



**Canadian Mental
Health Association**
Prince George
Mental health for all

Mentally Healthy People in a Healthy Society

Mission Statement

The Canadian Mental Health Association (CMHA) Prince George Branch exists to promote the mental health of individuals living within the Prince George and surrounding area, and support the resiliency and recovery of people experiencing mental illness.

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PRESIDENT'S REPORT

A verbal presentation will be given at the AGM.

Carli Staub
President

EXECUTIVE DIRECTOR'S REPORT

2016-17 has been another exciting year with growth in programs and partnerships. Our partnership work with CLBC (Community Living BC) will come to fruition in 2017-18 following a very successful trial run of providing employment preparation services for those who have mental illness concerns and are clients of CLBC. We were very successful at reaching a milestone of gaining funding to ensure wheelchair accessibility for our programs. We have achieved accreditation with Imagine Canada and are working hard at getting everything aligned with the New Society Act.

We were part of a community partnership that put on a very successful Youth Forum this year that focused on bringing mental health information and stigma reduction tools into each high school in the Northern Health Region. Prince George hosted over 350 youth in a powerful event that highlighted the strength and purpose in our youth to make changes in the mental health issues that impact them.

I want to thank a very dedicated Board of Directors – and also thank and note those who had to leave us this year – Shawn Leaf, Darlene DeLeon, Yvonne Jones. We are also having to bid farewell to our current board president Carli Staub and want to thank her for all the work she has contributed and all the wonderful support she has provided. Much would have been tougher without her guidance and support!

Last year I noted how overworked our management team is – I wish I could say that had changed but with all the movement and work it has actually grown. We do have hope for next fiscal that we will have more support for the management team and more ability to share the load.

Of course I have to mention all the front line staff who continue to weather internal and external change – without you there is no CMHA. Our staff are very dedicated and focused on helping clients reach their goals and achieve everything they can in their lives. It has been a particularly hard year with client deaths and the resulting trauma and grief.

It is very important to honor and thank all the volunteers who have put in hundreds of hours. Whether that is supporting peers on the psychiatric ward or putting up posters for Ride Don't Hide or volunteering at Holidays of Hope – your involvement is critical and goes so far in helping to show others that the stigma of mental illness is a falsehood. Jennifer Carter as our Admin Assist and Volunteer Coordinator will share much more about the valuable role of volunteers in her report.

Maureen Davis MEd
Executive Director

PROGRAM MANAGER REPORT

Wow, it's hard to believe I have been in this position for a little over a year now. Not without saying the challenges and learning of being the Program Manager. I am very honored to have worked closely with the Executive Director Maureen, to implement shared goals and to build and strengthen the organizations capacity to grow.

2016 – 2017 has been gaining knowledge of leadership and management principles as they relate to non-profit. Also, providing effective leadership for the direct oversight of CMHA programs and services. I have developed respectful community and funder relationships and proven my ability to establish and maintain positive working relationships (both internally and externally), to achieve the goals of CMHA PG.

I truly believe the staff this year has been working hard in all aspects of service delivery in Mental Health & Addictions. We have been able to provide employer skill development with the assistance of Joanna Pierce, a professor at UNBC, delivering Motivation Interviewing Skills and CBT strategies. Thanks everyone for your hard work and dedication to the organization this past year.

We are also welcoming to CMHA this year, Jeff Walker, Chrystal Bonekamp, Hilda Dockrill, Jenny Malyk and Kama Katrinchuk.

Jacquie Sketchley,
Program Manager

MANAGER OF PROJECTS AND PUBLIC EDUCATION

We have experienced continual growth in this program and are receiving more and more requests to speak in communities and events.

This year we were welcomed at the Residence Assistant training at UNBC, as well, I spoke at their "Thrive Week" and guest spoke in several nursing and public health classes. We also spoke at Kelly Road Secondary School (KRSS) and Prince George Secondary School (PGSS). At KRSS we presented a one day training to their EA staff and spoke with their planning and Psychology classes. At PGSS both myself and Carli spoke with planning classes' grade 10 and 12.

We entered into a partnership with the BCHL (BC Hockey League) and presented TALK Today to the players to increase mental Health awareness, we also presented this program to the Caribou Cougars and hosted information booths at a game for both teams. We also began a partnership with the PG Cougars through the TALK Today program with the WHL (Western Hockey League), thru this agreement we provided SafeTALK training to the players and they hosted us for a CMHA night at a game. We were able to build in a fundraising component with a chuck a puck event. We have not heard it this will continue into the upcoming year.

We spoke twice at the PG Chateau about depression awareness, presented a lunch and learn about stress at a local business as well as attended many health fairs throughout PG and wish to extend a Thank You to our wonderful board members who attended many of these events.

I am also looking forward to continuing to assist the gatekeeper program in their training as I have successfully completed my certification to present SafeTALK and ASIST. It is my goal to become a master training by the fall of 2017.

Looking forward I hope to continue to expand our opportunities to present training throughout Northern BC and continue to raise our profile within PG and the North.

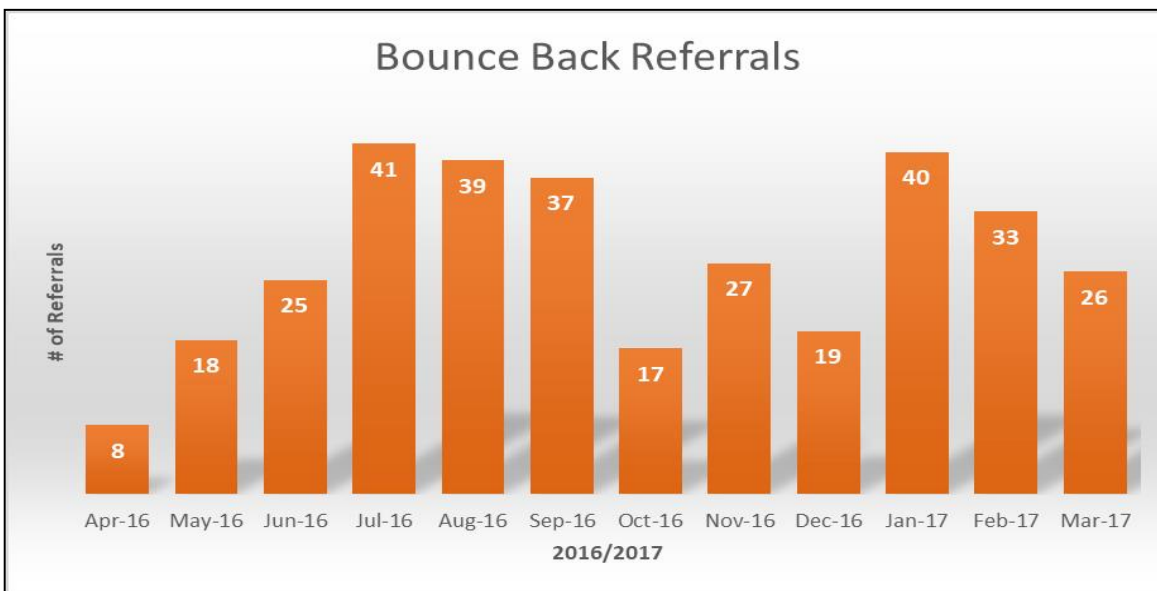
Respectfully submitted.

Mary Lu Spagrud

PROGRAMS



BOUNCE BACK: RECLAIM YOUR HEALTH
Funded by CMHA BC Division



Bounce Back continues to be a very valuable provincial program providing phone coaching services to individuals who are experiencing mild to moderate anxiety and depression. This program is founded on Cognitive Behavioral Therapy techniques, as the gold standard for treatment of anxiety and depression. -

