



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

ANNUAL REPORT 2018/19

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

It has been an eventful year at CMHA-Prince George Branch (CMHA-PG). We have had some great people join our organization over this past year, and other wonderful people have moved on to pursue other opportunities.

The organization suffered a terrible loss with a fire at the Connections Clubhouse this past year. Though the loss of the property is tragic, thankfully, no one was injured. This tragedy has given CMHA-PG the opportunity to build a more purposeful building on the site. Though there were many fond memories in relation to the old clubhouse, the needs of CMHA-PG were fit around the limitations of the building. We can start with a blank slate to build something more accessible and to better suit the needs of the branch, as well as, those it serves. The branch has secured an additional thirty-year lease with the Ministry of Lands and Forests while the Ministry and Lheidli T'enneh First Nation continue discussions as to how best transfer the property from the Ministry to CMHA-PG.

The board is committed to rebuilding the Connections Clubhouse. This was and will continue to be a major focus of the CMHA-PG. Additionally, the board is developing a strategic plan to meet the needs of the CMHA-PG and its clients, as well as, fitting with the priorities of the larger CMHA federation.

In the face of the past adversity, we have a future opportunity. "Fall down seven times, stand up eight" *Chinesse proverb*.

A big thank you goes out to the donors, volunteers, staff, management, board members, and community members that contributed to this year's success.

Jeffrey Wayow

President of the Board

Canadian Mental Health Association- Prince George Branch

EXECUTIVE DIRECTOR'S REPORT

The 100th year for CMHA nationally was a year full of many changes and the resulting challenges that come with change. We attended the National Conference October 22-24, 2018 in Montreal and had a wonderful time meeting CMHA's and others across Canada and celebrating 100 years of hard work and growth. This was also the year of saying goodbye to our Provincial Executive Director Bev Gutray and it was wonderful to attend her final public event of the opening of Confident Parents in Victoria and hearing four Ministers speak about her incredible history with promoting mental wellness. They spoke about how much Bev and CMHA has pushed forward the agenda for mental wellness and speculated that she wouldn't be retired for long and would be popping up in another way to support mental health and addiction goals. Her imprint on CMHA is lasting and profound.



(Minister of Mental Health and Addictions Judy Darcy, Bev Gutray retiring CEO CMHA BC Division, Minister of Children and Family Development Katrine Conroy, Minister of Finance Carole James and Dave DeLong Chair CMHA BC Division.)

2018/19 has been a momentous year for both happy and sad circumstances. It has been sad to have some folks leave us - clients who have died and whose presence and energy leaves a mark with many of us.

One of the most difficult adjustments was the loss of our Clubhouse due to fire in August 2018 and the rapid work done by our chef Allan Zgaga to find us a new temporary location and a new shared partnership with Aboriginal Housing. This partnership has proved to be very successful at so many levels and we are grateful for having such a wonderful location to continue the Clubhouse work.

This year has seen tremendous improvements in the attention brought to the whole field of mental health - we have our first Minister of Mental Health and Judy Darcy is proving to be a powerful ally for stigma reduction and improvement of services.

It was very exciting to be chosen from many across Canada to be a member of the year long Community of Practice with the Mental Health Commission of Canada to explore the concept of developing minimum standards for individuals hired to provide Vocational and Employment Supports. It was reassuring to see how well our programming lines up with best practices but also demonstrating how far we have to go as full paid employment is the status most valued and we are still in a position where volunteer honorariums remain a reality.

I want to thank all our dedicated staff and volunteers who continue to give their all to making changes big and small in the lives of people impacted by mental illness/addictions and those who love them. The world is changing and stigma is lessening - we still have a ways to go but we are walking in a world that is showing more compassion and understanding.

Maureen Davis MEd
Executive Director

PROGRAM MANAGER'S REPORT

Jacquie Sketchley is off on leave from her position as Program Manager but we know she would want to thank all the staff she supervises for all their hard work on the front lines. Also a huge thank you to Dr. Joanna Pierce who provided a year's worth of training to all clinical staff around the development of peer support services, resiliency and reinforcement of training that focused on trauma, CBT interventions, and Motivational Interviewing. We now have a great process for reviewing client goals and supporting our staff in their hard work with our clients.

MANAGER OF EDUCATION AND PROJECTS

The requests for education continues to grow beyond expectations and we are achieving our goal of becoming a go to for mental health education.

We have several agencies, schools that we now attend on a regular yearly basis. We are regulars at Kelly Road and Duchess Park Secondary Schools, UNBC for resident advisor training and their Thrive week events as well as a variety of classes.

Our invites to health fairs and events continue to grow and expand even outside the Prince George area. We are hoping to be able to expand our volunteers base in the future so we can meet this very expanding need. Again we would like to take a moment and express our thanks to the board members and volunteers who have helped out with these events this past year.

Our social and traditional media imprints continue to expand, we had social media posts that were seen by over 2000 people and we continue to pick up followers on Facebook and Twitter. We have just recently added Instagram and are excited to see how this platform is received. We are still routinely approached by radio and TV to give interviews about mental health and wellness and one interview was featured on the Front page of the Citizen this year.

In January we celebrated Lory Moroz achieving her Master ASIST Trainer designation and in March I achieve my Bronze Level ASIST Trainer designation with Livingworks.

Going forth we are continuing to look at expansion of trainers as the demand increase to more than our current capacity. It has been exciting to see the growth and success of the risky step this agency took just a couple of years ago in committing to this new role for me and expanding the opportunity for education within Northern BC.

Respectfully submitted.

Mary Lu Spagrud, BRS

PROGRAMS



Bounce Back: Reclaim Your Health

Funded by Ministry of Health

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 based on Cognitive Behavioral Therapy techniques which is the gold standard for treatment of anxiety and depression.

We serve the entire Northern Health region with a team of 2 coaches and 1 scheduler. In May 2018 we had a Bounce Back event in Victoria, BC with special guest Dr. Chris Williams who is the developer of Bounce Back and Living Life to the Full. We had a couple days of workshops and then took part in a provincial announcement of the new Minister of Mental Health and Addictions, Honorable Judy Darcy.

In addition to the data below we would like to give a snapshot of the volume of materials that we are distributing in our region. For 2016/17 fiscal year we sent out 1508 DVDs and 530 link cards (which allow you to see the video online) and in the 2017/18 fiscal year we sent out 2235 DVDs and 2060 link cards. This data shows that we are reaching more and more people as we go out into the communities and show them what Bounce Back has to offer.

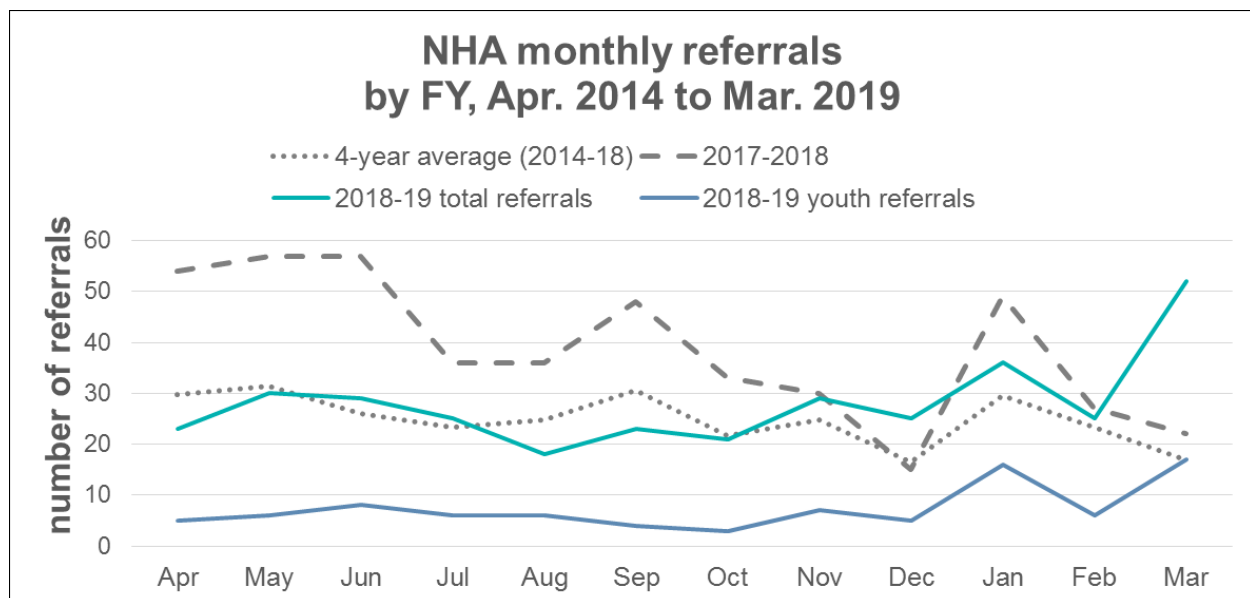
We had another successful season of travelling with the bonus that we now have 2 coaches, Nicole Antonenko and Lory Moroz. For this year we travelled together so that Lory could show Nicole the ropes and introduce our new coach to the Northern communities. This did increase the amount of travel expenses and we were unable to extend from Smithers to Prince Rupert for this year. The travelling in pairs did allow us to visit more remote First Nations communities and also allowed us to visit each high school to promote the youth program. We were asked to visit a bit further south so we ventured to Bella Coola, and experienced The Hill, as well as giving resources to the numerous communities between Williams Lake and Bella Coola.

