



Emerging Into Light

A symbol of recovery
and resilience for people
who care about mental
illness and health



**Canadian Mental
Health Association**
Port Alberni



June 2015 Annual Report

Our Vision

“Mentally healthy people in a healthy society”

Our Mission

The Canadian Mental Health Association (CMHA), a nation-wide volunteer organization, promotes the mental health of all and supports the resilience and recovery of people experiencing mental illness. CMHA accomplishes this mission through advocacy, education, research and service.

Canadian Mental Health Association - Port Alberni Branch (CMHA-PA) is dedicated to providing programs and services that foster individual growth and promote mental wellness, leading to the development of strong families and a healthy community. We believe that the following principles are essential to mental health and a personally satisfying quality of life: *Support, Inclusion, Empowerment, Compassion, Responsibility, Respect and Social Justice.*

Message from the President

CMHA Port Alberni continues to thrive for residents of the Alberni Valley thanks to the dedicated efforts of the staff, members and supporters. I believe that awareness and acceptance of mental illness is at an all-time high. There is much room for improvement but for the moment let's celebrate how far we have come. This year the Ride-Don't-Hide event was the most successful ever. When seeking sponsorship, I found that most people saw the cause to be worthy and were quick to offer a donation. Furthermore, they were openly thankful for the part that the CMHA plays in the community. Many had stories to tell about how mental illness had affected them or their families. At a recent meeting with other CMHA representatives from around the Province, there was some discussion about where the CMHA fits into the spectrum of services that are available for mental illness. It was suggested that we provide the human touch, the interface between the health-care system and society. I'm okay with that.

*Mark Zenko,
Board President*

Executive Director

Dear CMHA Port Alberni Member:

I would like to welcome everyone in attendance to the Canadian Mental Health Association – Port Alberni Branch 2015 Annual General Meeting. Once again CMHA-PA experienced a year filled with activity. Please see the program reports.

In the past year, everyone involved – staff, volunteers and clients – worked hard to maintain our programs and services.

We are proud to offer the community these programs and services: Subsidized housing for 101 people at four locations offering different levels of support; an ICCD Clubhouse; Peer Support Program; Advocacy; Homeless Outreach; Food Matters Frozen Meal Program; Healthy Harvest Horticulture Program; and the Disability Parking Program. We are positioned to maintain all of these programs for the foreseeable future. We also implemented the BC Housing Homeless Prevention Program in the last year; with this funding we were able to hire a half-time staff to help implement the program. We would also like to thank the Vancouver Foundation for their grant that will allow us to maintain the Horticulture Program.



*Original Art Work by Eric Mack,
Roger Street Apartments*

At the end of 2014 our long-time Clubhouse Manager, Sandra Leicester, retired after 16 years of valuable service and we wish her well. We would like to welcome aboard the new Clubhouse Manager, Katrina Kiefer. Katrina brings many years of experience in the social services sector.

We have continued our involvement with the Ride Don't Hide event. The purpose of this event is to raise awareness of mental illness, reduce stigma, enjoy a healthy family activity and generate donations. Our corporate sponsor/partner is Shoppers Drug Mart. It is our goal to expand this fundraising activity to be better each year. As well, we were able to bring the play *maladjusted* to the community, the purpose of which was to raise awareness while at the same time providing entertainment.

In closing, I wish to acknowledge our funders: Island Health, BC Housing, BC Gaming, the Vancouver Foundation, personal donors and the local businesses that have supported us through the year. Also, I wish to thank everyone involved with CMHA Port Alberni: members, volunteers and staff. Your contribution is wholly appreciated and valued.

*Respectfully submitted,
Bob Hargreaves, Executive Director, CMHA-PA*



Bounce Back

Bounce Back: Reclaim your Health is a guided self-help program for people with mild-moderate depression and/or anxiety symptoms. Participants are provided with a DVD called “Living Life to the Full,” along with telephone-based support from a Community Coach. The coach guides people through using a series of workbooks (with topics such as *problem-solving, assertiveness, unhelpful thinking, overcoming reduced activity and avoidance* and *exercise*) to help them manage their low-mood and worry symptoms better and improve their quality of life.

