



FISCAL YEAR 2012 – 2013



ANNUAL REPORT

Agency Profile

Canadian Mental Health Association, South Cariboo Branch, is an autonomous, non-profit, charitable organization with ethical responsibilities to the National and BC Division of CMHA. Our mandate emphasizes the importance of people with lived experience of mental illness being involved in the delivery of service and governance wherever possible.

Our Vision: "Mentally Healthy People in a Healthy Society"

Our Mission

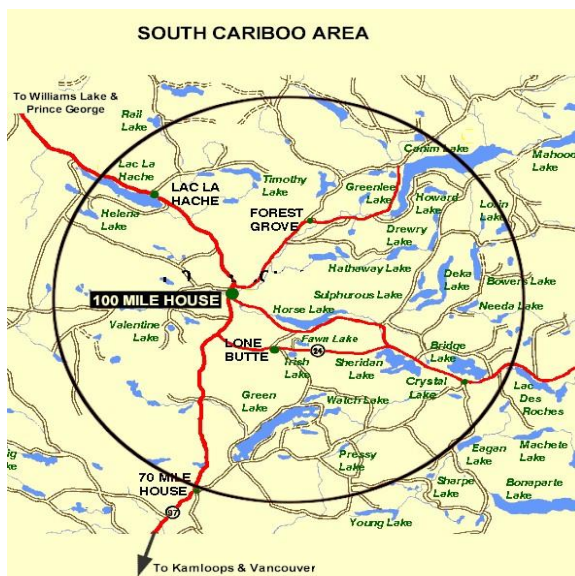
The Canadian Mental Health Association (CMHA), a nation-wide, volunteer organization, promotes the mental health of all, and supports the resilience and recovery of people experiencing mental illness. CMHA accomplishes this mission through advocacy, education, community-based research and service.

CMHA South Cariboo Branch believes in:

- Social justice
- Individual and collective responsibility
- Access to appropriate and adequate resources and supports
- Self-determination
- Maximum community inclusion
- Working collaboratively with our community partners

Geographic Catchment area:

The South Cariboo is a sub-region of the Cariboo Regional District in the Interior of British Columbia. Its main population center is the District Municipality of 100 Mile House, a community of approximately 2,000 residents. An additional 13,000 people live in the South Cariboo. The South Cariboo boundaries are roughly described as 70 Mile House in the South to Lac La Hache in the North, and the Fraser River to the West to Lac des Roches and Mahood Lake to the East. The region includes 100 Mile House and many smaller communities such as Forest Grove, Buffalo Creek, Lac La Hache, 108 Mile Ranch, Lone Butte, Sheridan Lake, Bridge Lake, and Watch Lake/Green Lake.



* CMHA South Cariboo Branch – in agreement with the Kamloops and Cariboo Chilcotin Branches, offers the Bounce Back: Reclaim your Health and Living Life to the Full programs for the South Cariboo and Cariboo Chilcotin regions.

President's Message:

Our Vision: mentally healthy people in a healthy society

Our Mission

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

We are committed to providing an environment that is free from prejudice, discrimination and harassment. We strive to reflect the entire community in our volunteers and staff, and promote equal access to the services we provide.

At CMHA South Cariboo Branch we offer a safe haven for those people who suffer from a persistent mental illness. At our drop-in center they have a place to feel safe, take part in activities and enjoy companionship.

CMHA SC provides counseling in life skills, support for people on a one to one basis is provided in our semi- independent living program. We help those who live on the edges of society find their way through the maze of the bureaucracy of our social service system. We provide affordable housing to ease emotional strain on those who can't afford proper housing and subsidize housing costs for others.

On behalf of the Board of Directors, I congratulate the hardworking staff for their excellent work. Through their dedication, the Branch provides valuable services to clients. Homeless Outreach continues to support many people in need, Living Life to the Full and Bounce Back are both now successfully established programs that help many in the region.