The impact of the Outreach trips is evident as you look at the months following the presentation in early May and road trips in August and September and the increase of referrals and the areas they are coming from. Another benefit to going out into the communities to promote Bounce Back is that the physicians move around in the North, so often when I visit a clinic either the doctors are new and never heard of the program and/or the front office staff has changed and they do not know about Bounce Back; in so many ways I am reintroducing the Bounce Back Program to areas over and over as a result of our doctor shortage and this is having a positive effect on the care that is available. My favorite part of the travel is going to a clinic and being warmly greeted and the enthusiasm that the new resources are received and the wanting to stock up on DVD's and brochures. We also get to hear how much Bounce Back is helping and making a difference in people's lives.

Submitted: Lory Moroz

Referral numbers for 2018/2019 for Bounce Back

Referral Type	Referral Target /Quarter	Referral Target /year	Q1 Actual	Q2 Actual	Q3 actual	Q4 Actual	YTD referral actual	YTD referral variance
All	85	341	82	66	75	113	336	(4)
Adult	68	273	63	50	60	74	247	(26)
Youth	17	68	19	16	15	39	89	21



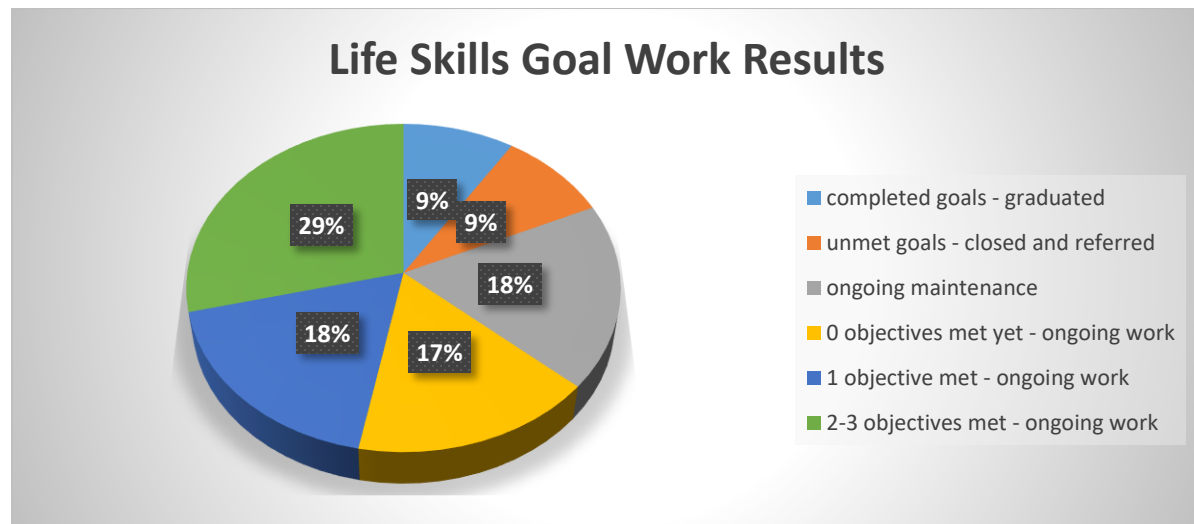
Life Skills Outreach Funded by Northern Health

The Life Skills Program continues to play a vital role for CMHA Prince George and the people we serve. Life Skills provides one-on-one support to individuals with mental health/addiction concerns to achieve independent living within community. Our Life Skills team is comprised of 4 full time staff providing services to individuals who are referred by Northern Health staff, family doctors or other agencies in town as well as self-referrals as long as that individual has a clinical support person we can attach to in times of crisis.

We deliver services seven days a week - 365 days a year and in 2018/19 we served 66 unique individuals with different goals and objectives designed to help them achieve stable mental health. The types of services provided can be budgeting, self-care, home maintenance, hygiene, communication skills, physical health improvements, increasing social supports etc. We work in partnership with any other support people involved in the individual's life -

Doctors, clinicians, family, friends, psychiatrists, occupational therapist, psychologists, nurses, social workers etc. We work on assisting people to uncover underlying issues that might be contributing to the presenting problems such as social anxiety, generalized anxiety, depression etc. We are not only aiming to assist individuals with daily life skills but to assist in development of strategies to cope with and overcome barriers that reduce independence.

Participation in case conferences with the individuals we work with is an important element of the overall case planning that takes place. As the majority of referrals come from Northern Health, life skills staff are committed to regular and ongoing engagement with the clinicians to assist with supporting the overall wellbeing of the clients we serve.



This year most individuals have achieved small objectives within their larger goals. Such successes as, showering, and now working on doing laundry and having clean clothes - learning to ride the bus or getting connected with other community supports. We have had others be very successful (6 people) and have achieved their larger goals and discharged - these are individuals who now see themselves as capable of managing independently in the community. The individuals we work with have had setbacks and that it is normal, however, with support and motivation we have seen quicker recovery. This stepped process of building on small objective successes is very helpful for our clients to learn their true abilities and to assist them in gaining control over the influence of mental illness. To paraphrase one of our clients "I now drive the bus - mental illness comes along but it no longer drives".

You will note that 18% of our work is called "maintenance" - this refers to the portion of our clientele who are dealing with chronic physical health concerns and the only work we are able to do is to help them manage in the life they currently have. There is no goal work possible as their physical health does not allow for progress - hence we are running errands, shopping for groceries etc and awaiting a more appropriate placement for them in the community such as Assisted Living etc.

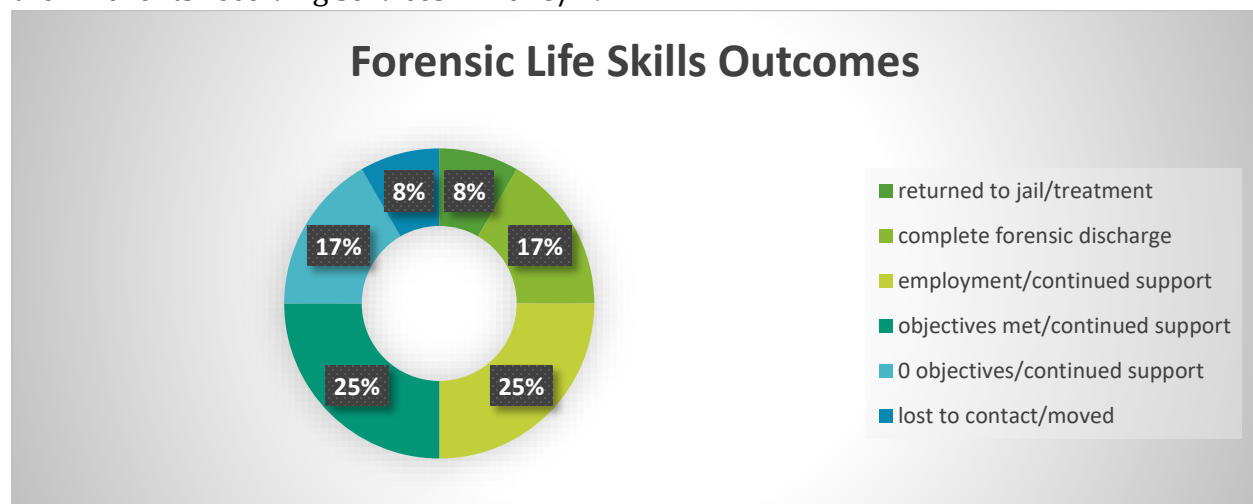
Forensics Life Skill Program

Funded by Forensic Services

The Forensics Life Skills Program works with a wide range of individuals who are referred by Forensic Psychiatric Services Commission (FPSC). This full-time position is giving individuals living with mental illness and/or addictions, who have been in conflict with the law, more support in maintaining stability and moving towards independent living. The Forensics Life skills program provided training to 12 clients in the areas of budgeting, personal hygiene, grocery shopping, bill payments, medication pickup, medical appointments and ongoing support with securing housing. Additionally, within the past year, the Forensic Life Skills Program has been providing vocational services and support for clients looking to gain the skills to develop employment readiness. With confirmation from the treatment team, clients also attend social outings such as, hiking trips, bowling, floor hockey and lunch with other members accessing services. 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.

One client has been living independently in his own apartment for the first time in his life following a 4 year stay in the forensic hospital. Now with supports he is managing everyday responsibilities and has found paid employment and looks forward to each day ahead. One client did breach his probation twice and as a result of drug addiction he was sent back to the forensic hospital. Four client's received an absolute discharge from Forensic services and have been referred and are now supported by other services.