The Bounce Back program was initiated in phase 1 in many communities in BC in June of 2008. The program started in Port Alberni and the West Coast of Vancouver Island in October, 2008 and it has undergone a tremendous amount of development and change since that time. The program has secured ongoing funding from the Ministry of Health.

Over time the program’s scope has broadened, from being offered to people with chronic physical health conditions who had low-mood/anxiety symptoms, to anyone with such symptoms (with or without physical health conditions). Initially referrals were primarily sent by physicians, but now referrals are received from Mental Health and Substance Use Services, Home and Community Care, the Integrated Health Network, the Nuu-Chah-Nulth Mental Health and Addictions and Nursing program, among other sources in our community. All referrals must be physician-endorsed.

Throughout BC referrals remain steady. Vancouver Island coaches are distributed throughout the island and the residents of Port Alberni are utilizing the service.

*Respectfully submitted,
Bob Hargreaves, Executive Director*

Healthy Harvest Horticulture Program

Since the program start up in mid-March the site has seen many improvements. The fenced area has been completely redone with the rows separated into four quadrants for future ease of planting, irrigation, maintenance as well as adding aesthetic value to the site. Overall organization of site is now satisfactory to the Hupacaseth Executive Director. We have six participants that are meeting their 30 hour a month requirements with an additional 5 volunteers (community and clubhouse) that are coming out to support or learn about the program.

Facilitators – Anna Lewis and Charles Thomas

- Effectively co-managing farm site through a continuous dialogue and are working cooperatively to ensure that the best interest of the farm and clientele are top priority.
- Working on a cohesive site plan to provide a clear trajectory moving forward.
- Both now have up to date first aid training.
- Both put in abundant volunteer time.

Participants:

- Six individuals who are on the paid 30 hours per month.
- One CVS participant.
- A few volunteers from the clubhouse.
- One dedicated community volunteer whose contribution is huge.
- Potential of working with INEO to create a 4 week work program.
- The program is enabling participants to become more confident in their abilities, transporting themselves by bicycle or walking, thus increasing independence.

Marketing Strategy/Revenue Streams

- Weekly email list of what is available and preorders (currently has 19 people on list but every week a couple more are added).
- Farmgate sales: the stand is open during operating hours 9-1 and often far longer as it tends to stay open until one of facilitators closes the greenhouse in the evening. Public is becoming more aware and repeat customers are being observed.
- Restaurant sales: have made initial contact with a couple restaurants and one has a weekly standing order.
- Box program: Intent is to run 10 boxes throughout the season with a Tuesday and Friday pickup.
- We have had initial discussion with Hu-ay-aht First Nation to supply their box program; we are discussing frequency of delivery and products to be supplied.
- Tofino Farmers Market: The Tofino Food Initiative is currently purchasing some produce to supply their local market.
- Frozen Meal Program: This program has a goal to purchase \$1,500 worth of produce from the Healthy Harvest Farm.

Respectfully submitted,

Anna Lewis, Healthy Harvest Program Coordinator

New Horizons Clubhouse

Canadian Mental Health Association - Port Alberni Branch New Horizons Clubhouse Balanced Scorecard Statistics Year 2014 - 2015

Statistics representing Work-Ordered-Day:

Month	Total # of Member Visits	Average Daily Attendance	Total # of Lunches Served	Average # of Lunches Served	Total # of Outreach calls/mail	# of New Members	# of Active Members for the Month	*Active Members over 3 months	% Rate of Participation
Apr-14	521	26	448	22.4	40	3	69	89	79%
May-14	555	26.4	567	27	37	0	74	89	83%
Jun-14	545	26	523	23.8	35	2	73	89	83%
Jul-14	497	22.6	444	20.2	30	0	68	92	76%
Aug-14	482	24.1	422	21.1	31	0	62	88	70%
Sep-14	564	26.9	512	24.4	42	0	71	85	84%
Oct-14	595	27	548	23.8	44	0	60	81	74%
Nov-14	449	23.6	417	21.9	38	2	56	81	69%
Dec-14	446	21.23	407	19.38	43	0	67	77	87%
Jan-15	477	22.71	448	21.33	29	0	58	80	73%
Feb-15	492	25.9	418	22	28	2	68	84	81%
Mar-15	547	24.9	449	20.41	37	4	74	89	83%
Total	6170		5603		434	13			
Average	514	24.8	862	22.0		2	123	85	78%

* # of individual members attending over a three month period

Employment: Supported Employment – 5; CVP – 7; Frozen Meal Trainees – 10; Horticulture Program – 12; Transitional Employment – 10; Independent Supported Employment – 20.

Education: In the fall semester 2014 three of our members attended various courses at North Island College.

Membership: We had an average daily attendance of 24.8 members with an annual total of 6,170 member visits during the work ordered day. Social Rec (Saturdays and holidays) had an average daily attendance of 10, with an annual total of 687 visits. The clubhouse had 13 new members accepted for membership over the year. The orientation for new members is conducted by two members who provide tours that introduce new people to our standards based Clubhouse. We had two outings during the summer and celebrated Christmas, Easter and Thanksgiving with delicious luncheons.

Kitchen: The kitchen unit produced 5,603 meals during the work ordered day, and served 618 light meals during social recreational (weekend and holiday) hours for a total of 6221 meals this year. This includes picnics for the outings and our annual holiday luncheons. The replacement stove has happily proved to be reliable. Our commercial kitchen is put to good use by the Clubhouse kitchen unit and the Frozen Meal Program.

Practicums: The Clubhouse had two LPN and one Human Service Worker students from North Island College and one University of Victoria Social Work student complete practicums.

Fundraising: Tag Day 2015 netted \$1650 with 16 volunteers and staff participating.

Staffing: Long-time Clubhouse Manager, Sandra Leicester, retired after 16 years of valuable service to our Clubhouse. Katrina Kiefer, our new Clubhouse Manager, brings many years of experience to the position and we look forward to working with her.

This program is funded by Island Health – Mental Health and Substance Use and donations.

Thanks go out to our dedicated colleagues who help out daily with all the work it takes to maintain the program and meet the needs of our membership.

*Respectfully submitted on behalf of the members and staff,
Katrina Kiefer, Manager, New Horizons Clubhouse*

Advocacy

The Advocacy Program continues to be a busy program operating two days a week. Tuesday morning is a “drop-in” format which is sometimes chaotic due to large numbers of clients, but it is a valuable service for clients with no phone and no ability to keep set appointments. Wednesday morning from 9:00 to 11:00 a.m. the Advocate attends at Roger Street Apartments for “in house” advocacy. Tuesday and Wednesday afternoons are by appointment only for individual clients.

The most frequent problem type is issues with the Ministry of Social Development. The second most frequent is Tenant/Landlord issues. Canada Pension Disability and Appeals are another area of service. Legal Information workshops held included Tenant Rights and Responsibilities, Welfare Rights and Human Rights.

Highlights of Program Stats for April 1, 2014 to March 31, 2015:

Ministry of Social Development Issues:	145
Residential Tenancy:	61
Income Tax Returns:	156

This program is funded by the Gaming affiliation grant and donations.

*Respectfully Submitted,
Patty Edwards, CMHA-PA Advocate*

Peer Support

Support for people with mental illness by people with mental illness. Peer Support started on Vancouver Island in the mid 1990s. At that time some Port Alberni residents attended some training sessions in Parksville. The Peer Support idea became a reality in Port Alberni in 2001 when the program was formalized with an office at the New Horizons Centre and regular scheduled hours of service. The service was offered by a group of people who received training. Topics in the training were communication / listening skills, the grieving process, suicide, assertiveness and knowledge of community resources.