My sincere thanks to the volunteer Board of Directors who have given their time and support to the purposes and programs of the Branch. From the very successful Celebration of Light in November to the recent Ride Don't Hide Community Bike event your commitment to CMHA SC is outstanding. Thank you.

M-J Cousins, President

Executive Directors Report:

The June 2013 Annual General Meeting brings us to the end of another busy year – the 9th of my term as CMHA South Cariboo Branch's Executive Director.

I want to thank the enthusiastic CMHA board and staff members, community agencies and community members and volunteers that that allowed us to promote mental health awareness events and fundraisers over the past year. Events like Mental Health Week, the Community Bike Ride, Mental Illness Awareness Week, Beyond the Blues and Dinner with Friends and the Festival of Trees were all very successful events that achieved a great deal in raising awareness and also the profile of CMHA's work in the South Cariboo, thereby reducing the stigma associated with mental illness. This is an invaluable part of our work – locally, in BC and across Canada. We continue to work to solidify and streamline our operations, services, and administrative processes as well as to improve the overall efficiency of our agency. At the same time we work collaboratively with other local agencies, and maintain a grassroots approach to meeting the needs of our community. We remain formally connected to the South Cariboo Community Planning Council, and to 'Stemetewu7I - A Gathering Place for the South Cariboo' as Organizational members.

We continue to look for ways to build our capacity to foster key supports in our community. Through partnerships with other local non-profits, we add value to our Homelessness support and food security programs, such as "Soup de Tour" and the Emergency Transportation program. These programs are made possible with the help of the Williams Lake and District Credit Union, and the United Way as well as through the fundraising efforts of our Board of Directors. We continued to provide the Bounce Back program Living Life to the Full courses for both the South Cariboo and for the Cariboo Chilcotin service areas.

A large part of my work is in relation to our role as one of 19 branches of CMHA BC Division and the National movement. It has been a privilege to be part of the CMHA family in supporting mental health and improving supports and services for people who are living with the challenges associated with mental illness. It is a privilege to be part of the CMHA South Cariboo Branch team and I look forward the coming year's opportunities and challenges.

I would like to again thank the Board of Directors. My work would be much more difficult without their support and assistance throughout the year. They are a group of dedicated volunteers, whose support of CMHA South Cariboo Branch accomplishes so much to improve the lives of the citizens of our community. I am very proud to acknowledge the hard work, compassion and dedication of our CMHA team of staff members who continue to provide exemplary service. Thank you as well to our members – the heart of our organization.

Maggie Patterson-Dickey, Executive Director

History of Canadian Mental Health Association

CMHA National: One of Canada's Oldest Non-Profits:

The Canadian Mental Health Association is one of the oldest national, charitable organizations in Canada and the oldest national mental health charity. Each year, CMHA divisions and branches across Canada provide service to more than 100,000 Canadians through the combined efforts of more than 10,000 volunteers and staff in locally run organizations in more than 135 communities. Visit CMHA National's website for more information.

CMHA was founded in 1918 by Dr. Clarence M. Hincks, Dr. Charles K. Clarke and Clifford W. Beers as the Canadian National Committee for Mental Hygiene. The original goals of the organization centered on war recruits, mental examination of post-war immigrants, prevention, and support for adequate facilities and care for the treatment of mental illness.

Dr. Hincks became director of the association in 1924. He developed an interest in patients whose work and productive lives were hampered by what was then seen as malfunctions of the mind. He suffered from periodic bouts of depression all his life, so his empathy toward his fellow sufferers, coupled with a profound knowledge of medicine and early twentieth-century psychological developments in Europe revolutionized the conditions and treatment of mental health patients in Canada.

CMHA is uniquely positioned in Canada as a charity that brings together community-based experience and expertise on the prevention of mental illness and community supports for the mental well-being of all Canadians. We are not only unique in our mental health promotion approach but also in our ability to speak to issues spanning the broad range of mental disorders and the full spectrum of those affected from those at risk, to those newly diagnosed, to those who have been living with a psychiatric disability over the longer-term, as well as family, friends and community gatekeepers.