As with all our programming, the forensic life skills client is also working towards the long term goal of reintegration into community with zero recidivism. Within that large goal are many smaller objectives that are celebrated upon achievement with the setting of new objectives once previous ones are successful. The following chart shows the outcomes for the 12 clients receiving services in 2018/19.



Peer Support

Funded by Northern Health

Peer Support is a well-researched model of service delivery where a peer with lived experience of the mental illness/addictions and recovery process provides mentorship and support to another individual faced with a similar path of recovery. Peer Support has a person centered perspective which allows each person to be in control of their own steps to recovery. It promotes growth, personal responsibility and a higher awareness of one's self.

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. Ed Lui works diligently in assisting people with issues involving financial, legal, employment, mental and physical health. He accompanies clients to appointments, meetings, etc. while also helping them access services, participate in community meetings, find information and resources and keeping up to date on issues and information affecting the mental health community.

This program also coordinates the **Positively Peer Program**, which provides support and community resources to patients on the psychiatric unit at the hospital. In the 2018/2019 year the program has connected with over 700 individuals receiving services at our local hospital. A branch of this is the **Keeping in Touch program (KIT)** which provides phone support for individuals who have left an institutional setting and can benefit from a supportive weekly phone call to help with transition. This program helps clients to overcome any barriers they may have and helps to connect clients on a social level with the volunteer and other clients. This program serves 9-10 people a week and made 480 calls last year. As clients are supported within the KIT program the next goal was to transition them to meet in the community. The purpose of this stage is for the development of relationships between the client and community partners and help each individual client be successful based on their own individual needs. This has been very successful over this past year as there were over 60 successful outings for men and women ranging from 18-65 plus.

Overall the program has served more than 2056 individuals, either by phone or in person with a wide variety of needs. 145 were males between the ages of 18-29. The bulk of the clientele are between the ages of 30-64 with 980 males and 761 females. For those 65+ the bulk of the clientele is male at 110 clients compared to 60 females. The goal is to continue to adapt new internal programs for individuals' needs as they arise. It is very inspiring to hear people achieving the goals they set out to do. Goals that were met by clients this year ranged from having a successful disability application approved; to getting to that stage of recovery where one can volunteer and maintain a mental health balance; to even getting to a point of knowing and accepting that there are others that have similar experiences.

The growing numbers of people searching for supports have increased substantially over the year. We have had to add clients to waitlists and/or refer them to other community resources. Due to this reality, people are at risk of falling through the cracks in the system.

The volunteers who help run the programs are an essential key to the continued growth and changes needed in the community.

Peers Prospective Newsletter. This newsletter is geared towards businesses to bring awareness for the employers and clients that walk through their doors. The hope for this newsletter is that people feel connected with the individuals behind the stories and may even feel a sense of familiarity within their own story. This may give someone a sense of hope and possibly open the door to allow themselves to reach out for support and not feel alone. The newsletter over this past year has been very successful and continues to be a positive source of hopeful stories to reach people in the community. We have the newsletter in 15 businesses in Prince George. We have distributed over 650 newsletters since April of 2018. We have received over 25 stories so far and have been continuing to reach out to the community for more stories. The newsletter team consists of 5 peer volunteers that run the program. To date we have had \$1150.00 donated from businesses and individuals to help with the cost of printing and delivering the newsletters.

The newest program that we have is **One to One Program.** This program offers one to one peer support to individuals in the psychiatric unit of the University Hospital of Northern British Columbia. Listening to the individual's successes, challenges and offering support from a caring and compassionate personal perspective. We have heard positive feedback from the people on the unit and from the staff that support the individuals on the unit.

Forensic Peer Support

Funded by Civil Forfeitures of BC

We have extended our Peer Support intervention and support to the forensic population group, in particular to individuals who are newly released from the correctional system. These individuals often lack the supports necessary to implement the healthy steps required to achieve their best level of functioning and avoid reattachment to the correctional system.

The peers involved in our program have had shared lived experiences with incarceration, mental health issues, addiction and have a passion for helping others. This availability of individuals can provide support through what can be a very difficult transition from the highly structured environment of correctional system back into the community setting while also living with the impacts of mental illness and addictions.

Services offered:

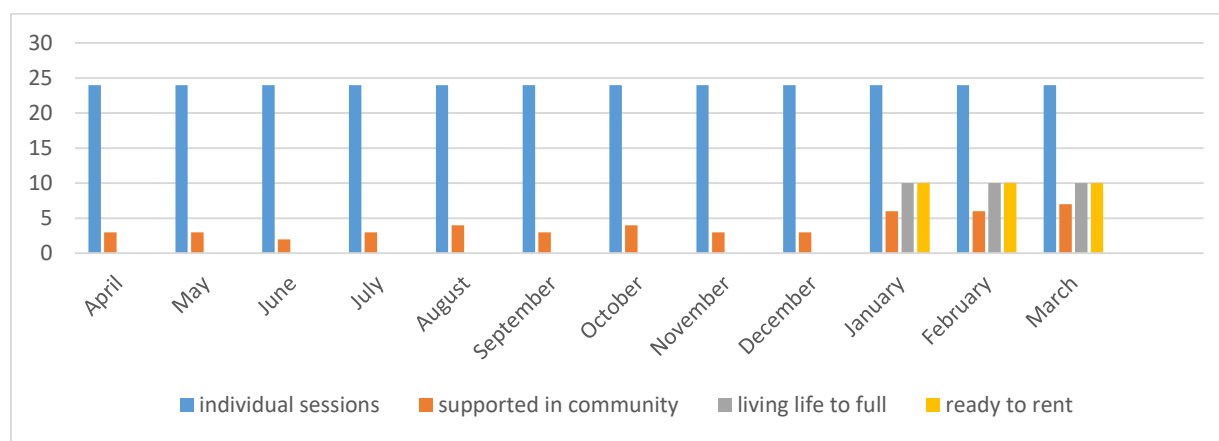
- Training in life skills through the Living Life to the Full program - group work
- Individual peer supports to each individual
- Group peer support to individuals comfortable with group settings
- Access to information and referrals based on individual need
- Providing vocational services when ready
- Housing supports as needed

- Training in the Ready to Rent housing education program
- Assistance with collaboration and case management with adjunct community agencies

At the Prince George Regional Correctional Center (PGRCC) individual sessions, we met with 230 men and 58 women. Between April 2018 to March 2019, 32 men and 13 women were released from custody into their communities and referred from the Integrated Offender Management team. By partnering with community support most of the individuals (75%) released have been able to find successes while transitioning back into the community with the support from this program. The feedback from the clients include success with finding housing, financial support, legal support, reaching out to family, finding a place within the community, and more.

We had offered Ready to Rent and Living Life to the Full in Prince George for the people that were released from PGRCC and unfortunately had minimal response. In January we implemented both courses within PGRCC, and had high participation rate. We had offered 2 sessions of Ready to Rent over a 3-month period. 1 session to the men and 1 to the women with 10 participants per session breaking down to 10 men and 10 women. Following the layout of Ready to Rent we offered Living Life to the Full over a three-month term. There were 2 sessions breaking down to 10 men and 10 women. This year the focus was to mentor an inmate to facilitate and teach with the peer worker the Ready to Rent and Living Life to the Full course. This was highly successful as the inmate that participated was able to find a sense of purpose and able to give back to his fellow peers while still being in an institutionalized setting. We also had the guards that were on duty participate in the class as well, offering their thoughts and ideas.

As parolees acclimatize back to the community we offer a forensic peer support group. To meet others and hear their challenges and successes in staying out of the judicial system. We understand the challenges and fears that revolve around being open in groups to others with similar backgrounds or orders that require avoidance of other parolees, so a group is not always suitable but is a helpful adjunct to the individual supports.



Connections Clubhouse

Funded by CFIF and Sales
Supported by Northern Health

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 arts & crafts, floor hockey, bowling, walking group and summer outings. In addition to the recreational activities Connections Clubhouse also provides affordable lunches during the week prepared by Two Rivers Catering.

Connections Clubhouse in partnership with ACE, Northern Health and Rehab services have provided a variety of events and outings throughout the year. Members attended hockey games, trip to Barkerville and outings to various parks and recreation sites. We also held our annual Halloween and spring dances. Connections Clubhouse held many in-house events over the past year including dinners at Easter, Thanksgiving & Christmas and monthly birthday celebrations. All of these events were well attended by Clubhouse members.

The home for our Clubhouse has been at 2816 Norwood Street for over 30 years and used to be called the Mary Harper Achievement Centre. August 16th our Clubhouse burned down leaving staff and clients alike devastated. We are working hard to turn this loss into something positive as we move forward with redesigning a new Clubhouse that meets the needs of more - in particular looking at ensuring accessibility for all.