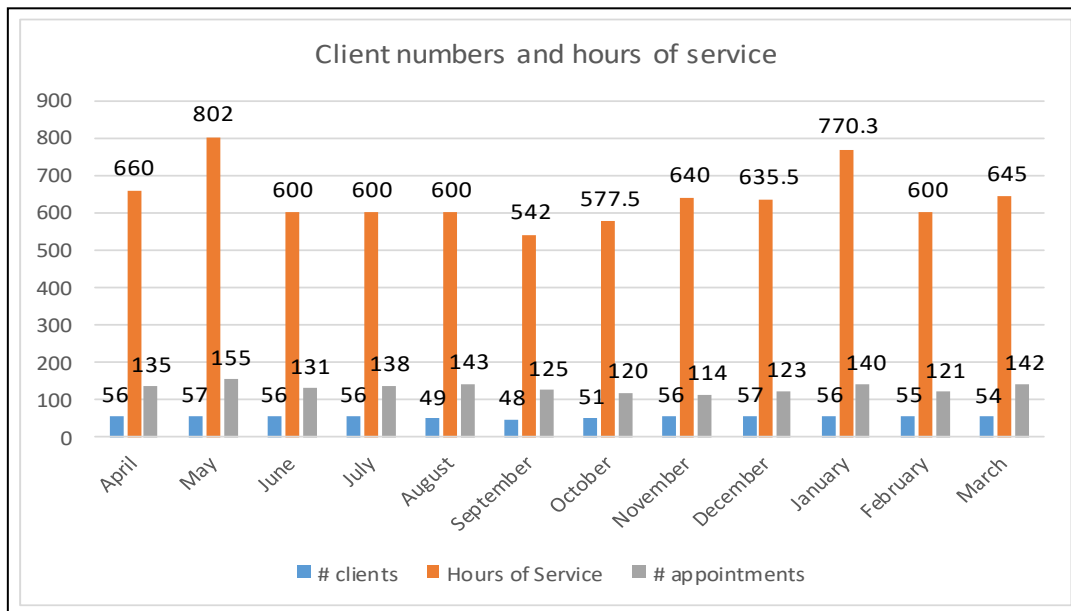
After piloting a youth version with the BC Hockey League we were pleased to see Bounce Back launched provincially to now includes Youth (15-18) and we have a separate Clinical Consultant for this new age group. This part of the program is still very new yet the response from referrers has been exciting.

With the successful road trips the previous year we have increased our referrals significantly. Several times in this current year our Bounce Back office has been the busiest in the Province! Bounce Back has been invited to several information evenings for physicians and has been able to connect, in person, with a couple hundred primary referrers and answer questions as well putting a face on the program. This was met with overwhelming success and the proof is in the increased referrals. It is our goal to do road trips again this upcoming year and it is past time to visit Haida Gwaii as it has only been served once and we are looking at how we can visit other remote communities such as Stewart and Fort Nelson.

Lory was also able to expand her training and became a trainer in SafeTALK and ASIST to be a secondary trainer with the gatekeeper program. It was felt it was a nice tie in and build on the skills she already has as a bounce back coach.

LIFE SKILLS OUTREACH

Funded by Northern Health



The Life Skills Program continues to be CMHA'S largest community service. Life Skills Outreach provides services to individuals living with mental illness and/or substance abuse issues. The service promotes and assists individuals to gain or regain skills to maintain their independence in the community. Over the past year, our team of four full time staff have provided direct service to 68 unique individuals. There were 27 new intakes and 16 discharges this year. Services occur 7 days a week 365 days of the year. At the end of March, this year we had two people referred who were waiting for services. The waitlist for the year has been minimal and the intake delays are often attributed to the referral needing to be stabilized and/or housed, prior to commencing services. We continue to work with Northern Health to review all clients and their current needs for lifeskills, establishing goals that are SMART (Suitable, Measurable, Attainable, Realistic and Timely) opposed to having long-term support needs that are social supports in nature.

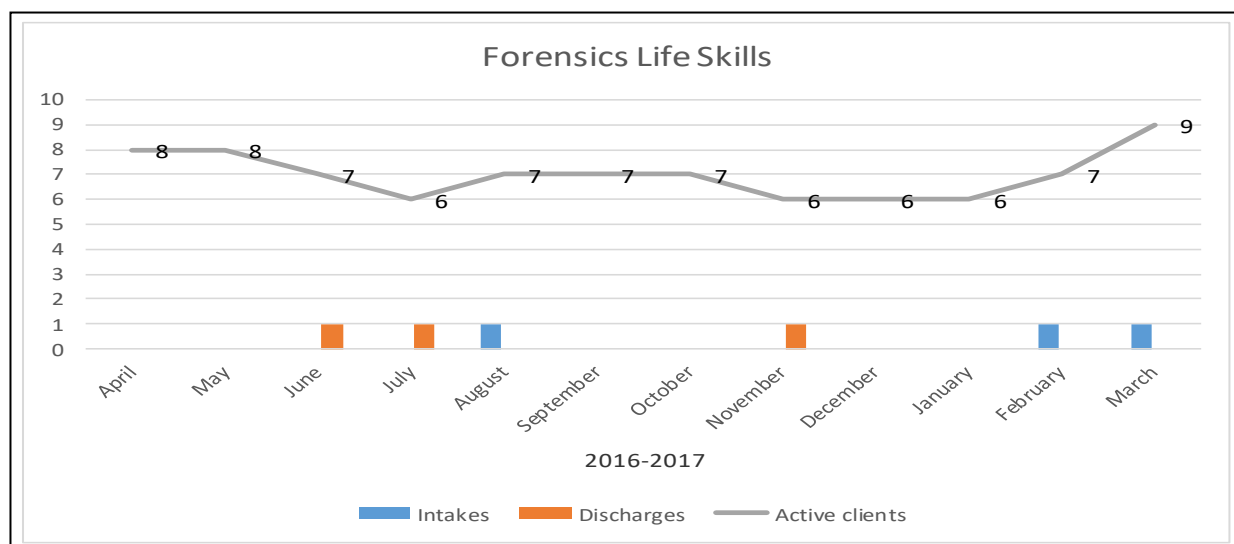
The services provided to our clients are as varied as the individuals are - daily life skills such as personal hygiene, laundry, home maintenance, grocery shopping, banking and budgeting; and building personal skills in areas such as accessing the community and learning to manage their anxiety. Staff also provide support with attending appointments, addressing medical needs and adhering to medication needs. Staff are also assisting clients with determining and overcoming the underlying issues, which may be causing them to need Life Skills for tasks like home maintenance or grocery shopping. These underlying issues may be things like social anxiety or depression as well as other fears they may be facing. We have focused more on the causing factors rather than the upfront issues clients

have been referred for, and have seen a larger success by using these technique as the clients are learning how to overcome major barriers which are stopping them from being able to complete everyday tasks of society. Staff have spent many days in class learning different techniques in order to improve the services we deliver to our clients in order to see that better success rate. We are not only aiming to assist clients with the daily life skills they require but to assist clients in working on different strategies to cope with underlying barriers and different ways to cope, in which the client feels independent enough to live their life to the best they can.

Participation in case conferences with our clients is an important element of the overall case planning that takes place. With many changes in Northern Health's clinical team, the life skills staff have committed to regular and ongoing engagement with the clinicians to assist in supporting the overall wellbeing of the clients we serve without disruptions.

FORENSICS LIFE SKILL PROGRAM Funded by Forensic Services

The Forensics Lifeskills Program works with individuals referred by Forensic Psychiatric Services Commission (FPSC). As of April 2017 this program has become a full-time position and is able to give individuals living in a mental illness and/or addictions, who have been in conflict with the law, more support in maintaining stability and moving towards independent living. Similar to the Lifeskills program funded by Northern Health, the Forensic Lifeskills program provides training to the clients in the areas of budgeting, personal hygiene, grocery shopping, bill payments, medication pickup, medical appointments, banking as well as finding and securing housing. Significantly important to the position is ensuring the staff member is aware of the client's criminal history, their triggers and signs of concerns that are identified and reported to the case manager to ensure individual, community and public safety.



PEER SUPPORT

Funded by Northern Health

The part time Peer Support Program (.6FTE) provides a variety of activities to help Mental Health consumers, both in office and outreach in the community. Our employee, Ed Lui, works diligently assisting people with issues involving financial, legal, employment, mental and physical health, accompaniment, access to services, participating in community meetings, finding information and resources and keeping up to date on issues and information affecting the Mental Health Community. The Peer Support Program is a member of the PG Mental Health Consumer Council providing a mentorship role and networking with community partners.

This program also coordinates the Positively Peer Program, which provides support and information to patients on the psychiatric unit at the hospital. In the 2016/17 year, we connected with over 600 individuals receiving services at our hospital. Our Keeping in Touch program is another valuable peer program that provides phone support for those individuals who have left an institutional setting and benefit from a supportive weekly phone call to help them transition. This program serves 9-10 people a week and made 430 calls last year.

The transition from the Keeping in Touch program moved into the third stage. As clients were supported within the Keeping in Touch phone program the goal was to transition the individuals to get them to meet in the community with other peer workers to help support and build other community relationships to continue the supports they require to be successful. This was very successful over the year as there were 90 plus successful outings for men, women and youth ranging from 18-65 plus.

Overall the program served more than 2,500 individuals, either by phone or in person with a wide variety of needs. 160 were males between the ages of 18-29. The bulk of the clientele are between the ages of 30-64 with 1020 males and 1033 females. For those 65+ the bulk of the clientele is male at 360 clients compared to 122 females. Ed is a very busy individual focused on developing new services to meet the needs of the people who come to him.