CMHA BC Division's Beginnings

In 1952, with the assistance of Clarence M. Hincks, British Columbia saw the creation of a BC Division of CMHA. The office started with a federal mental health grant which was gradually diminished over three years as other sources of funding were found. CMHA volunteers became involved in the support of patients at Riverview Hospital and ran the thrift store. At one point, BC Division had employed more people with mental illness than any division in the country. Throughout its history, the division has advocated for changes to legislation and policy affecting people with a mental illness ensuring the availability of community alternatives, access to housing, and income supports. In its monitoring and systemic advocacy role, BC Division has played an important role in the reform of the mental health care system, as well as in community-based research and evaluation, employment supports, public education, and branch support. This history would not be complete if it did not also reflect the pride BC Division has felt being part of a network of CMHA branches in communities across BC whose grassroots involvement and direct services – such as housing, employment services, crisis lines, and support groups to name a few – have touched the lives of countless British Columbians. CMHA BC Division was officially incorporated on October 6, 1953.

CMHA, South Cariboo Branch

CMHA in 100 Mile was started by a group of concerned individuals in the late 1980's. The group's early meetings took place in the Rosewood Building on Birch Avenue, and included individuals living with mental illness; their friends and family members; mental health service providers and local physicians. As mental health support services in the South Cariboo at that time were very limited, the initial goal for members was to begin to develop resources and a network of support - both for individuals living with a mental illness, and to those who were part of their lives. The branch was incorporated in June 1992. The branch's early goals were to be actively involved in the development of psychiatric services to our community, and to find funds to develop a clubhouse or drop in center where people who live with mental illness could congregate, socialize and receive the help needed to live successfully in their homes and community. Since its inception, CMHA South Cariboo Branch has grown from a one staff office to a multi-program system. We continue to take pride in our identity as a grassroots organization that adapts to serve the need of our community.

Prevention is fundamental to all of the services we provide and is reflected through the work of the branch during Mental Health Week, Mental Illness Awareness Week, the 'Give of Hope' Campaign and through community information displays, health fairs, screening events and public awareness campaigns. It is also reflected in the services we provide to individuals who live with a serious and persistent mental illness. The South Cariboo Branch is proud to be among the 18 branches that make up Canadian Mental Health Association BC Division and one of 120 branches across Canada.

Philosophy and Principles of Service and Support:

CMHA South Cariboo Branch provides services that are person centered and adhere to the **Framework for Support**. The Framework is the central philosophy guiding the activities of CMHA. This philosophy holds that a mental health consumer (someone who uses mental health services) is at the center of any supportive mental health system. The Community Resource Base, as shown below, outlines a range of possible resources in addition to the formal mental health system which can provide support to a person with mental illness. Housing, income, work and education represent four basic elements of citizenship.

The Framework for Support

The Framework is the central philosophy guiding the activities of CMHA. This philosophy holds that the person experiencing mental illness is at the center of any supportive mental health system.

The Community Resource Base outlines a range of possible resources in addition to the formal mental health system which can provide support to a person with mental illness. Housing, income, work and education represent four basic elements of citizenship.

The ultimate goal of the Framework is to ensure that people with serious mental health problems live fulfilling lives in the community. The Framework for Support is referred to as the most comprehensive model for mental health planning by federal and provincial governments as well as by the Centre for Community Change in the US, and the Government of Ireland.

COMMUNITY AWARENESS EVENTS

Mental Health Week

CMHA's Mental Health Week is an annual national event that takes place during the first week in May to encourage people from all walks of life to learn, talk, reflect and engage with others on all issues relating to mental health. CMHA Branches across the nation held special events to celebrate.