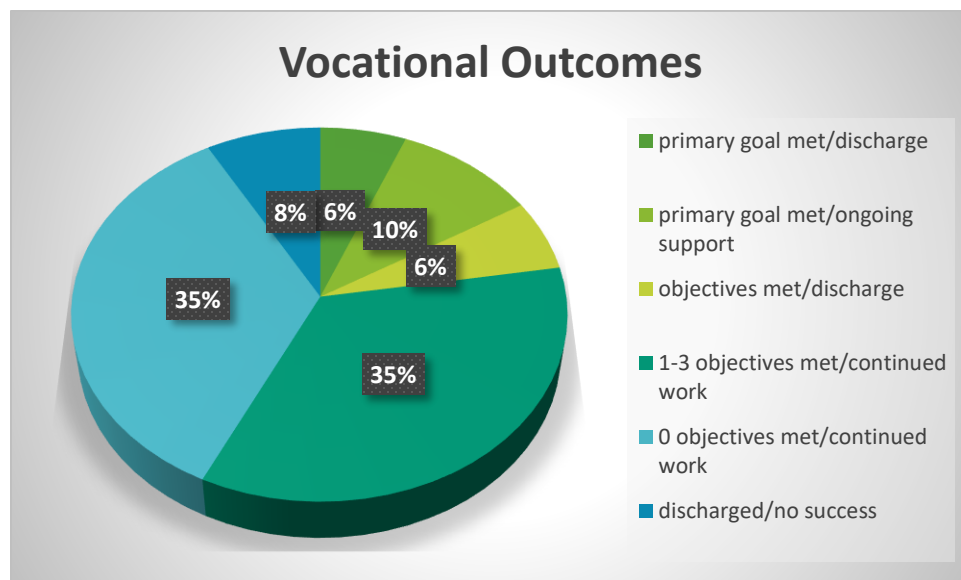
Thanks to our chef Allen Zgaga we were able to quickly move into the kitchen and dining area at Aboriginal Housing who took us in and supported us to transition and continue to provide the majority of our services out of 1919 17th Avenue.

Vocational Support and Mosaic Employment Services

Funded by Northern Health

The Vocational Support Program works in collaboration with Rehab Services of Mental Health and Addictions, Northern Health. The Vocational Support Programs goal is to assist clients that live with mental illness and / or addiction issues in developing vocational skills. By developing employment readiness skills individuals can improve their chances of success as they work toward finding paid employment, volunteer positions or educational opportunities in their area of interest. Mosaic Employment is the portion of the work that assists clients in finding employment in the general community. CMHA has 2.6 FTE vocational staff - Cheryl Young, Marie Bradley and Heidi Wilson. Jennifer Malyk also served in this position until transferring to life skills.

Vocational Support work occurs at various levels - the client sets a primary goal with their clinician and vocational support worker. That goal is then broken into measurable objectives that are required in order for that ultimate goal to be reached. For example, someone who has a goal of working in the hospitality industry may have 5-6 objectives in order to reach that goal - learn how to manage anxiety - learn how to maintain good hygiene - learn the bus system and manage anxiety while riding - learn how to socialize appropriately and not share life story with all - gain disability - get medication costs covered. These objectives are the ones worked on with the Vocational Support Staff and there is no time limit for reaching the ultimate goal as long as goal work is progressing. The following chart indicates the goal work results in 2018/19 for the 49 clients who were a part of the program.



Some of the challenges for the Vocational Program are:

- Employer stigma: require more staff time to both educate and support employers who might be interested in supporting someone from our programming
 - Finding flexible employment that meets individual needs such as customized shifts & varied hours which are often required due to medication impacts
 - Accessibility i.e.: relying on public transit to get to work.
 - 1-1 support: finding it hard to meet the demand for 1-1 support needed to assist clients in developing successful placements.
-

Housing Outreach

Funded by City of Prince George and the United Way

Resource Housing Outreach is a 16 hours per week part time position designed to assist people, who are experiencing mental health concerns access affordable and safe housing in the community.

In 2018-2019 an average of 15-20 people drop in for information on services and/or assistance per month. Many of the clients were referred to CMHA Resource Housing Outreach by Northern Health, Homeless Intervention program (HIP), other agencies, and internally from other CMHA programs. Not all intakes required housing. Some were requesting assistance with applications to BC Housing and the Shelter Aid for Elderly Renters (S.A.F.E.R) program, housing list, and apartment manager contact information. People will also come for assistance if they are struggling with problems in their apartment or problems with a landlord. I provide them contacts to the Residential Tenancy Board and explain their rights as Tenants and support them advocating for themselves. If needed I can provide a link to other legal supports provided by another agency in the community as well. About 85% of people who come in for assistance are homeless and looking for housing. One of the largest challenges for them is financial, CMHA-PG provides the link to sources for additional funding as well as providing options for current available housing. I am able to direct them to where they may be able get additional monies or that they may be eligible for a top up. I also help people explore how they can get references from sources other than landlords such as neighbors as most people don't know what types of reference are acceptable.

I also sit on the HIP that assists people who have been homeless at least a year and have mental health or substance related problems to find proper housing and support services. This committee meets weekly and networks with other community agencies. HIP works collaboratively as a team to discuss individual needs of a person and potential solutions and who can best service and support that individual. I work as part of a larger team as part of a solution at an individual level to reduce homelessness by not only providing housing but by providing wrap around support.

CMHA PG Housing Outreach Program provided seven RentSmart Basic courses to 35 participants from a variety of agencies: ACT team, Fire Pit, Harmony House, Phoenix Transition, SeK'u, PG Regional Corrections Facility, Aboriginal Housing Society, CMHA Connections Clubhouse, Northern Health and ASAP.

The RentSmart Course is a 3-hour course that covers the following:

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

Upon completion of the RentSmart course, participants earned the RentSmart Acknowledgement of Completion. This letter can act as a reference and lets landlords know that graduates have learned skills on how to be good tenant. This program also teaches skills to help a person be a better tenant and decrease potential evictions for those who are currently housed but struggle with keeping their housing.

MOVING FORWARD – OPPORTUNITY FUND

Funded by ESDC

The Moving Forward program was a 38-week employment intervention for individuals living with mental health and addiction issues. Ten participants were selected and one of the participants withdrew and was replaced. The program provided employment education, such as; Living Life to the Full, employment readiness workshops, Respect in the Workplace, Occupational First Aid, Food safe and WHMIS. We strived to have individuals work within their abilities, and worked on growing and developing their individual skills appropriate to their needs, desires and abilities. During the last 12 weeks of the program we were able to bring in clinical support for the participants who were interested in it. The participants were placed in subsidized work placements for 21 weeks. This project crossed fiscal periods and was completed in June 2018.

Of the 11 individuals who participated in the program 7 were employed by the end of the program and 1 achieved employment a few months later - this is an exceptional 72% success rate which is due in no small part to the dedication of the staff member Cheryl Young - clinical support Dr. Joanna Pierce and the courage and tenacity of the participants themselves who stood up to anxiety and depression and other mental illnesses to push forward with their lives. Unfortunately we were unable to have the project renewed but hope to have a similar program in the future.

NEW DIRECTIONS HOUSING

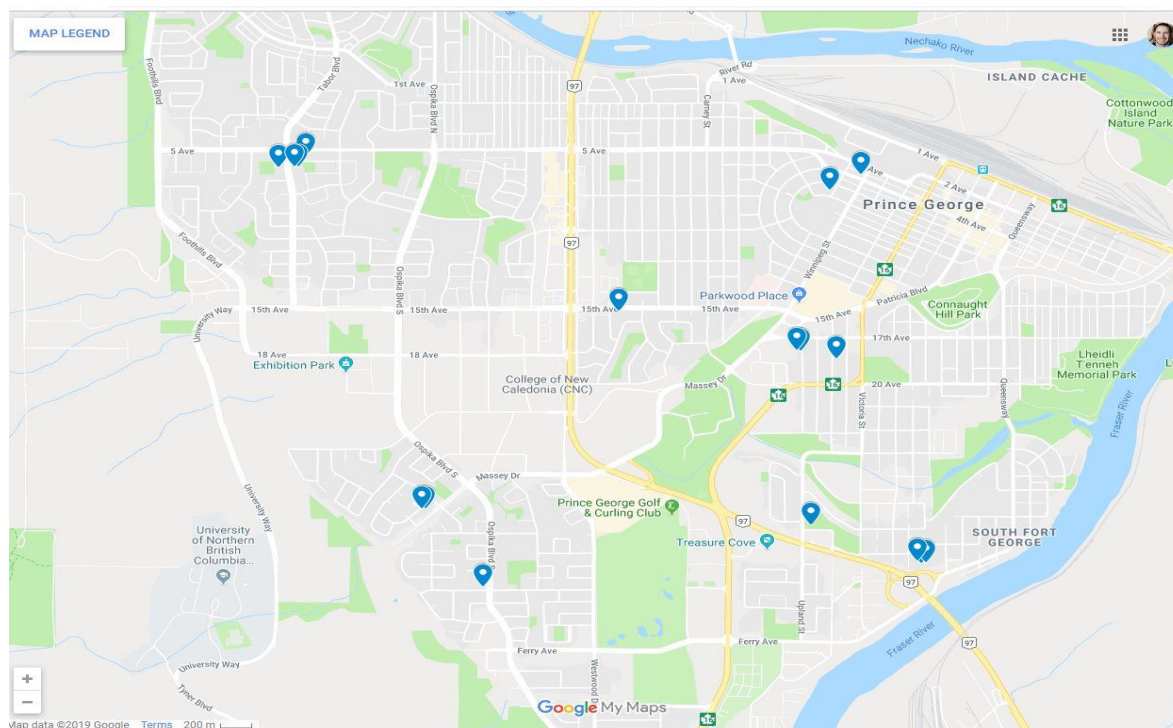
Funded by BC Housing and Residents

CMHA operates 19 BC Housing subsidized housing units for persons with severe and persistent mental illness. Subsidized units are located throughout Prince George (see map below) in various apartment buildings which provides individuals with safe and affordable housing. This position is 5 hours per week.