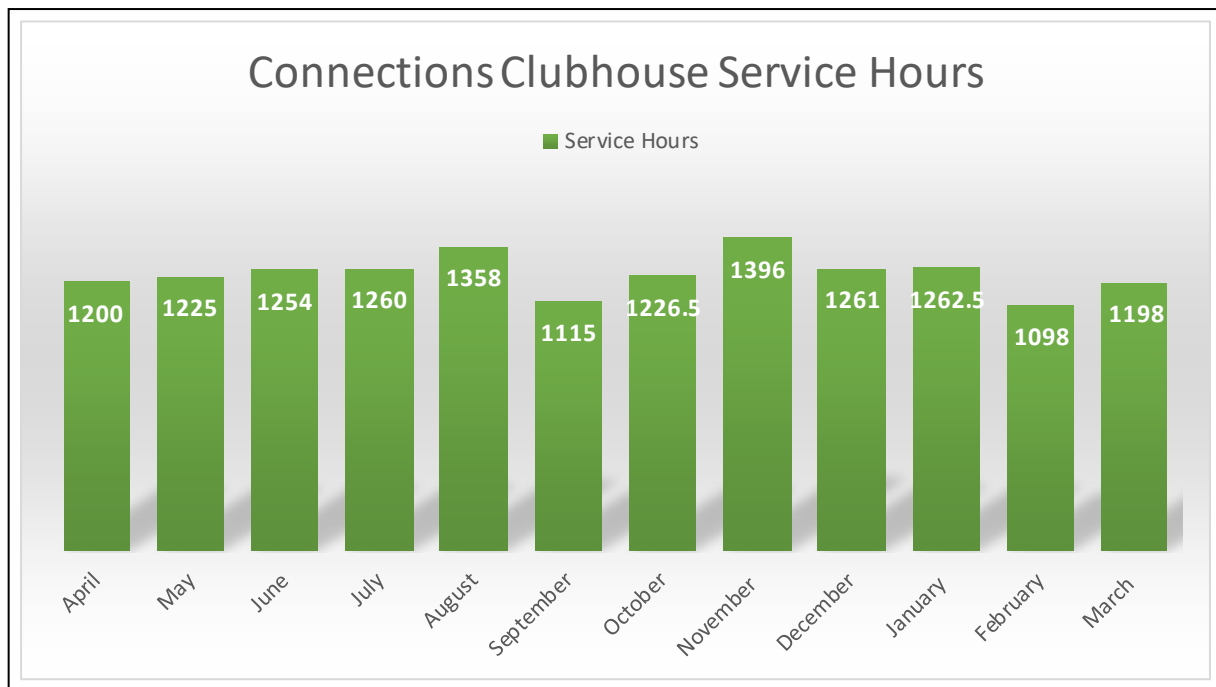
In the past fiscal year Ed has continued to provide training for volunteers who have been capable and desiring to offer support to others in a group and in an individual peer mentorship and process. This process continues to be very successful and to grow in participants.

This program needs to be full time to meet the growing demands of individuals who seek assistance. We have continued to provide Northern Health with our requests for expansion and continue to seek project funding that could also assist.

Ed Lui

Peer Support Coordinator
Canadian Mental Health Association

CONNECTIONS CLUBHOUSE
Funded by Northern Health, Sales and Fundraising



Connections Clubhouse is a social/recreational program of CMHA. Membership is open to anyone having lived experience with mental health & addiction issues. From Monday to Friday Connections provides recreational activities and social opportunities to its members such as summer outings, arts & crafts, floor hockey, bowling and walking group. In addition to the recreational activities, Connections Clubhouse also provides affordable lunches prepared and served by Two Rivers Catering.

Connections Clubhouse, in partnership with ACE and NH, Rehab Services, have provided a variety of events and outings throughout the year. We attended Billy Barker Days, played golf at Pine Valley, hiked the Ancient Forest, participated in our very own Amazing Race and held the Spring Fling and Halloween Dances. Connections Clubhouse held many in- house events over the past year including Easter dinner, Thanksgiving dinner, Christmas Dinner and monthly birthday celebrations. All of these events were well attended by Clubhouse members.

Some challenges we face is not having a designated staff to organize and implement the variety of activities facilitated through/at Connections Clubhouse. Funding is another challenge, the funding CMHA applies for through the CFIF was decreased this past year. These funds are used to offset the costs of the activities and programs provided at Connections Clubhouse for Clients. The last challenge is keeping the aging 2003 Ford 15 passenger van road worthy. The van is

used to transport clients to and from outings and community events throughout the year. The van is shared with all of CMHA programs when needed.

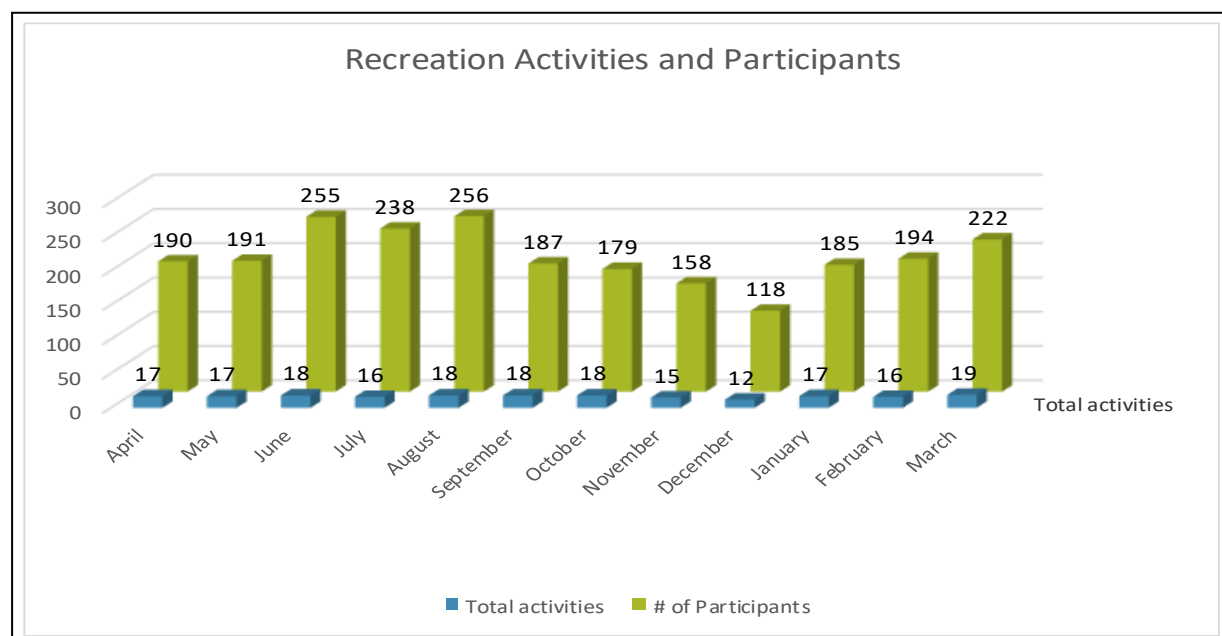
"My name is M. L. I have a younger brother, J.L., who has been mentally disabled since birth. J.L., now 59 years old, lives in Prince George, B.C. It's very difficult to find constructive programs for disabled adults, especially in smaller urban centres in the interior of B.C., which is why our family is so appreciative of the work done by Cheryl Young and the team at the Connections Club House. To J.L. it is simply called "Clubhouse". To J.L., the Clubhouse provides a place where he can participate in fun activities with friends. It's a place where he feels accepted and safe. To his family, the Connections Clubhouse is much more than that. It provides structure for J.L.'s day to day life and teaches important life skills like sharing, communication and the willingness to learn. It reinforces values such as empathy, honesty and respect.

I don't live in Prince George, so I don't see J.L. every day. However, I make a point of spending time or traveling with J.L. 3 or 4 times a year and when I do, I never fail to see the growth: an improved attitude better communication skills, an appreciation for people and life in general. He's just more fun to be around. We give a lot of the credit for the "new and improved" J.L. to Cheryl Young and the team at the Connections Clubhouse. People that work with the less fortunate are good people and J.L.'s life is the richer for it.