CMHA South Cariboo Branch held a series of client focused and mental health resource promotional events at the South Cariboo Community Health Center and at the local branch of the Cariboo Regional District Library.

Mental Illness Awareness Week: Mental Illness Awareness Week (MIAW) is an annual national public education campaign designed to help open the eyes of Canadians to the reality of mental illness. The week was established in 1992 by the Canadian Psychiatric Association, and is now coordinated by the Canadian Alliance on Mental Illness and Mental Health (CAMIMH) in cooperation with all its member organizations and many other supporters across Canada. Campaign elements include: a grassroots public education initiative; a nationally-distributed poster and bookmark series; the 5th Annual Champions of Mental Health Awards luncheon in Ottawa and an education initiative with federal Members of Parliament, both in their home ridings and on Parliament Hill.

Quick Fact: Many Canadians do not recognize that they are experiencing mental health problems while others don't seek help because of misconceptions about these illnesses.

Why Mental Illness Awareness Week? For too long, Canadians with mental illnesses have been in the shadows. Too few Canadians know about the burden of mental illness on our society and too few sufferers seek help when they need it. Mental Illness Awareness Week seeks to raise awareness of the level of mental illness in Canada; to reduce negative stigma about mental illness amongst the general population and health care professionals; and to promote the positive effects of best practice in prevention, diagnosis and medical treatment.

Face Mental Illness: Despite the fact that one in five Canadians is affected by mental illness, a persistent stigma prevents millions from getting the help they need. The continuing theme of Mental Illness Awareness Week—Face Mental Illness—is designed to change that.

Depression / Anxiety Screening and Education Day (DASED) is held annually in October during the first Thursday of Mental Illness Awareness Week. The South Cariboo Branch started participating in the National Depression Screening Day in the 1990's and continues to participate yearly. This year, in partnership with staff from the Health Authority, the Ministry of Children and Family Development, and the Cariboo Family Enrichment Center, we expanded our event to include the Peter Skene Ogden Senior Secondary School, the Junior High School, the Outback School and the Youth Zone.

FUNDRAISING:

The Board of CMHA – South Cariboo Branch had a very successful fundraising year. The year started off with a very successful first event, the CMHA South Cariboo Branch First Annual Community Bike Ride (Ride Don't Hide). The Ride took place at the 108 Heritage Site and brought out about close to 70 riders who took part in a 7 or 10 kilometer 'round the lakes' ride. More intrepid riders could join with the Hun City Bike Club to tackle a 20 kilometer single track trail ride. The event was a big success. Local community sponsors provided significant funds to support the ride and work with us to reduce the stigma that surrounds mental illness.

Our second event was "Dinner with Friends" – a gourmet, chef prepared dinner for 100 women to celebrate the support we derive from our connection to our friends.

Thirdly CMHA SCB took part in the annual Festival of Trees, sponsored by the South Cariboo Chamber of Commerce. The proceeds of this event, in support of local non-profit organizations, funds the annual Give Hope program – which provides a small gift for all of the clients in our Clubhouse, Support Independent Living and Homeless Outreach programs.

All in all the Board, with the help of staff, members, volunteers and our very generous community raised over \$30,000 for non-funded programs.

Valinda Boyd Fundraising Chair

OPERATIONS FUNDING:

BC Housing Management Commission provides funding for: **Homes BC - Cariboo Trail Terrace Affordable Housing Program; Homeless Outreach Services, Homeless Outreach Subsidy and the Extreme Weather Response programs**