The New Directions role is to:

1. Intake for applicants and find housing to meet client's needs.
2. Develop and maintain connections with landlords and tenants.
3. Resolve housing issues such as repair and maintenance concerns to landlords.
4. Submit all yearly evaluations/rental increases to 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 committee. This year, New Directions had a turnover in two subsidized units. One client transferred to the BC Housing S.A.F.E.R. program and one eviction. In both cases we changed apartments & this is a nice option for a tenant moving to S.A.F.E.R, they don't need to move just their funding source does. We were able to pick up the two new apartments with landlords that we have a well-established relationship with.



CMHA Housing MOSS HOUSE

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 also receive one-on-one weekly life skills appointments to assist in the development of skills and obtaining the resources/supports that they want and need in their living situation. The past year has been one of transition for Moss as new residents moved in following a death and the successful transition of another resident to his own apartment.

Moss House continues to go through many needed upgrades. Flooring upgrades are almost complete and we continue to ensure that this housing meets the needs of the residents and is supportive to their growth and goals.

Moss House is an ongoing, well established placement and continues to play a huge role in working with individuals with persistent mental illness. Despite the diverse backgrounds within the household, there is much harmony and respect between the residents.

Mental Health and Policing 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 12th year of operation of this committee. This year we tried to host a strategic planning meeting with the committee and were not successful. It is our hope as the capacity of the education department increase, this committee will be able to gain some resurgence. Mary Lu and the RCMP and BCAS maintain regular conversations and Cpl Davidson is back in her previous role for the RCMP Provincially as Coordinator of Mental Health and Crisis De-escalation training. She has noted her interest in getting these meetings and education opportunities going again with an aim to provide a provincial lens to the work.

Public Education

Funded by Sales and Gaming Funds

The requests for education continues to grow beyond expectations unfortunately to a point where we are having to say no or ask people to wait several months to book us. This largely due to the reputation we have built in Prince George, the North, and even throughout the rest of the province. As a result, we are currently in the process of expanding our education department to be able to meet the growing demands. More staff are being trained to become facilitators for the different training and education sessions we offer.

When we partner with other businesses or associations we work with them to tailor education sessions they want while also offering our own suggestions of what would be beneficial to them in the present and the future. This is one way we create lasting relationships with organizations, associations, people, and communities. When someone requires or wants mental health education we are often the ones that they first reach out to, especially if they had worked with us before. For example, with Canfor we focused on four main illnesses: substance related, mood, anxiety disorders and psychosis. In this workshop we focused on recognition not diagnosis, communication tips and referral resources to assist employees in getting help and/or treatment. While also noting demographics/risk factors for those at higher risk. We were also asked to do ASIST for the Ministerial Association in Prince George. Sandra from the Crisis Line co-facilitated. This allowed us to connect to a new group of people and create more working relationships within the community.

We spoke in a couple of health/social work classes at UNBC as in years previous and have participated in their mental health week that UNBC Jack.org organizes. We also participated in a discussion panel about mental health in post-secondary institutions that was also put on by UNBC Jack.org.

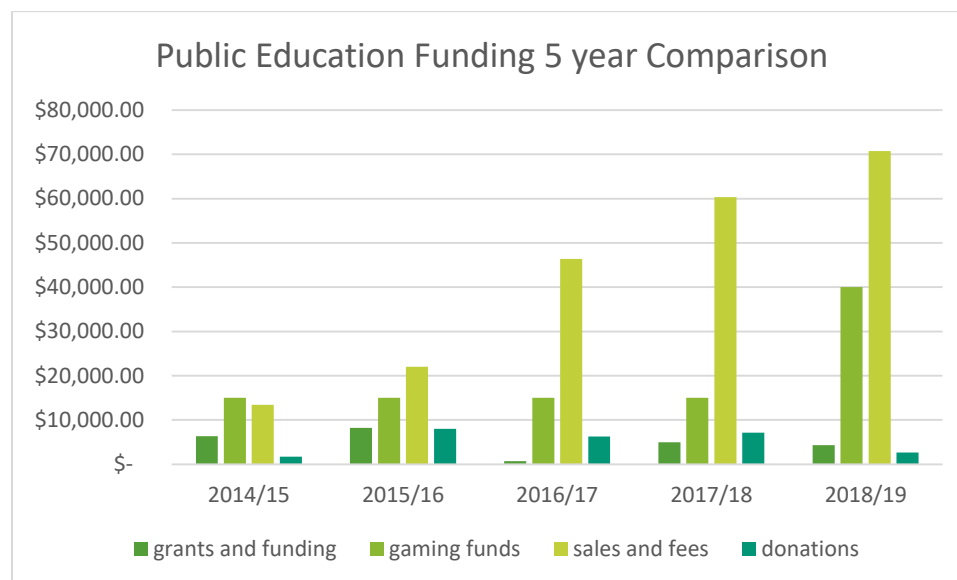
We have continued to work with School District #57 and the schools within it to offer training and education to staff and students. We have done a number of training sessions and Kelly Road while also speaking about mental health and illness to their Grade 11 and 12 psychology class. We have also worked with Duchess Park, John McInnis, and Cedars.

We have also been brought back into communities where there are less options for support due to the small size of the communities. One of these communities was Fort St James. In February we attended this community as part of a Memorial Hockey Tournament in memory of a young man Jordon Marshall who died by suicide. We spoke at both elementary schools, all of the high school student, presented a community night discussion and hosted an Awareness presentation for employers, then we opened the tournament. This is another example of the type of relationships that we create through the education department.

We offered many ASISTs and SafeTALKs through the Gatekeeper program, as well we presented 14 Mental Health First Aids, several Lunch & Learn Sessions, Duct Tape Isn't Enough Resiliency Training and two Living Life to the Full.

We traveled from Williams Lake to Prince Rupert to Fort St John to Valemount and all points in between. It is great to be recognized by people in these communities each time we return.

We hope that the education department continues to expand and grow as the need for education grows. CMHA PG is becoming a name around the north that people reach out to when they are interested in education and/or training about mental health. Education is very important since it increases people's understanding and creates discussions around mental health. By spreading knowledge and understanding we are able to decrease the stigma.



Two Rivers Catering
Funded by:
Sales from Catering and Lunch Program
With Gaming Support for Skills Development

Two Rivers Catering had a very successful and challenging year. Last AGM we noted that "we are confident that the upcoming year will see our first break even". And we met that goal clearing \$132!!!! We had \$113,954 in sales, a 12% increase over last year and the sales came from the following:

- \$54,350 from Active Support Against Poverty meal program
- 12,142 from Connections Clubhouse meal program

- 5,937 from Aboriginal Housing
- 2,794 from Integris Credit Union
- 7,760 from 3 weddings
- 6,236 from Northern Health
- 2,636 from YMCA
- 2,394 from Alward Place
- 2,112 from Kidz Artz Dayz and Two Rivers Art Gallery
- Remainder in miscellaneous customers such as Subaru, Elizabeth Fry etc.

We are now moving into year 8 and the moments of most pride come from looking at our employees with Two Rivers. One individual's skills have now grown to a place where they are permanent part time with Two Rivers and have developed the competency and confidence to commence the process of moving out of their group home setting into independent living. Two individuals have now reached a level of competency where they manage the weekend set up and deliveries to Active Support Against Poverty on their own – Allen gets weekends off! The majority of Two Rivers staff have now been working for 5 years in the program with increasing levels of competency and independence. This is the true success of the program. We continue to have intake of new individuals who enter to gain skills and may stay or may move off into other vocational programming and supports. Thank you to all for your continued support of the TRC Program.

Allen has worked very hard at balancing supply costs and finished the year at 37% of program supplies versus sales.

Little of This N' Little of That

'Little of This N' Little of That' was a low-cost canteen-style store operating out of Connections Clubhouse from 9am -1pm Monday to Friday. This store provides affordable, individually packaged, single served goods for people in the community who live on a fixed budget and who can't always afford to buy groceries in bulk. Groceries are purchased at low cost and in bulk then divided and individually packaged.

The store 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.

Following the fire we have not reopened the store as there is no space in our current location to offer this service. We hope to be up and running again in the new Clubhouse in 2020.

