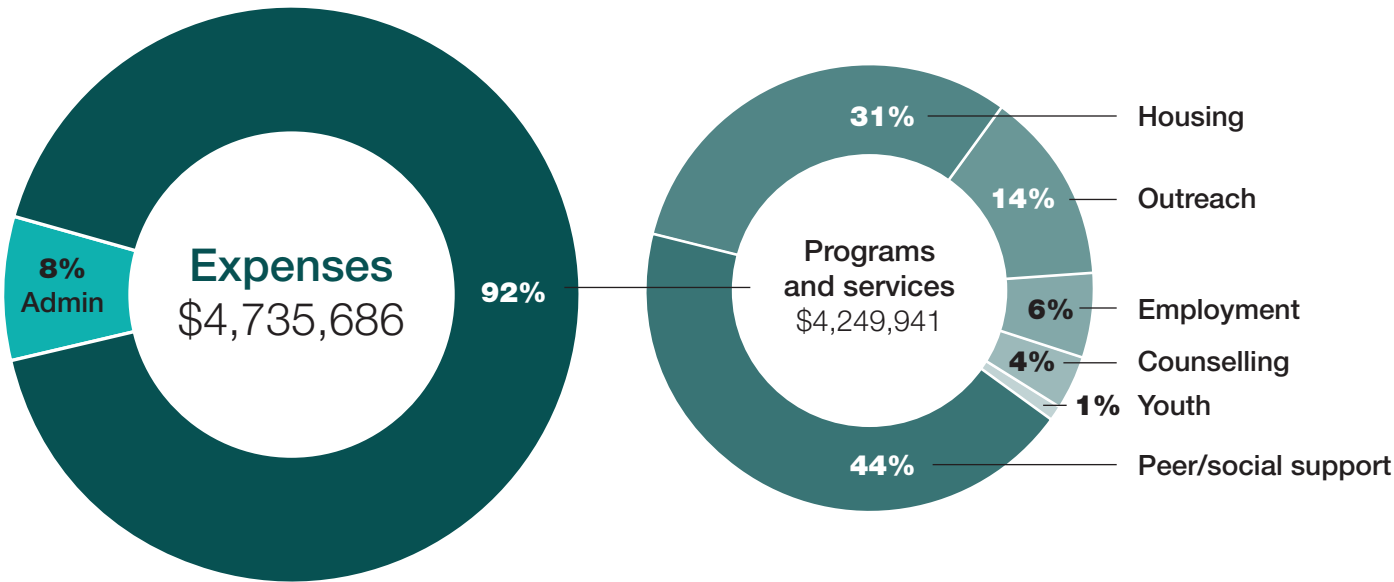
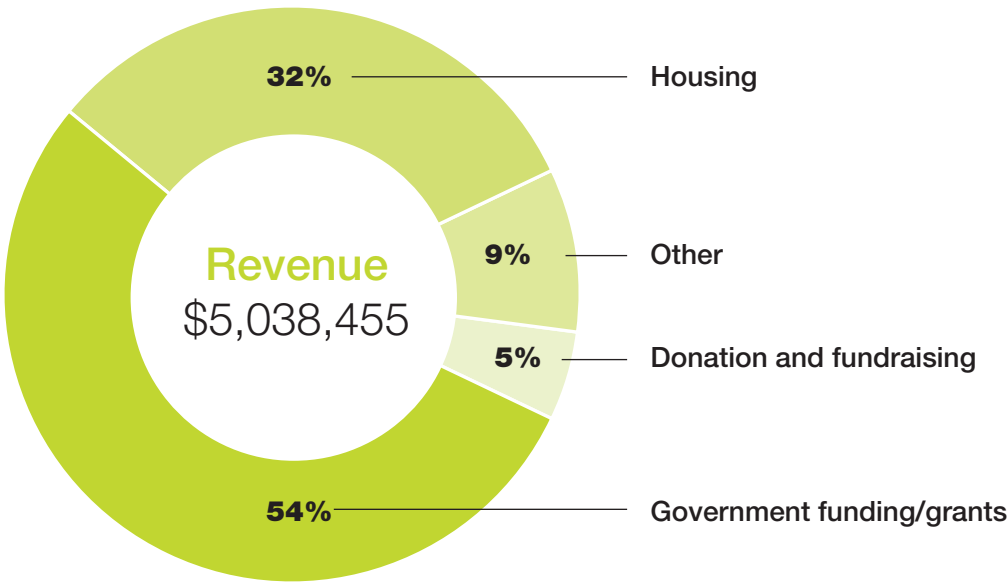
25 new clients

and

8 employment outcomes

FINANCIAL BREAKDOWN

2025–2026



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.

- Acera Benefits
- Allison Hall
- BC Housing
- Benevity Community Impact Fund
- Canada Helps
- Capilano University—The Together for Literacy Table
- Charitable Gift Funds Canada Foundation
- Champions of Hope
- 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
- F45 Training—North Shore
- Government of B.C.
- Government of Canada
- Greater Vancouver Food Bank
- Inland Truck & Equipment Ltd.
- Lazarus Community Society
- North Shore Community Foundation
- North Shore Unitarians
- 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 Mezzanine
- The PGA of BC
- The Polygon Gallery
- The Push-Up Challenge
- The Wheelbarrow Fund
- TransLink
- Tsleil-Waututh Nation
- Uldeane Fountain
- Vancouver Coastal Health
- West Vancouver Community Foundation
- West Vancouver Youth Band
- Whistler Fire Rescue
- 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
- Deborah Wilson



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