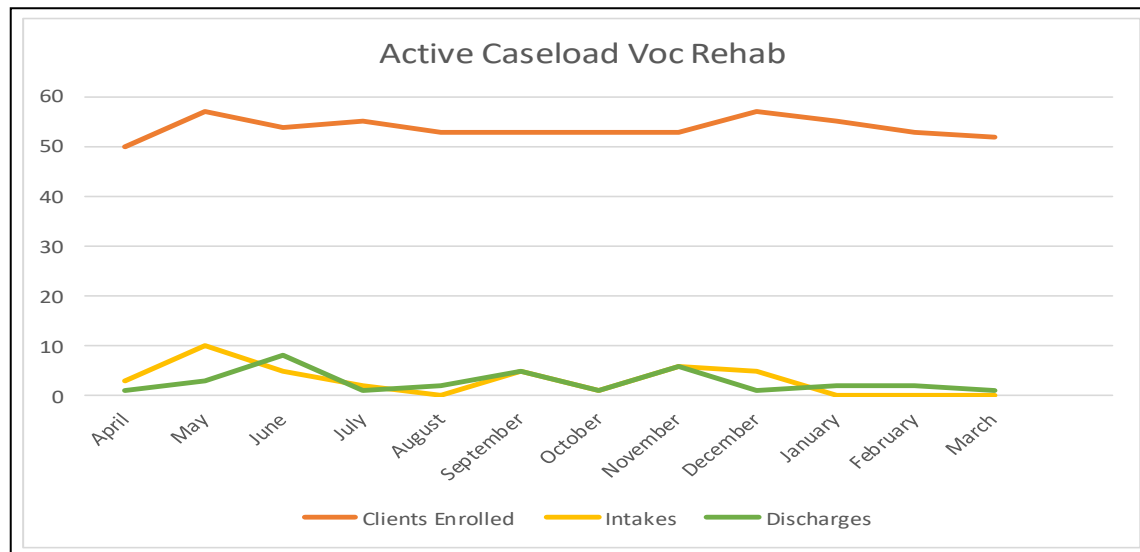
Thank-you to all the staff at The Connections Clubhouse!"
The Members Family.

"I've been coming to Connections for a year now and it's been very enriching experience. The guests and staff are exceptionally friendly and welcoming. It's been my pleasure to get to know everyone. Connections is a fun place to come to hang out with my peers and feel accepted. I enjoy the casual atmosphere here."

CM – Member of Connections Clubhouse



VOCATIONAL SUPPORT SERVICES Funded by Northern Health



The Vocational Support Program works in collaboration with Rehab Services of Mental Health & Addictions, Northern Health. The program goal is to assist clients that live with mental illness and/or addiction issues in developing vocational skills. By developing employment readiness swills individuals can improve their success as they work toward finding paid employment, volunteer positions and educational opportunities in their area of interest.

Some of the challenges for the Vocational program are;

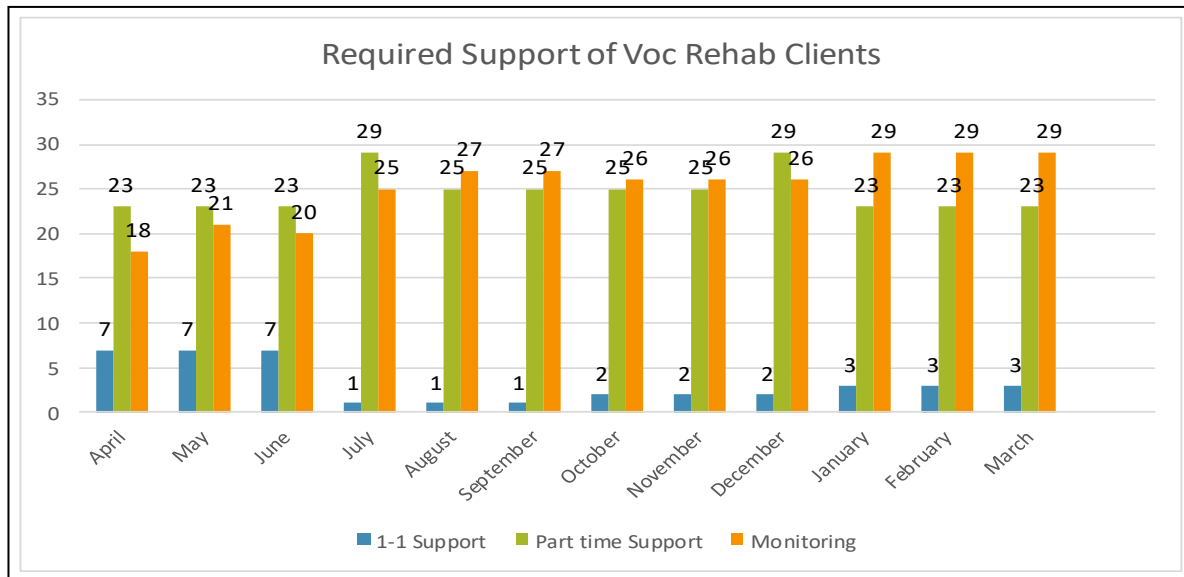
- Employer stigma: not having sufficient staff time to educate potential employers on mental health and addictions issues
- Community based employment and volunteer placements: insufficient staff to arrange these placements.
- 1-1 support: finding it hard to meet the demand for 1-1 support needed to assist clients in developing successful placements.

Even with the challenges the Vocational program has had many success over the past year, these include an individual working for a BC government agency in a full time position, two individuals working in the kitchen of a local hotel (thanks to the work of Allen Zgaga at Two Rivers Catering) and another working in a tax office. There has been an increase in volunteer placements in the community and at Connections Clubhouse.

Once again this year the Opportunity Fund programming has been very beneficial for many Vocational clients in their employment goals. We thank our partnerships with KOPAR, Service Canada and Work BC. For their continued support.

"I have been a part of the Vocational program for over 5 months. I'm very grateful for this program, it has helped me get involved with the workforce again. I was offered a job working the coffee counter. Everything was new to me, but with the proper training I learned to run a cash register. After working the coffee counter for a month I was offered the position of Clubhouse Ambassador. In the few months that I've been with the vocational program I have let go of some of my fears and anxiety. I've been able to meet and talk to other members of the program and observe how they grew with the Vocational program. I would recommend this program to anyone that could use some encouragement."

LS an individual receiving Vocational Support Services



HOUSING OUTREACH

Funded by City of Prince George and United Way

Resource Housing Outreach is a part time position designed to assist people, who are experiencing mental health concerns access affordable and safe housing in the community. Funding for this program is 13 hours per week.

In 2016-2017 an average of 12-15 people drop in for services information or/and assistance per month. Not all intakes required housing as some were requesting assistance with applications to BC Housing and SAFER housing list and apartment manager contact information. Many of the clients were referred to CMHA Resource Housing Outreach by Northern Health, HIP, other agencies, and internally from other CMHA programs.

The Housing Outreach Employee also sits on the Homeless Intervention Project (**HIP**) HIP assists people who have been homeless at least a year and have mental health or addiction problems to find proper housing and support services. This committee meets weekly and networks with other community agencies.

In May of 2016, funding was obtained through the IMAGINE: Community Grant. The Association used this funding to train the Outreach worker for “Ready to Rent Course”, “Train the Trainer program”. The Outreach Worker provides the “RentSmart” course to individuals in the community whom are experiencing difficulties finding and/or maintain housing. The RentSmart Course is a 12-hour course that covers the following:

- Tenant rights and responsibilities
- Landlord responsibilities and expectations
- Living with roommates, housemates and neighbours
- Effective communication skills
- Budgeting and planning for housing affordability and stability
- Maintenance do’s and don’ts
- Crisis management, safety and pests

This year in partnership with Kopar- SCAP program, two session of the RentSmart course were offered.

This is the graduating class from the AWAC Shelter in May 2017.



Upon completion of the RentSmart course, participants earned the RentSmart Certificate of Completion. The certificate can act as a reference and lets landlords know that graduates have learned how to be a good tenant.

CMHA HOUSING

MOSS HOUSE – Funded by Northern Health and Residents

CMHA Prince George continues to operate a subsidized housing program for individuals with severe and persistent mental illness. Moss House is a 5 bedroom home that is occupied by 5 gentlemen throughout the year. It is a residential setting for those individuals to live in a safe neighborhood and have great interactions with neighbors. Also having a family like environment has provided opportunities for social and group interactions.

The individuals pay a base rental amount and contribute a weekly shared grocery cost that ensures all their food, utilities and housing costs are looked after and any stress is reduced and eliminated so they may focus on their individual wellness. All of the residents are supported twice daily to prompt daily chores, self-care and routine that promotes wellness. The residents are supported with a one-on-one weekly lifeskills appointment that assists in the development of skills and obtaining the resources and supports that they want and need in their particular living situation. Over the last year some residents have faced major health issues; with the support of Life Skill in co-ordination with Northern Health clinicians, residents were able to access appointments for specialized care (with the Cancer clinic and specialist appointments in Vancouver). Life Skill Workers also help with taking residents to appointments, to help monitor their blood work with the medications they receive, as well as help with blood sugar monitoring within the home. The individuals living at Moss House are involved in their community either with work in the private sector or with the placements at the Clubhouse.