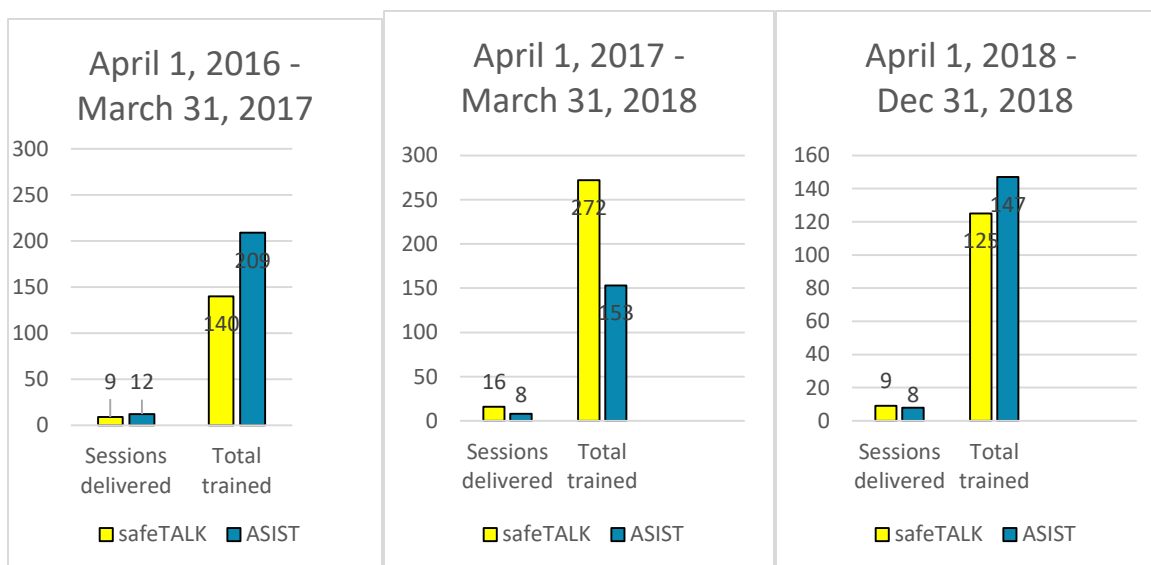
Regional Coordinator

Funded by Ministry of Health

March 31, 2018 to December 31, 2018

The Regional Coordinator (RC) Devon Flynn for the Gatekeeper Program was responsible for coordinating and promoting suicide prevention training consisting of the safe TALK and ASIST workshops. This was a three year project which ended December 31, 2018. Between March 31, and December 31 2018 there have been the following milestones:

- 272 individuals trained (125 in safe TALK, 147 in ASIST)
- 9 safe TALK sessions delivered, 8 ASIST sessions delivered
- Communities outside of Prince George (Prince Rupert; McLeod Lake; Terrace; Ft St John; Hazelton; Houston; Ft ST James; Dawson Creek; Smithers)
- Community groups within Prince George (John McGinnis School; UNBC Health Skills; Prince George Cougars and PG Ministerial Association)
- Multiple public events



This project was very successful in the North and continues to be provided via the public education program. We are increasing our staff capabilities for training in order to meet the growing need.

Second Chance Thrift Store

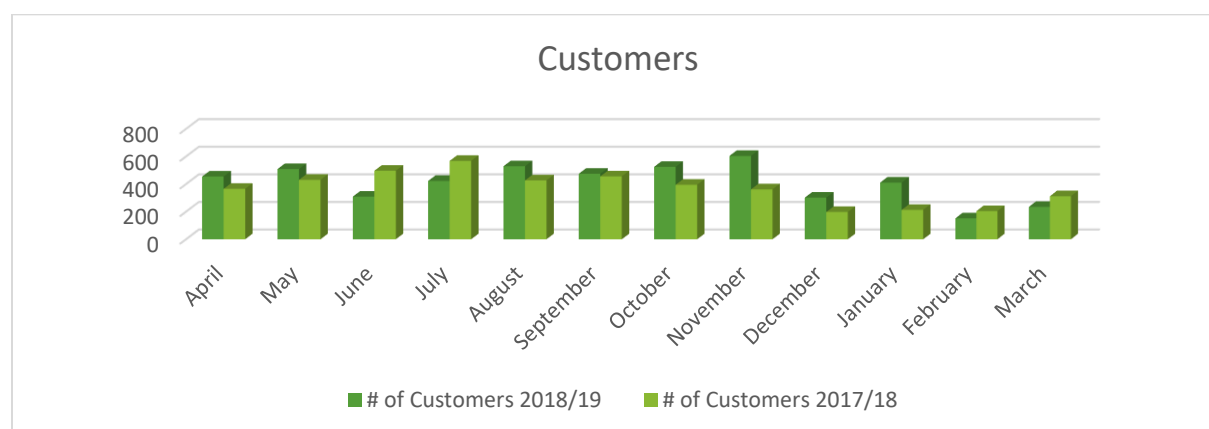
Funded by Sales and by Gaming for Skills Development

Second Chance is a social enterprise thrift store which is open Monday- Friday 10:00 am – 4:00 pm. It provides good quality, clean items and clothes to the community at a low cost. The store relies on donations from our community to keep it stocked. Store purpose is to

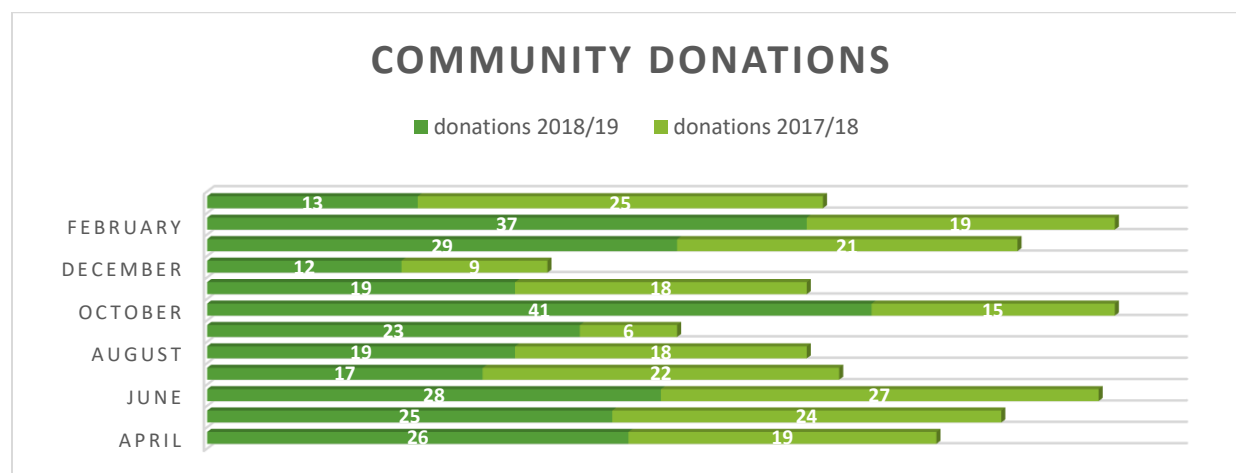
provide vocational training sites for individuals recovering from mental illness and/or addictions.

The Second Chance Thrift Store Facebook page is doing quite well. Responses to sales and donation requests are answered with one week's time. We are liked and connected with other community organizations which work with low income families and provide services in the community.

We currently have vocational or volunteer staff working in the store. The staff of the Store continue to work hard by sorting, organizing, cleaning all donations and keeping the store neat, tidy and well stocked. The majority of the current staff are in the orientating and learning phase. This is the first year in a very long time that we actually made a small profit of \$238. And while it is wonderful to not lose money - the best and biggest gain is the increased strength of the individuals who provide their time to the Thrift store learning skills and expanding into the community.



The Prince George community is very supportive of our Thrift Store and it's aims - You will see below the comparison of donations between 2017/18 and 2018/19 which represents almost a 30% increase in people donating their used treasures to us.



Employment Supports and Mosaic Employment Services

Funded by CLBC

We have three very dedicated staff providing services in this area - Kama Katrinchuk, Felix Okorafor and Chrystal Bonekamp. This is an employment support program that provides life skills and employment support for CLBC referred clients. Our goal is to assist clients with neurological, developmental and/or physical disabilities who are also impacted by mental illness/addictions, to live and work successfully in the community by determining appropriate care and interventions to meet individual needs and situational requirements.

We provide a variety of day to day individual supports such as: physical, emotional and social supports, advocacy, life skills assistance, employment support, information, resources and demonstration.

We provide classes on such subjects as personal hygiene, boundaries, conflict in the work place, dress for success, budgeting, resume building, self-care, and more. We have also brought in guest speakers such as a police officer who focused on self defense as well as individual responsibility. We have brought in community speakers on topics of interest to the group such as boundaries and sexuality etc.