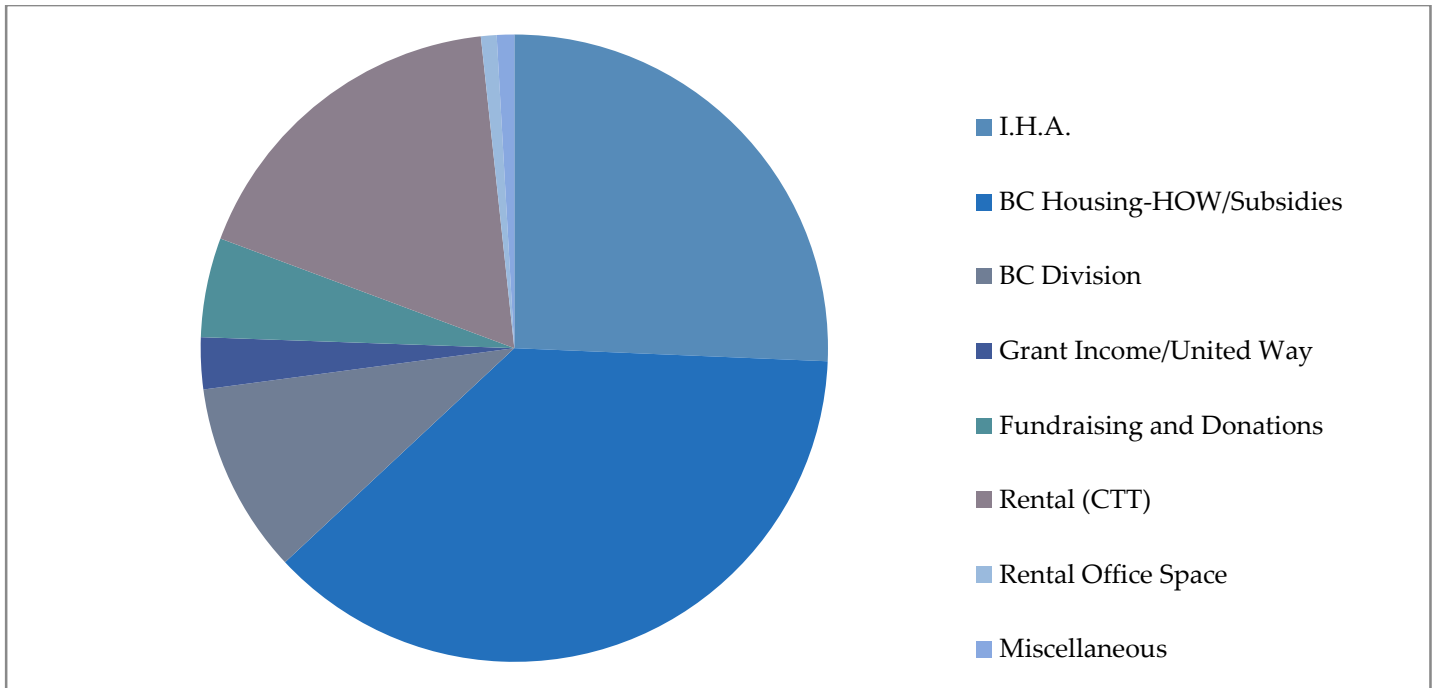
Interior Health Authority, Mental Health & Addictions Services provides 100% of the funding for services for people who live with serious and persistent mental illness. Our programs are rehabilitative in nature, recovery based, and focus on supporting and improving the quality of everyday living and on community inclusion. Programs and services include: **Supported-Independent Living Outreach Life Skills Support and Rent Subsidy programs, Emergency Home Support, Work Incentive Program and our Clubhouse program.**

CMHA BC Division, through the Ministry of Health Primary Care program provides funding for: **Bounce Back: Reclaim Your Health** in our region.

Grants:

United Way provides funding for the **Emergency Transportation Program**

Williams Lake and District Credit Union and the CMHA SCB Board of Directors fund *Soup de Tour*, a community partnership program – is operated by the School District 27 Outback School and the and the generosity of the 'Soup Group' a dedicated group of volunteers who work with the students to make the soup. We are grateful for their contribution to food security in our community.