If and when residents are struggling or doing exceptionally well, they are supported to consider or transition to housing or programming that suit their needs. This year we support one resident to transition to independent living and another resident was supported to attend a short stay at a 24 hour staffed resource; to continue their care in recuperating from Cancer surgery. Moss House is home to our residents and continues to be successful.

NEW DIRECTIONS HOUSING

Funded by BC Housing and Residents

CMHA operates subsidized housing units for persons with severe & persistent mental illness. Nineteen units, located throughout Prince George in various apartment buildings, provide individuals with safe, affordable housing with subsidized rents with BC Housing.

The Housing Administrator also sits on the Community Mental Health Housing Committee which meets monthly to determine the best placements for individuals who apply for

supported housing. Any openings in our apartments are filled with suitable applicants from the waiting list established within this community committee.

This year, New Directions had a turnover in three units. A waiting list exists as the demand for subsidized housing for persons with mental illness far exceeds availability.

This program is supported by a 5 hour weekly position of the Housing Administrator whose job it is to maintain close connections with landlords and tenant, identify and ensure correction of deficiencies and act as an intermediary in resolving housing issues such as repair & maintenance concerns, safety concerns, rent increases, financial concerns with housing and so on, without having the clients deal directly with landlords or subsidy providers. This arrangement is meant to assist our tenant by removing housing barriers, leaving them to work on other areas of their goals toward independence and recovery.

Rental properties in the bowl area, demonstrate a rapid increase of rental rates and a decline in affordable availability. Continuous relationship building with landlords is an obvious need as competition for rental units increases. Yearly, informational packages on Mental Health is sent out to all New Directions Housing landlords. Mary Lu Spagrud, CMHA educational specialist offers the Mental Health First Aid course free of charge for any landlord whom is interested in taking the course.

MENTAL HEALTH AND POLICE PROJECT Participant Time Donation Only

This project is facilitated by Mary Lu Spagrud and is designed to improve responses by police officers and other first responders to people with mental illness in crisis. Through the involvement of RCMP, people with mental illness, their family members and crisis services such as the BC Ambulance Service and related mental health services including NHA, and community agencies, work is occurring to identify strengths and areas for improvement in our interactions with people experiencing a mental health crisis. This is the tenth year of operation of this committee and of the original nine communities in BC, we still continue to be the only one active. One of the most positive outcomes of this project and training is the stories we hear of police involvement which are primarily positive in nature. We completed 3 one day training opportunities this year and we did not offer a week long CIT training, we unsuccessfully tried to host a strategic planning meeting with the committee. This was part of the recommendation from the Report completed last year as part of a Master student's thesis. We are hoping to be successful in our second attempt in April for this meeting. We had a change of

RCMP staff this year, Cst. Tyreman took a new post in Fort St. John and we welcome Cpl. Blom from the Car 60 program as the new committee member and co-trainer.

Feedback Quotes:

"I learned something new to apply/reflect/share at work."

"I really liked the day. I am interesting in all aspects of mental Health and I felt this did a great job of covering a variety of topics"

"Very informative and thought-provoking."

"Kudos to your team and the dedication to making things better for all."

PUBLIC EDUCATION **Funded by Sales and by Gaming Funds**

As stated before we continue to present to a variety of agencies and community partners in terms of specific courses we see steady growth in many of our education offerings.

Mental Health First Aid Basic, Mental Health First Aid for Adults who interact with Youth, MHFA teaches participants how to help someone with a mental health problem or experiencing a mental health crisis by identifying danger signs and learning how to take steps to preserve life. It also teaches how to recognize early warning signs of mental illness and how to intervene to support in the recovery of mental health. We presented the basic course seven times this year and the youth course twice. Communities included Chetwynd, Terrace, Kwadacha, Burns Lake, Fort St James, Fort Nelson and Prince George.

Safe and Sound Training, this workshop provides insight into Bill 14's revisions to the Workers Compensation Act relating to compensation for mental health disorders and how workplace policies can support that act. We presented this course in Chetwynd to the Tansi Friendship Society.

Mental Health Works, is the leading go-to program for education, training and consulting needs of employers and employees within Canada and abroad on addressing mental health in the workplace. There have been some changes within the delivery of this course and more interest at the federal level of some agencies, we remain hopeful for future presentations in this course.

Living Life To the Full is 12 hours that can change your life! This enjoyable, interactive course is taught over 8 weeks and is designed as a group course for anyone aged 19 and over. It introduces the principles of Five Areas of **CBT (Cognitive Behaviour Therapy)** and will help a

person to understand their feelings and what to do about them through worksheets, moderated discussions and booklets for reading and support between sessions. We presented this course once this year.

As mentioned last year Mary Lu trained to present a resiliency skill training program from the University of Maine called “Duct Tape Isn’t Enough”. This workshop teaches participants to manage adversity and bounce back quicker. Benefits include improved morale, decreased medical and mental health problems, increased team spirit and cooperation, and better relationships among co-workers and community members. We have been able to present this program twice: once to PGNAETA and once to the Ministry of Forests in Quesnel. We are in current talks with the Ministry of Forests in Kamloops to present this program there.

HEARTBEAT

Volunteer Based Supports

Heartbeat continues to provide valuable peer based support to individuals and families who have lost a loved one to suicide. They meet on the third Monday of each month at 6:30pm at CMHA office and provide support one on one as required. Sandi Galletti continues to be a foundation of this important support service. This program is affiliated with the American Association of Suicidology. As they note – death by suicide is a unique grieving process as “the survivor must grieve not only the loss, but also the choice that caused the loss.” Attached to this process is also the internal and external stigmas that can invite others to seek someone or something to blame for that individual’s choice. This group ensures that the survivors find a way back to a life that understands the choices made and honors the life lived and the lives that continue to be lived.

TWO RIVERS CATERING

Funded by:

Sales from Catering & the Daily Lunch Program With Gaming Support for Skills Development

We had another banner year in 2016/17 with Two Rivers Catering and would have had a breakeven year but unfortunately, our chef was out of the picture for 1.5 months. Luckily, Allen has returned fully and we are hopeful to meet our goal in the next fiscal year.

We provided catering services to over 337 events ranging from small workshops/lunches of 10-12 people up to conferences and weddings with over 150 people in attendance. Our core

catering comes from Active Support Against Poverty Meal Program which brought us \$59,000; the Cancer Agency which brought in over \$19,000. Northern Health continues to be a core financial user of this program having purchased just over \$11,000 in catering services over the year in many events. Two Rivers catered three weddings this year as a popular choice in the small to mid-sized wedding venue. We had our presence at Kidz Art Dayz as well as the Special Olympics and the Canoe Club Race as well as Ride Don't Hide. In total, we had 38 different purchasers of our services with the majority of businesses/non-profits utilizing our catering more than once.

Individuals placed in this program learn all the skills related to catering from dishwashing, food safe, meal preparation, presentation, serving as well as learning how to work with a mental illness and the skills to manage a mental illness in the work place. We now have 2 former clients working in the restaurant industry. We also celebrate the other huge milestones such as an individual being able to complete a full shift – able to show up on time – able to manage the anxiety of a public venue like a wedding etc. This unique and very valuable program provides the supported venue and life skills to build for success at the individual's pace but with enough pressure and encouragement to continue to move forward with mental wellness.

As well as the catering services, this program also provides lunches at Connections Clubhouse and serves 15-30 people each day, which averages over 5,000 meals a year at a minimal cost to the consumer. The left over program and frozen meals is also growing in popularity.



LITTLE OF THIS N LITTLE OF THAT

'Little of This n Little of That' is a low-cost canteen-style store operating out of Connections Clubhouse from 9am -1pm Monday to Friday. This store provides affordable, individually packaged, single serving goods for people in the community who live on a fixed budget and who can't always afford to buy groceries in bulk. Items for sale include:

- Single use laundry supplies
- Week use dishwashing soap
- Single use coffee
- 5-10 use sugar and creamers
- Individual serving meals (dry or frozen)

The store also serves as a training site in the Vocational Program for individuals living with mental health and addiction issues where they can volunteer and develop new job skills to help them succeed in the workforce.