The training was repeated in 2006-07 and some members from that graduating class remain active. A training session was completed in 2012 and we had four new Peer Supporters from that class. With the return of our most long-term Peer Supporter, Bev Nielsen, we have four active Peer Support Workers. We plan to offer another training course in the fall of 2015.

The Peer Support team performs many functions. They support each other, provide the drop-in service at the office, and offer scheduled visits, community outreach such as attending health fairs and manning the booths during Mental Health Week and Mental Illness Awareness Week, and supply referrals to Community Services. Presently, the service is offered at the New Horizons Centre, Mon. – Fri. from 1:00 – 4:00 p.m. In the past year they had over 1,000 visits to their office and distributed many pamphlets and brochures on mental health topics – all in the effort to reduce stigma. The program is funded by Island Health.

*Respectfully submitted,
Bob Hargreaves, Executive Director*

Administration

The Administrative Assistant has continued working diligently to support the Executive Director and CMHA-PA in various administrative duties and projects. The *maladjusted* play was presented in the New Year and lately we have been busy with the Ride Don't Hide bicycle event on June 21, 2015.

The sale of Disability Parking Permits to community members has been steady, with sales and donations totalling \$3,051 in the last fiscal year. This has brought even more people into the building and it has been a pleasure to serve them. The Administrative Assistant has been able to inform many of these people about the services that CMHA-PA offers.

*Respectfully Submitted,
Diane McAnulty, Administrative Assistant*

Outreach

In 2014-15 CMHA Port Alberni Outreach team continued to work with agencies in Port Alberni and the West Coast to deliver services to clients who are homeless or at risk of homelessness. Outreach documented work with 320 clients. Due the high number of client interactions, this only represents the documentation that BC Housing requests and does not represent the actual number of clients served or the number of interactions with individual clients.

Services provided include:

- Meeting with homeless at a street level, securing income;
- Securing housing, Mediation and prevention;
- Landlord tenant advocacy;
- Agency advocacy;
- Administer rental subsidies;
- Generally providing services that will house a client or prevent homelessness.

Since November 1/14 the outreach program has expanded to include the new, "Homeless Prevention Program". This new BC Housing Program was created to assist specific clients at risk of homelessness. To qualify for HPP Rent Supplements a client must be either: First Nations, women fleeing abuse, people coming out of incarceration, youth timing out of juvenile system, or people coming out of hospitalization.

This program allows us to provide a higher level of support for a longer period of time to a vulnerable demographic. We have worked with 44 HPP clients since Nov 2014.

Housing has remained relatively stable during the past fiscal year; however we lost 14 decent, affordable units to a structure fire. In addition, hydro increases are making it extremely difficult for people to afford basic shelter. It is not unusual for us to see hydro bills in excess of \$1000.

In 2014/2015, Outreach has taken on 135 new clients, secured housing for 178 clients, and delivered close to 600 rent supplements.

In November 2014, Michael Kleyn joined the Outreach team as a half time member. He is doing valuable work with low barrier clients.

This program is funded by BC Housing.

*Respectfully Submitted,
Mark Cairney, Laurie Allen & Michael Kleyn, Outreach Workers*

Housing

Roger Street Apartments

RSA is currently full at 42 single occupancy residents. During the year we had one month where we had two empty units. Out of 504 rental months (12 months x 42 units = 504) we had 502 occupant months which is a 99.6% occupancy rate.



RSA continues to provide safe, secure and affordable housing. Of the 42 residents, 30 are on Persons with Disabilities Benefits and 11 are on regular Income Assistance Benefits. 1 tenant receives OAP/PPP Disability.