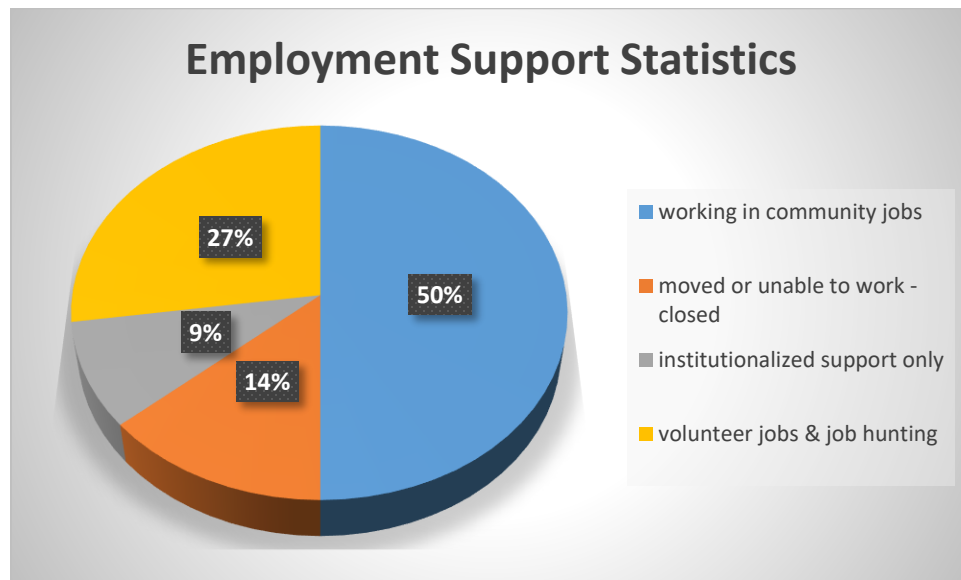
We offer Living Life to The Full, Food Safe, Survival First Aid, (the very first class, we had 100% pass rate) fork lift training and more.

People with disabilities are reliable, productive and good for business. Hiring people with disabilities adds to an organizations overall diversity and builds the company's image among staff, community, and customers. As Employment Support Workers we promote inclusion, compassion and a safe and nurturing work environment where our client's abilities can shine. We want our clients to have self-confidence and to know they have choices just like everyone else.

This has been a highly successful year with 10 out of 22 clients working and 1 attending college. 3 client files were closed due to a clear expression of being unable to work at this time. We have also maintained regular contact with two individuals who unfortunately were sent to prison and should be out and re-establishing connection in the 2019/20 fiscal year. This funder maintains an expectation that client files are not to be closed and that each individual is entitled to ongoing support and check in as needed. We are now in this position with 2 of our clients who are doing extremely well and just require phone check ins once a month.

Part of the success for the year is attributable to the therapeutic supports provided through Pastor Bob and the Native Friendship Centre and John Howard Society. Many of our clientele in this area have not been provided with much knowledge or support in skills to maintain mental health and often are hampered greatly by anxiety. The staff do a tremendous job in

supporting this client group and helping them achieve levels of independence that they and parents often thought were impossible.



EVENTS

Mental Health Week

May 7-13, 2018



To celebrate and honor the 100th year anniversary of CMHA national, we held an art competition. Zoe Derksen was the chosen winner with her art work celebrating both the pain, recovery and beauty of people living with mental illness. Please take the time to check out her art work downstairs by reception.

As well we continued our work with “Get Loud” for mental health by encouraging people to go on line and sign the manifesto – by sending out mental health information and by seeking more photos of people willing to GET LOUD.

We also honored an incredible Mental Health advocate Todd Dougherty our MP for Cariboo Prince George for all his work in getting the PTSD bill through. As his web site notes "Bill C-211 is what will ensure that we work toward a long-term set of best practices, statistical data and consistent terminology and education when dealing with PTSD and occupational stress injuries".

This important work must and will continue!

Depression Screening/ Beyond the Blues

October 18, 2018

This was another exciting and fulfilling day with our partnership with University of Northern British Columbia – Margaret Fuller with the First Nations Centre and the School of Social Work. We provided wellness screenings for over 45 participants as well as information and services for well over 120 people who just dropped by! We had a table of information and services related to CMHA – First Nations and University and information from Foundry and Intersect. We had activities such as Mental Health Jeopardy – build your own stress ball – mental health coloring – build your own glitter jar etc. Many thanks to all the volunteers as this is a solidly volunteer based day with representatives from 3rd year students in social work and counselling who greatly appreciate the experience and support. CMHA staff also

attended and supported this project and were a tremendous asset! Out of the screens done we were able to identify individuals at very high risk and have them connected to supports.

What was super special this year was the addition of Curtis Briel who played the blues while the event took place. This grew into a spontaneous jam session with the addition of the registrar and Marcel Gagnon. We hope to continue this wonderful addition of music each year as yet another example of a healing practice that is so important for mental wellness.



We also completed a Wellness Day utilizing Beyond the Blues materials at the Native Friendship Centre Wellness Day on April 20, 2018 and March 14, 2019. This is our third year of involvement and always very well attended and wonderful to engage with the community as well who attend.

Ride Don't Hide June 24th 2018



This was the second year with Ride Don't Hide going national and being planned and organized out of the National Office for CMHA in Toronto with the first year with a partnership with an event marketing company called ThinkCompass. There certainly were glitches and some delays but Erin (national lead) was awesome to work with and we are confident things will improve over time.

Final rider count was 111 which is a 21% reduction in a ridership of 140 in 2017/18 and funds raised was \$13,430 which was a 22% reduction from 2017/18. Nonetheless it was an inspiring event and we anticipate that each year with National at the helm the event will grow and secure more ridership and funds. We used this event to present Todd Dougherty with a 100 year CMHA anniversary award for all his work with PTSD.

Most of the volunteers that had worked with us in the previous year returned and we hope to grow our special events volunteers moving forward. Cassidy returned this year to lead the Kid Zone and she had some wonderful activity additions including painting tires to

function as planters. All four tires were raffled off and parents loved the idea of being able to win the tires that were painted.

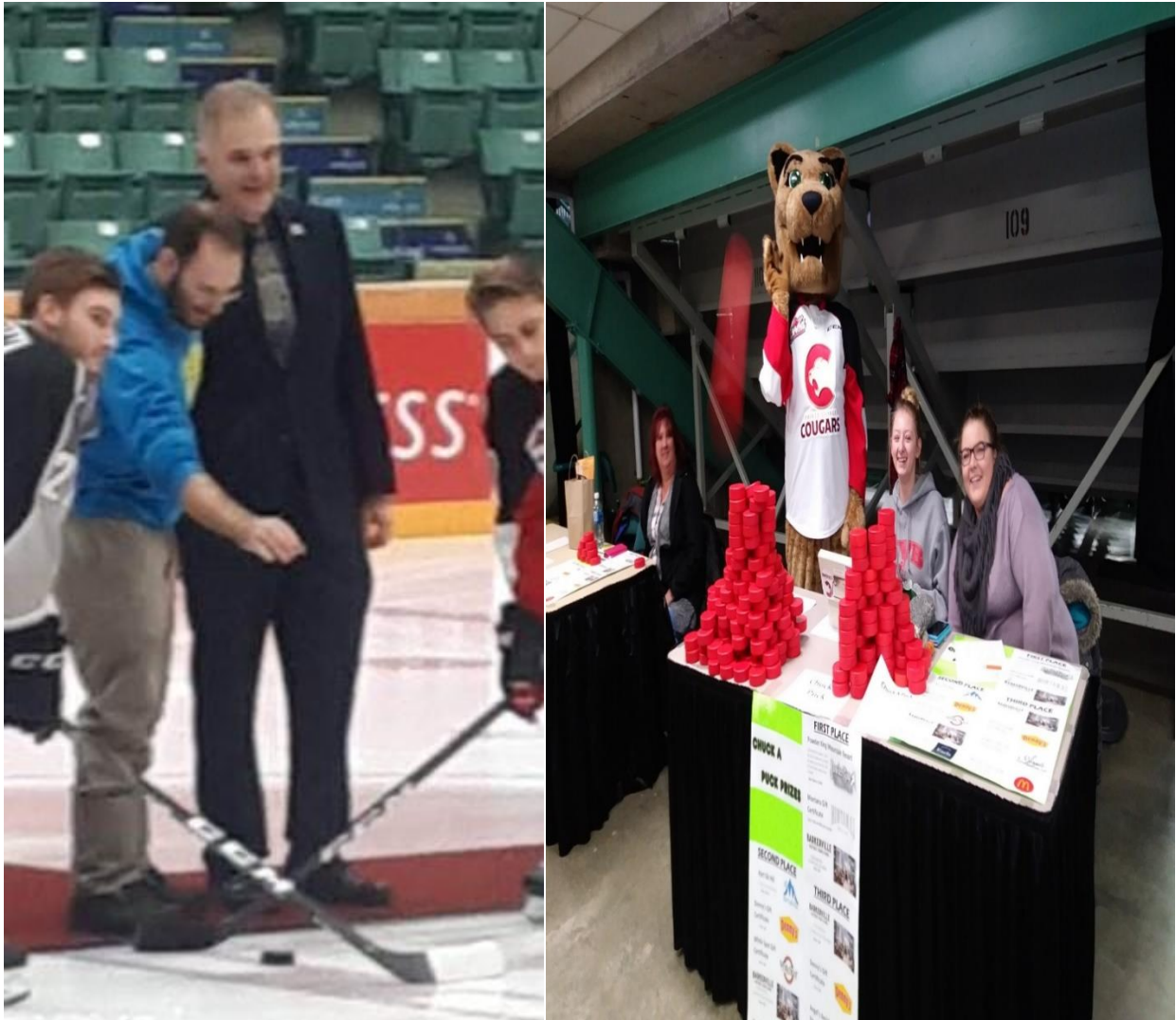
The ride continued to draw riders from all levels of ability and we offered a 6 km, 20 km, 30 km and the 50 km. RCMP remained busy with the bike registration they do on site each year. Lots of activities occurred with the health fair on site and we hope to grow this aspect of the ride each year. We hope with each year that growth will happen and we become a strong community event that people can stand behind and support each other in their own personal journeys and the broader journey of reduction of stigma.