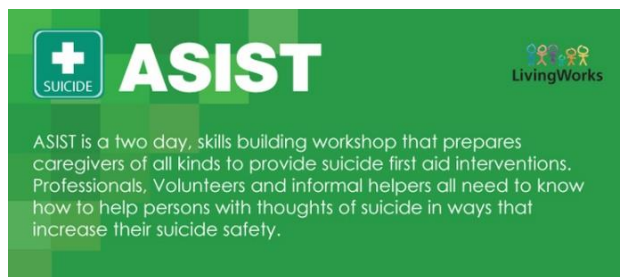


REGIONAL GATEKEEPER/ Regional Coordinator Funded by Ministry of Health

- 1. Regional Coordinator Role**
- 2. Key outcomes**
- 3. Successes**
- 4. Challenges**
- 5. Future Goals**

1. Regional Coordinator Role:

The Regional Coordinator (RC) for the Gatekeeper Program is responsible for coordinating and promoting suicide prevention training which consists of the SafeTALK and ASIST courses. There are different regions which are headed by different RC's, including: Vancouver Island; Vancouver; Fraser Valley; Okanagan; Kootenays; and the North, which covers communities north of and including Quesnel. This role would normally include the facilitation of said courses, but the current position is only part time and Devon does not have the required training at this time. In the interim, the RC for the North reaches out to communities through a variety of groups to determine the current mental health resources and how we might work with those partners in making the community suicide safer. Approaches can vary, from organic contacts from public events or intentionally reaching out to an organization and bringing mental health resources to their attention. The most common groups are Local Action Teams, mental health services, and counsellors, but training has also been provided for churches, social workers, teachers, and other individuals who may find themselves in a position where they need to recognize someone with thoughts of suicide and possibly even intervening.



2. Key outcomes:

Between April 1, 2006 and March 31, 2017, there have been the following milestones:

- 349 individuals trained
 - 140 in SafeTALK
 - 209 in ASIST
- 9 SafeTALK sessions delivered

- 12 ASIST sessions delivered
 - 7 Communities outside of Prince George (Lax Kw'alaams; Kwadacha; Smithers; Prince Rupert; Fort St. James; Burns Lake; Fraser Lake)
 - 5 communities groups within Prince George (BCGEU; UNBC; PG Cougars; Connections Club House; CMHA PG)
 - Multiple public events attended with suicide prevention training information distributed (Homelessness Intervention Project meetings; Prince George Cougar hockey games; Mental Health fairs; etc.)
-

SYSTEMS NAVIGATOR

Funded through Community Action Initiative

Project begin/end: September 6, 2015 - Sept 6, 2016

Key outcomes and products:

- **16 support recovery homes (SRH)** accessed the Community Action's Initiative's (CAI) Training Bursary Fund.
- **22 applications** were submitted and completed.
- **\$33,535.11 worth of training** as of this report.

SRH staff and volunteers accessed training funding and improved their knowledge and skill development capacity to support clients experiencing mental health issues, addictions and substance abuse. These groups increased awareness of the training opportunities available to them - online, through facilitated workshops, or delivered elsewhere.

The training bursary component was a strong success, as indicated by the number of applicants who successfully completed their training and received reimbursement. The catchment area, originally the Bulkley-Nechako and Fraser-Fort George regions, expanded to include the entire province north of and including Quesnel which contributed greatly to the number of applications. 44% (7/16) of SRH's who completed training were located outside of the original catchment area. With this in mind, the goal of improving the training and education of these service providers and effectively improving their capacity to meet the needs of clients and families experiencing substance use challenges was fully met.

Different support recovery homes offered differing services demonstrating how interconnected the mental health landscape is, who is involved and in what capacity. Having a consistent and up-to-date list as to which SRHs are out there, where, and who key contacts at those places are was important not only for record keeping, but for coherent planning.

A recommendation made was to consider a rural and remote component for funding for some of our northern communities. Due to the vast geographical nature of Northern BC some communities are more than 8 hours from Prince George adding an additional financial burden.

SECOND CHANCE THRIFT STORE

Funded by Gaming for Skills Development and Sales

Second Chance, CMHA'S Thrift store operates all year long. It provides good quality used items and clothing to the community. The store completely relies on donations from our community to keep it well stocked.

The Second Chance Thrift store Facebook page has been re-named to "Second Chance Thrift Store Prince George" which makes it much easier for people to find on Facebook and it has been revamped and now reaches many more members of our community by selection of adding friends and people that work in all areas of mental health, and working with people that are low income, and other community social service organizations.

The staff of Second Chance work hard to keep the store running and completing a lot of tasks that need to be done such as steaming, ironing, stocking the shelves, processing the laundry and other donations, running the till, assisting customers, as well as learning appropriate work behaviors and building all skills in a retail environment. We currently have 12 individuals working or volunteering in the store. There has been some movement with 1 person obtaining a job out in the community, 1 person moving out of town, 2 people working more than the 20 hours per week voluntarily and 2 new people who have become designates.

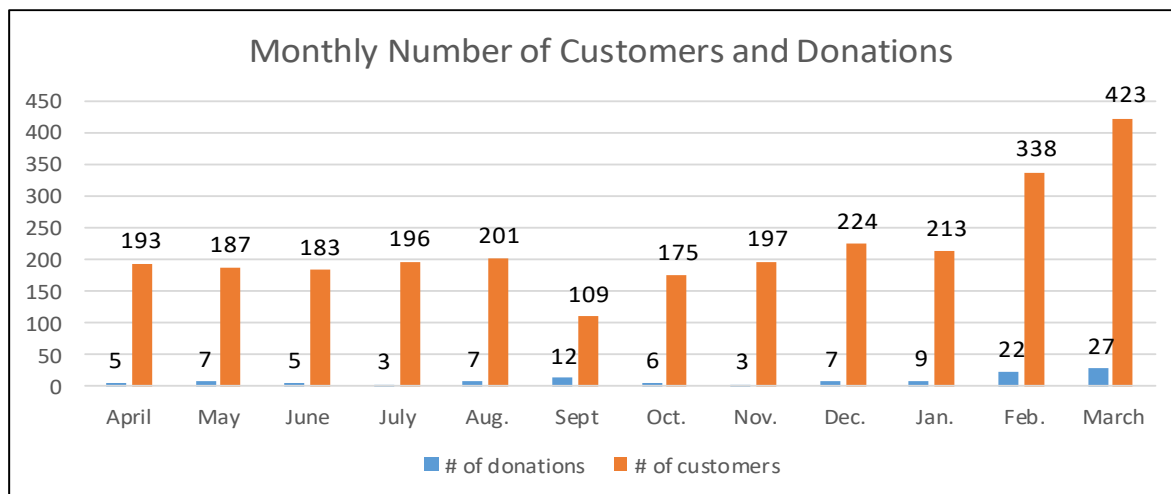
CMHA's aim is to provide staff, vocational placement individuals and volunteers a work place that is customer centered and enhances the personal growth of all individuals who work there.

Financially the store continues to move in the right direction with a slight profit and is rotating stock faster and being re organized to catch customer's attention and to provide new stock on a monthly basis.

A few Quotes for the staff of Second Chance Thrift store:

"The reason I work in the Second Chance Thrift Store is the variable hours allow people to have a good work/Life balance." –BM—

Monthly number of customers and donations:



CLBC EMPLOYMENT PILOT PROJECT
Funded by CLBC

We were able to provide a 2 month employment project for 12 clients of CLBC. This was intended as a pilot project to demonstrate what results could be achieved with a supported focus for individuals with a complicated presentation of neurological impacts combined with mental illness. We knew we would be unable to have placements completed within such a short time period but other successes were immediately obvious:

- 100% completion of project and education
- 2 individuals at job readiness level
- 100% improvement in mood and optimism
- One individual left house for the first time in a year
- One individual continues to volunteer with Peer Support Program

We are thrilled to announce that this project is now an ongoing project funded by CLBC and we will be commencing with the attendees from the pilot project plus additional referrals.

EVENTS



BE MIND FULL

CHAMPIONS FOR POSITIVE MENTAL HEALTH SINCE 1918

HOLIDAYS OF HOPE

Various Donors and Sponsors

For over 21 years, CMHA has provided gifts to individuals living with mental illness and their children. This year was extremely special as it represents the first year of a partnership with BC Schizophrenia Society and CMHA. The 2016 Christmas event hosted a Christmas lunch and activities and gifts attended by over 300 individuals all due to the generosity of the Prince George community both individuals and businesses. Volunteers contributed hours to sourcing out gifts, putting together the stockings (which had toiletries and winter apparel), and gift delivery. This year's event was put on at the Civic Centre and it was wonderful to be able to focus solely on the individual's attending because the Civic Centre staff did everything from set up – cooking – serving and take down!