There are currently 16 female and 26 male tenants. This is the highest number of women RSA has had at any given time. Tenants range in age from 19-65+. Seven tenants are in their twenties, 7 in their thirties, 11 in their forties, 12 in their fifties and 5 in their sixties.

There is a 20+ waitlist as at June 2015. However there has been a 0% vacancy rate for the past 4 months. Since June 2008 there have been 220 residents through RSA's doors.

The canteen continues to thrive. We are in the midst of transferring canteen operational responsibilities from being staff run to tenant driven. There are numerous logistics involved and a second year Human Services practicum student has taken this on as their major assignment.

Advocacy services continue to be provided in house every Wednesday morning on a first come, first serve basis. As well, the tenant support staff provide advocacy and support on a daily basis.

Thank you to our Maintenance staff people who continue to clean, paint and carpet steam clean vacant units as well as perform various maintenance tasks in the building and grounds.

We would like to acknowledge our funders for this housing: BC Housing and Island Health.

*Respectfully submitted,
Mark Vandervelde, Program Coordinator*

King George Apartments

Our working relationship with the King George Apartments officially started on July 1, 2012. The building has 42 well maintained one and two bedroom units and presently we have the ability to offer 20 subsidized units. As well, all of the other units are rented at below fair market value.

In our second year we were able to offer the housing successfully and establish a good working relationship with the building's owner and his staff.

In our third year, we have been able to continue our relationship with the building's owner and maintain a good working relationship with the building's caretakers.

*Respectfully submitted,
Bob Hargreaves, Executive Director*

Port House

During the fiscal year 2014-15, Port House maintained 80% total capacity, with 1146 of a total of 1460 bed-nights occupied. One-hundred and fifty of those were crisis beds and 996 were transition.

Staffing remains at 2 full-time and 1 permanent part-time, with 7 casuals. All have been with Port House for some time.

Annual inspections by BC Housing have recently been carried out. New flooring in the main living room will be installed June 18-19. Fire safety inspections were carried out by Genesis Fire Protection June 15.

CMHA Port House continues to work in concert with other agencies such as Island Health, PAACL and WCGH. Recently, an admission came from St. Paul's Hospital in Vancouver.

*Respectfully submitted,
Lori Gassner, Residence Coordinator, Port House*

Kendall Avenue Apartments

Kendall Avenue has fifteen units that are fully occupied, mostly by long-term tenants.

Our Breakfast Club is doing well and is self sufficient. Many of the tenants enjoy the nutritious meals provided.

The Canteen is doing well and offers a variety of products. With the proceeds we are able to host barbeques in the summer, social dinners during holidays, take in a movie twice a year, etc.

Fire safety is an ongoing concern at Kendall Apartments. We have established regular inspections and ensure that all fire protection equipment – smoke alarms, fire extinguishers – are in good working order.

There is a support worker on site seven days a week at Kendall to offer support to tenants and liaise with Island Health – Mental Health & Substance Use as needed.

This program is funded by Island Health and rental income.

*Respectfully submitted,
Betty Ivaniski, Program Coordinator, Kendall Avenue Housing*

Food Matters Frozen Meal Program

The Frozen Meal Program has been operating for the past four years providing kitchen training to our clients. Our trainees cook three nights a week for approximately 30 to 40 customers per night. Each meal is sold for \$2.50, or \$32.50 per month for three meals per week. Some of the kitchen training includes hands on skills such as food preparation, temperature control, inventory, menu planning, reading and following recipes and following food safe practices.

The Frozen Meal Program has 6 trainees per year. Each person has a six month contract and at the conclusion of this program they graduate with a certificate of completion and a reference letter from the Coordinator. The program liaises with INEO Employment to further job search and assistance in completing resumes. INEO also provides supports needed for employment such as work shoes and FoodSafe exams.

The program funding mainly comes from Island Health, as well as generated revenues.

*Respectfully submitted,
Stacy Whonnock, Frozen Meal Program Coordinator*