Holidays of Hope - December 18, 2018

A wonderful well attended Xmas celebration occurred again at the Civic Centre which was a joint activity of CMHA and ACE and the Social Committee - 269 people attended the lunch and 354 stockings were delivered and a further 35 kid's backpacks and gifts were delivered. The community support for this event continues to be large with \$11,000 donated of which a surplus of \$2,000 is set aside to help support Holidays of Hope in 2019.





CHUCK A PUCK February 6, 2019 was a hugely fun event that we did in conjunction with the Prince George Cougars. One of our initiatives that is BC Wide is to provide mental health training to all members of the junior hockey league. We also provide the same supports for the Cougars. In payment for these services we are able to partake in a chuck a puck event and gain the proceeds. Again a volunteer based event with volunteers, board members and staff partaking and typically coming away with some good stories! Mental health discussions can be fun too!

We also participated in the Cougars/United Way 50/50 event on March 7, 2019 that allowed us to raise \$2000 that will go towards our Clubhouse rebuild.

PEOPLE OF CMHA

CMHA Board of Directors 2018-19

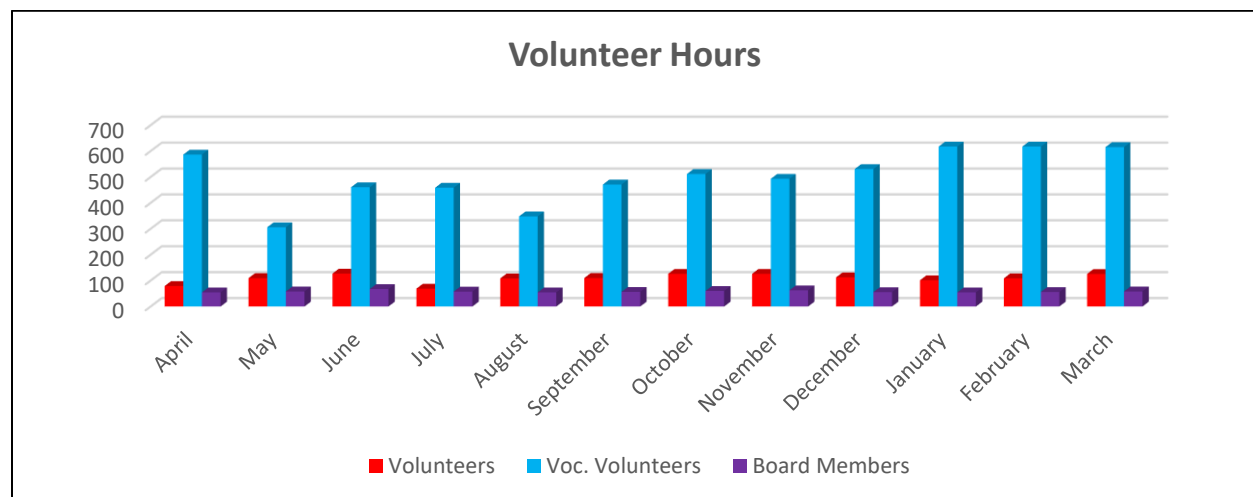
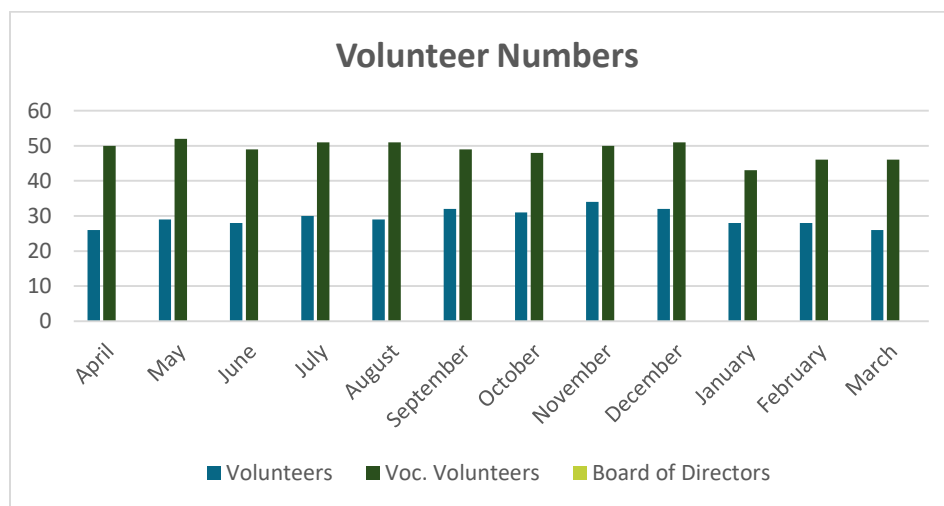
Marian Muir	Past President
Jeffrey Wayow	President
Kelly Mould	Secretary
Kristin Thompson	Treasurer
Crystal Martin	Director
Simon Zukowski	Director
Glen Schmidt	Director
Susan Tindale	Director
Jessica Callaghan	Director
Adrianne Johnston	Director

Staff 2018/19

Allen Zgaga	Chef Two Rivers Catering
Chantel Darke	Casual Life Skills
Cheryl Young	Vocational Support/ Moving Forward
Chrystal Bonekamp	Employment Support Worker
Clara Orr	Life Skills
Deb Vassallo	Accounting Assistant
Devon Flynn	Gatekeeper
Ed Lui	Peer Support/ Forensic Peer Support
Felix Okorafor	Employment Support Worker
Gwen Neufeld	Accounting
Heidi Wilson	Life Skills
Jacqueline Sketchley	Program Manager
Jessica Zaporozan	Employment Support
Jeannine Glowacki	Resource Housing
Jeff Hodson	Life Skills
Jeff Walker	Life Skills
Jennifer Carter	Admin Assistant/Volunteer coordinator
Jenny Malyk	Vocational support
Kama Katrinchuck	Employment Support Worker
Kiran Bassi	Casual Life Skills
Lin Bai	Accounting
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
Nada Peters	Casual Life Skills
Nicole Antonenko	Bounce Back Coach
Olivia O'Shea	Life Skills
Pawan Sandhu	Casual Life Skills
Shae Tallman	Accounting
Tyler Leary	IT and Bounce Back Scheduler

Volunteers

Volunteers are a very important part of our organization, daily operations, health fairs and events. There are volunteers in every part of CMHA, on the board of directors, assisting in sorting donations, helping teach others skills for their resume when they are eventually ready to work out in the community, some helping with coordinating, and organizing our events such as Ride Don't Hide and Holidays of Hope. There are volunteers fundraising and gaining donations as prizes for the events. Some help to run the Thrift Store. Volunteers are welcome in all areas and assist in any way that they can. Every individual volunteer is greatly appreciated and thank you for all of your hard work, time and effort.



A few Quotes from volunteers:

"Volunteering gives me a sense of purpose and helps my disability as I would probably become a shut in. Volunteering gives me more confidence and helps me with my cognitive disability. It gives me more confidence and helps me to interact with other people." –CA-

"Volunteering means doing something with people instead of doing it for people. Advocating for people who feel their voice isn't loud enough. I volunteer because then I know I am helping with something small that can make a big difference in either the community as a whole or one person at a time and it makes me feel happy no matter how stressful the task or situation may be." –AP-

"Volunteering, to me means being able to help others, give back to the community, giving of time for a greater cause, I enjoy it for the sake of giving, I like to sacrifice myself for a good cause, It's catchy, it means helping each other out, it means it is not about the money, the best things in life are free, I want to give, it fulfills my soul, makes my heart sing, I feel good volunteering, Because I care, I give a damn, it keeps me humble & grounded, I like helping others. –DS-

"Volunteering is a chance to do some good for others and some people even laugh at my jokes!" –AW-

"What I'd like to say about volunteering for the newsletter is: The newsletter has the potential to help many people and lessen the stigma revolving mental illness. We realize its potential and don't mind putting the work involved in putting the newsletter together. I can see that if the newsletter helps one person, it will be worth it. Doing the volunteering involved is actually enriching and enjoyable. It is fun. I would hope this newsletter would help those who have an illness and those who don't. It's also good at bringing together all those involved (we work together and decide what to put on the newsletter) Overall I think the newsletter is a wonderful thing and we hope it reaches out to those who might need it." –DS

Thank you

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