Operations Budget:

Contract Revenue :

I.H.A.:	\$158,818.80
B.C. Housing-H.O.W/Subsidies:	\$231,322.04
B.C. Division:	\$ 60,942.58
Grant Income/United Way:	\$ 16,481.54
Fundraising and Donations:	\$ 31,703.25
Rental (CTT):	\$108,986.00
Rental Office Space:	\$ 5,000.00
Miscellaneous:	\$ 5,553.46

=====Total:** \$618,807.67**

Sherri Thompson - Payroll/Finance Coordinator

PROGRAM REPORTS :

Supported Independent Living Program (funded by Interior Health Authority):

The SIL program is designed to assist clients affected by mental illness with activities of daily living in their homes and community. Clients are referred through Interior Health Authority Mental Health Services. A care plan is developed by the client and their health team, which can consist of their doctor, case manager, counselor, psychiatrist and other health care professional. Canadian Mental Health's outreach worker makes appointments with the client to help them with the identified goals as outlined in their plan. Most care plans are adjusted as necessary according to what the individual needs.

This year the Soup de Tour and Community Kitchen programs have been added as group SIL activities. The SIL worker and two clients join with the larger group of community volunteers every other week to make the soup that is distributed to the Food Bank, Loaves and Fishes Food Bank, the Womens Centre, Family Enrichment Centre, and the CMHA lunch program.

The Sunday Community Kitchen is an opportunity for a small, fun, interactive, social activity. This program supports clients in all aspects of meal preparation and healthy eating. This summer, when Soup de Tour is not active, clients will have the opportunity to join the community garden group. Growing our own food is a great way to improve personal food security, as well as being user friendly therapeutic physical activity, and also to use the fresh produce in the community kitchen.

Irene Spencer - Mental Health Outreach and Support Worker

Activity and Drop-In Clubhouse Program (funded by Interior Health Authority):

The Clubhouse Programs are designed to provide opportunities for clients to congregate for social support and recreation, and to facilitate successful community engagement. The Clubhouse members are involved in all aspects of the program operations. We provide a variety of leisure activities as well, in order to encourage social relationships.

The Clubhouse is all about choice, respect and education. An important part of the program is in working together to prepare a light lunch for members. Daily activities include activities like billiards tournaments, board and card games, book club, walk-a-bouts to explore the events and services in the community, occasional craft projects, and daily chats about day to day life. The members continue to plant and harvest a great vegetable garden at the Community Garden site.

Marilyn Gallagher - CMHA Activity Worker

Homeless Outreach Program (funded by BC Housing) helps break the cycle of homelessness by assisting people who are homeless or at risk of homelessness to access housing, and by connecting them to income assistance, health services, life-skills training, crisis intervention, rent supplement funding and other services.

Since communities differ from one another in many ways, we emphasize creating local solutions for local issues. As such, one of our major roles has been in assisting to apply for disability benefits, and to navigate through the landlord tenancy dispute resolution process. In the last year, through our program, we were able to assist 191 people (126 new clients and 65 ongoing clients with more complex issues). This is up by 22 people from last year (mainly ongoing clients). So, while there continue to be many new people experiencing homelessness issues, more of the ongoing clients are also continuing to experience homelessness issues or

returning for assistance with maintaining stable housing, or for assistance with a variety of other issues, including financial, addictions and mental health.

Susann Collins - Homeless Outreach Worker

Cariboo Trail Terrace – (Homes BC) Housing Report:

Cariboo Trail Terrace is a subsidized housing development, funded through BC Housing and the community to serve qualified residents.

“Subsidized housing developments are for people with low to moderate incomes, including seniors, people with disabilities, individuals at risk of homelessness, women (with or without children) at risk of violence, Aboriginal people and low-income families.”
(From BC Housing)

The end of this Fiscal year also marks the end of my first year as property Manager at Cariboo Trail Terrace. It has been a steep learning curve, very rewarding and very challenging. I am grateful to my Executive Director, Maggie Patterson-Dickey and to the Board, especially to Brian Blake, for their support and patience as I learned about Cariboo Trail Terrace, CMHA-Housing Division, BC Housing and the Residential Tenancy Branch of the BC Government.