MENTAL HEALTH WEEK

May 2-8, 2016

This was an exciting time of "GETTING LOUD" and we have to thank Devon Flynn in particular for getting the message out throughout the community. People stood loud and proud in acknowledging that mental illness is something we are all touched by and we are not ashamed! People all around Prince George took the pledge and took pictures of themselves proclaiming their thoughts about mental illness and mental health.

DEPRESSION SCREENING/ BEYOND THE BLUES

This year we offered Mental Health Screenings at two locations. We offered screening at UNBC and another at the Native Friendship Centre during their annual event. Our goal was for people to learn the signs of depression, anxiety disorders and risky drinking and help connect to community supports. These events were free, anonymous, and confidential and several therapists volunteered their services for the hours required. Both events were highly successful and continued to demonstrate a reduction in stigma as more and more people are willing to stop by and talk and take the screenings.

The program included the following:

- A brief depression self-test, anxiety self-test and risky drinking self-test for participants to complete; we asked that everyone complete all three tools.
- A 10-20 minute, one-on-one interview with a clinician to discuss the results of self-tests and next steps. This also included learning about community resources and receiving a follow-up sheet summarizing the results.
- Resource materials on depression, anxiety and related topics.
- A short exit survey for participants to fill out to help us plan and review.
- Activity of making a stress ball
- Refreshments were available

RIDE DON'T HIDE June 26, 2016

This year we had 115 riders participate in the Ride with an additional 11 virtual riders raising funds as well. We are pleased to note we made just over \$11,000.00 this year. We expanded our health fair this year with positive feedback and hosted a loonie auction as well. We entered into a partnership with CKPG TV and Radio which greatly raised our profile in the community. The riders chose from six-kilometer, 10-kilometer, 20-kilometre and 30-kilometre routes and there were 45 volunteers manning water stations and guiding riders along the routes. We are considering a request to increase to a longer route for next year's ride so we are considering a 50 or 100 km. Huge thanks to all the volunteers who helped out and continue to support this fun, fun event!

Ride don't Hide 2016 – June

		Hours
# Volunteers	28	153
# Board Volunteers	4	22
# Staff Volunteers	4	22
		197 : Total hours



NORTHERN BALANCING OUR MINDS YOUTH CONFERENCE



This event brought together over 350 youth from the Northern Health Region and was a partnership with CMHA, BCCH Health Literacy Branch, Prince George Local Action Team, Mindright, Prince George Youth Action Team, Prince George Native Friendship Centre, School District No. 57, YMCA/YAP and Northern Health. Funding was provided by BC Children's Hospital, Prince George Local Action Team, Canadian Tire, Prince George Community Foundation, City of Prince George, UNBC, CNC, Royal Bank, Northern Health Children First, Mindright and Spruce Credit Union.

95% of participants agreed or strongly agreed "the event increased my knowledge about mental health"

95% of participants agreed or strongly agreed "the event increased my awareness of mental health resources"

100% of participants agreed or strongly agreed "the event improved my attitude towards people with mental health challenges"

70% of participants agreed or strongly agreed "the event gave me ideas about how to promote mental wellness in my school and/or community"

Quotes: "what did you learn about mental health and substance use attending this event?"

- *That more people experience mental health than I thought and that help is everywhere!*
- *That mental health is as important as physical health*
- *All the resources*
- *That you need to talk about it, you're not alone*
- *How to help people and how to find help 4 yourself*
- *A lot*
- *That a lot more people deal with it than I originally thought and are a lot better at hiding it*

PEOPLE OF CMHA

CMHA BOARD OF DIRECTORS

Carli Staub	President
Marian Muir	Vice-President
Jeffrey Wayow	Treasurer
Kelly Mould	Secretary
Mari Lynne Brooke	Director
Kristin Thompson	Director
Crystal Martin	Director
Karoline Doyle	Director
Simon Zukowski	Director
Glen Schmidt	Director

STAFF 2016-2017

Allen Zgaga	Chef Two Rivers Catering
Cheryl Young	Vocational Support
Chrystal Bonekamp	Casual Life Skills
Clara Orr	Life Skills
Devon Flynn	System Navigator / Gatekeeper
Ed Lui	Peer Support
Gwen Neufeld	Accounting
Heidi Wilson	Life Skills
Hilda Dockrill	Casual Life Skill Worker
Jacqueline Sketchley	Program Manager
Jeannine Glowacki	Resource Housing
Jeff Hodson	Life Skills
Jeff Walker	Life Skills
Jennifer Carter	Life Skills/ Vocational Support
Jennifer Carter	Administrative Assistant/Volunteer Coordinator
Jenny Malyk	Casual Life Skills / Vocational Support
Joy St. Croix	Vocational Support
Kama Katrinchuk	Casual Life Skills Worker
Lois Doran	Life Skills
Lory Moroz	Bounce Back Coach
Marie Bradley	Vocational Support
Mary Ellen Johnson	Forensic Life Skills
Mary Lu Spagrud	Manager of Education & Projects
Maureen Davis	Executive Director
Nicole Antonenko	Life Skills

VOLUNTEERS

Volunteers are a very important part of our organization, there are volunteers on the board of directors, some who assist in sorting donations, some help teach others skills to build up their resume for when they eventually are ready to step back out into the workforce out in the community, some helping with planning and organizing all of our events, fundraising, helping with filing and sorting educational materials, and working closely to mentor others that may need it. All areas of our organization is open to volunteers to assist in any way they can. There are many programs within our organization that flourish due to the assistance and help of our many volunteers, such as The Second Chance Thrift Store and Peer support groups. Every single volunteer is important and CMHA greatly appreciates all that you do and all that you assist with whether it be on a weekly, monthly or once a year basis.

A few quotes from CMHA Volunteers:

"My placement in Second Chance Thrift store & as Office Assistant for CMHA has given me a sense of purpose. It has helped me build confidence in my own self-worth. I'm very reclusive, so it gets me out of the house. Gives me the opportunity to dress up and do something tangible. I feel I have thrived under CMHA guidance." –CG–

"Volunteering is a way for Me to give back to the community for all the support I have received over the years. I love volunteering with CMHA because it is such a supportive environment, I really feel as if I am making a difference, no matter how small it is. Also through my volunteer work with CMHA I have pushed myself way outside of my comfort zone, but it has been so supported from the staff, it hasn't been overwhelming in the slightest!" –KD–

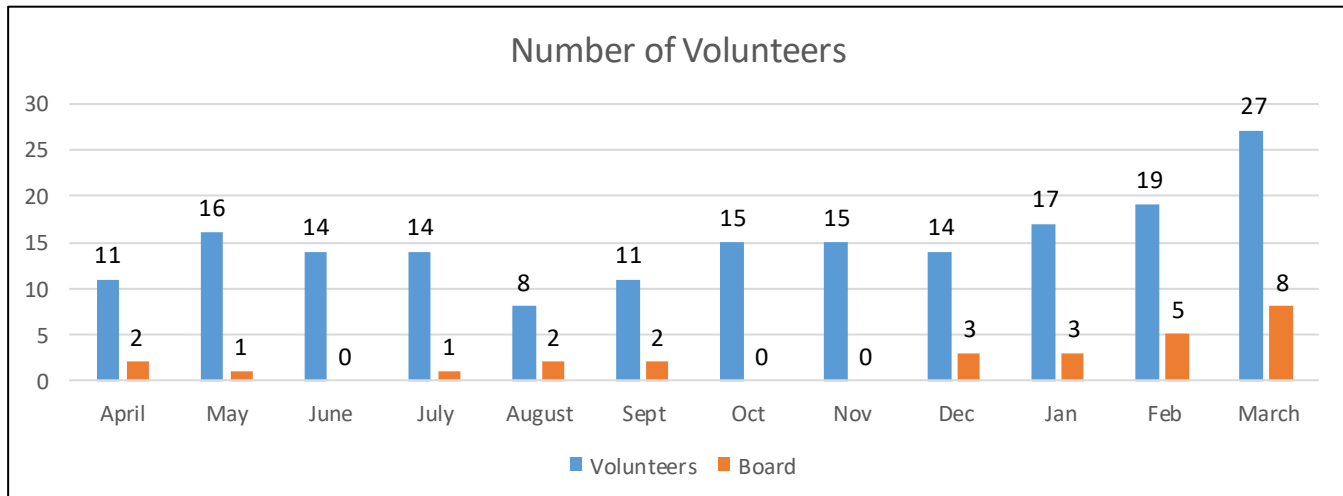
"Volunteering to me means I can participate in different events around town, and to gain knowledge and experience in different fields of work. I personally volunteer because it gives me joy when I know I am helping people in the community." –AP–

"It means I get a chance to practice working to move into a paid position when I am ready; working out problems I have had in the past regarding work and how to resolve them in a more appropriate manner. It means giving back to the organization and community for the help and assistance they have given me. Volunteering helps improve my self-esteem and acknowledge my skills and education and strive towards my future dreams." –DLB–

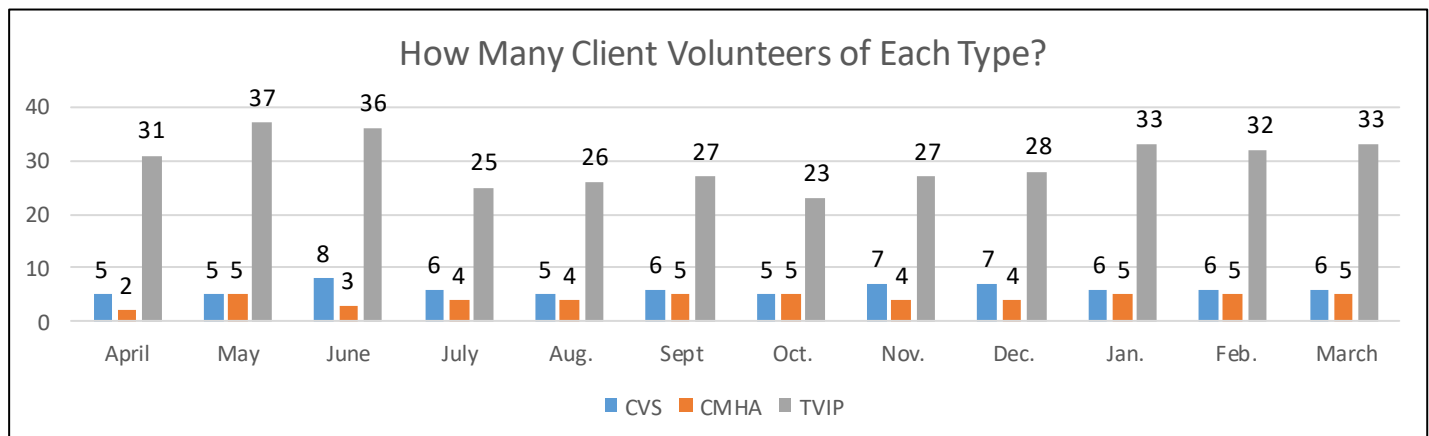
"By donating my time to a cause, I feel as if I am helping, I am doing something that helps someone else. I volunteer because it makes me feel good, I may not be getting paid but it makes me feel useful and better than I would if I were doing nothing. By volunteering I am meeting other like-minded individuals with different skills and strengths. I am becoming closer to my community. I donate my time because the people I meet are worth it, time is sometimes more valuable than any currency." –RL–

"I started volunteering as a way to get work experience that could be helpful when I am old enough to get a part-time job. I asked to volunteer at CMHA because I wanted to challenge myself to do something different and to meet new people. Volunteering is fun and it is nice to think that I am helping to make a positive difference in someone's life and in Prince George." –CM-

Number of Volunteers:



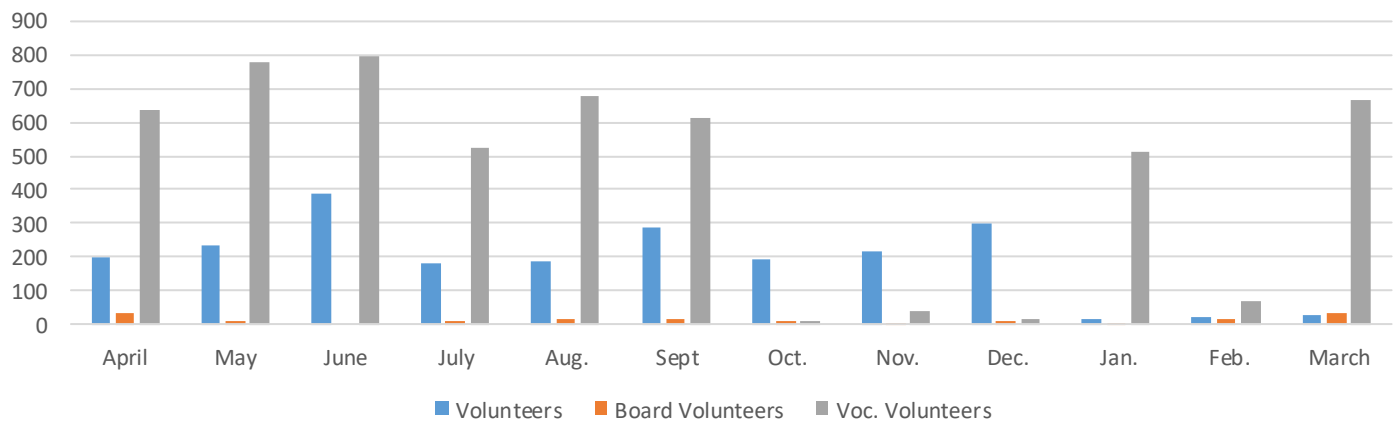
How Many Client Volunteers of Each Type:



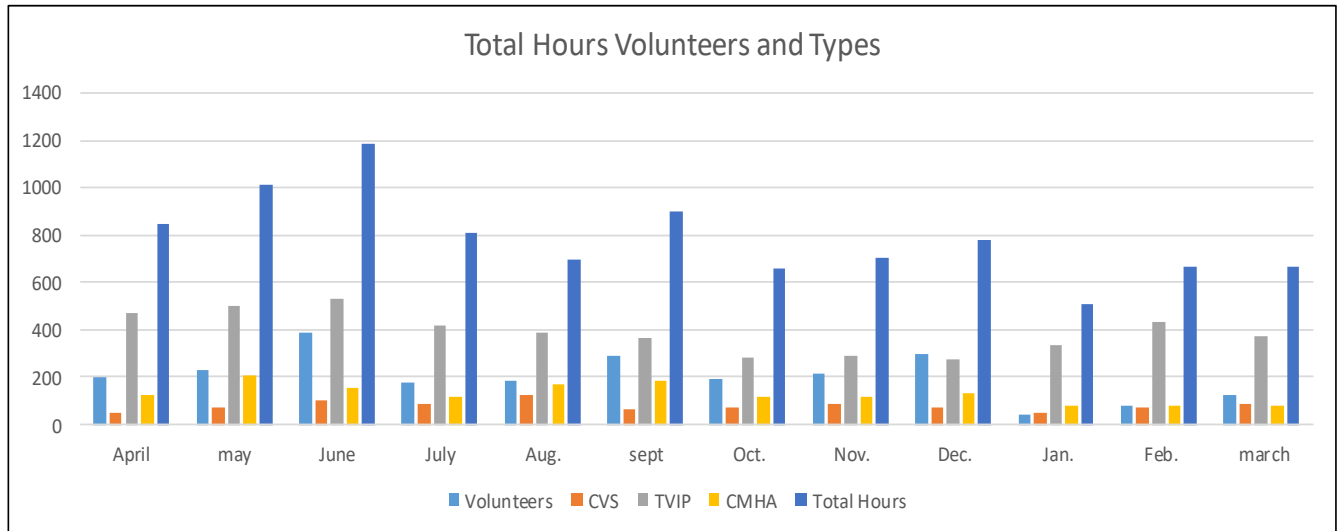
Total Hours of Volunteers:

	Volunteers	Board volunteers	Voc. volunteers
April	196.5	32.5	638
May	231.5	7	778.25
June	388	0	798.25
July	180.5	12	525.5
Aug.	185	12.5	677.5
Sept	288.25	16	610
Oct.	193	8	10
Nov.	215	5	40
Dec.	298	7	16
Jan.	17	6	510
Feb.	24	18	66.5
March	29	33	667.6

Total Hours of Volunteers

**Total Hours Volunteers and Types:**

	Volunteers	CVS	TVIP	CMHA	Total Hours
April	196.5	47	469	122	843.5
May	231.5	71.5	500.5	206.25	1009.75
June	388	105.5	533.5	158.25	1185.25
July	180.5	85.5	421.5	118.25	805.75
Aug.	185	123.75	386.5	167.25	695.2
Sept	288.25	63	365.75	181.25	898.25
Oct.	193	71	282	116	662
Nov.	215	86	289	114	704
Dec.	298	72	278	129	777
Jan.	45	48	339	78	510
Feb.	79	71	433.5	82	665.5
March	127	87.25	373.3	80	667.6



Thank You

*We appreciate all you
do for and with us!*