While learning, it has been a busy year! 25 tenants have moved out (some with a little push) and 25 have moved in. We have dealt with 2 major water line breaks, shifting concrete, the occasional police visit, extensive damage to some units, staff changes, new record keeping procedures, new policies, new Agreements and new tenant needs. The complex looks great! Flower beds are all cleaned and trimmed and ready for summer, trees are pruned, gutters are cleaned, and the grass is trimmed.

We are grateful to BC Housing and to Maggie Chinnery for her support in accessing funds and expertise to repair and replace our waterlines and concrete. Work will begin in May and although it will be a mess for a while, we will no longer have to worry about floods in the units and falls on the walkways... but it will be well worth a little inconvenience!!

I attended the BC Non-Profit Housing Association Conference in Richmond in November. I was fortunate to have been awarded a scholarship by BCNPHA which covered 100% of the cost of attending. Thank you to them for that opportunity. The Conference was a wealth of information, ideas, connections and positive energy. Following the Conference I was asked to and did write a report on the Conference for the BCNPHA Newsletter.

Recently we made a presentation to the South Cariboo Regional District, requesting they support the formation of a Regional Housing Committee. Most providers have noticed a dramatic change in applicants and a misfit between available housing and available units. Specifically, there is shortage of 1 and 2 bedroom units while larger homes and apartments (3 and 4 bedrooms) remain empty. We believe that a housing committee would be instrumental and planning for current and future housing needs.

The coming year looks exciting as we implement some new programs, policies and practices. Last year we partnered with Living Life to the Full, and the Ministry and Children and Families and offered a pilot group for parents in our common room. The program was very successful and we hope to offer it as well as other programs for tenants in the coming year.

Finally, I want to thank CMHA-South Cariboo Branch for having the energy, commitment and patience to continue to provide subsidized housing in the South Cariboo. Housing is the first step out of poverty. Without adequate housing, people struggling to get out of poverty face enormous barriers to finding work; what address to put on an application, how to give a

contact number, nowhere to sleep and prepare for an interview, no place to wash and keep descent clothes for work (if you have any), no one to care for children while you job search, no place to prepare food for yourself and your family. Add to these the challenges of age, mental health, disability, depression, despair, language deficits, and culture differences and it is not hard to see why we have a growing child and family poverty rate in BC.

Penny Kelly, Housing Manager

Health Promotion Programs:

Bounce Back: Reclaim Your Health™: Stressed? Depressed? And want skills ... not just pills? Bounce Back is an evidence-based, supported self-management program led by CMHA BC and designed to assist adults experiencing symptoms of mild to moderate depression, low mood, or stress, with or without anxiety. Bounce Back has provided mental health support for the patients of primary care providers since 2008.

Bounce Back offers two forms of self-help: the first is a DVD video (available in English, Mandarin, and Cantonese) providing practical tips on how to recognize and deal with depressive symptoms, and the second service is a workbook –based program with telephone coaching (available in English and Cantonese).

Twenty Bounce Back community coaches assist in teaching problem solving and other skills to overcome difficulties such as inactivity, unhelpful thinking, worry, and avoidance. Bounce Back is accessible throughout BC, through referrals from primary care practitioners.

We can't always change and have control over what happens to us, but we can change how we think and react—this is what Bounce Back taught me. I am so thankful my doctor referred me ... This program has been so helpful and it is amazing for me to see how my thinking affects everything I do. It was a great help to me as it focused on me doing the work.

—Bounce Back participants

Living Life to the Full:

Designed by Dr. Chris Williams, a UK psychiatrist and expert in cognitive behavioral therapy, Living Life to the Full is a 12-hour, eight week course that provides people the opportunity to improve their life and self-management skills.

The evidence-based course covers topics such as:

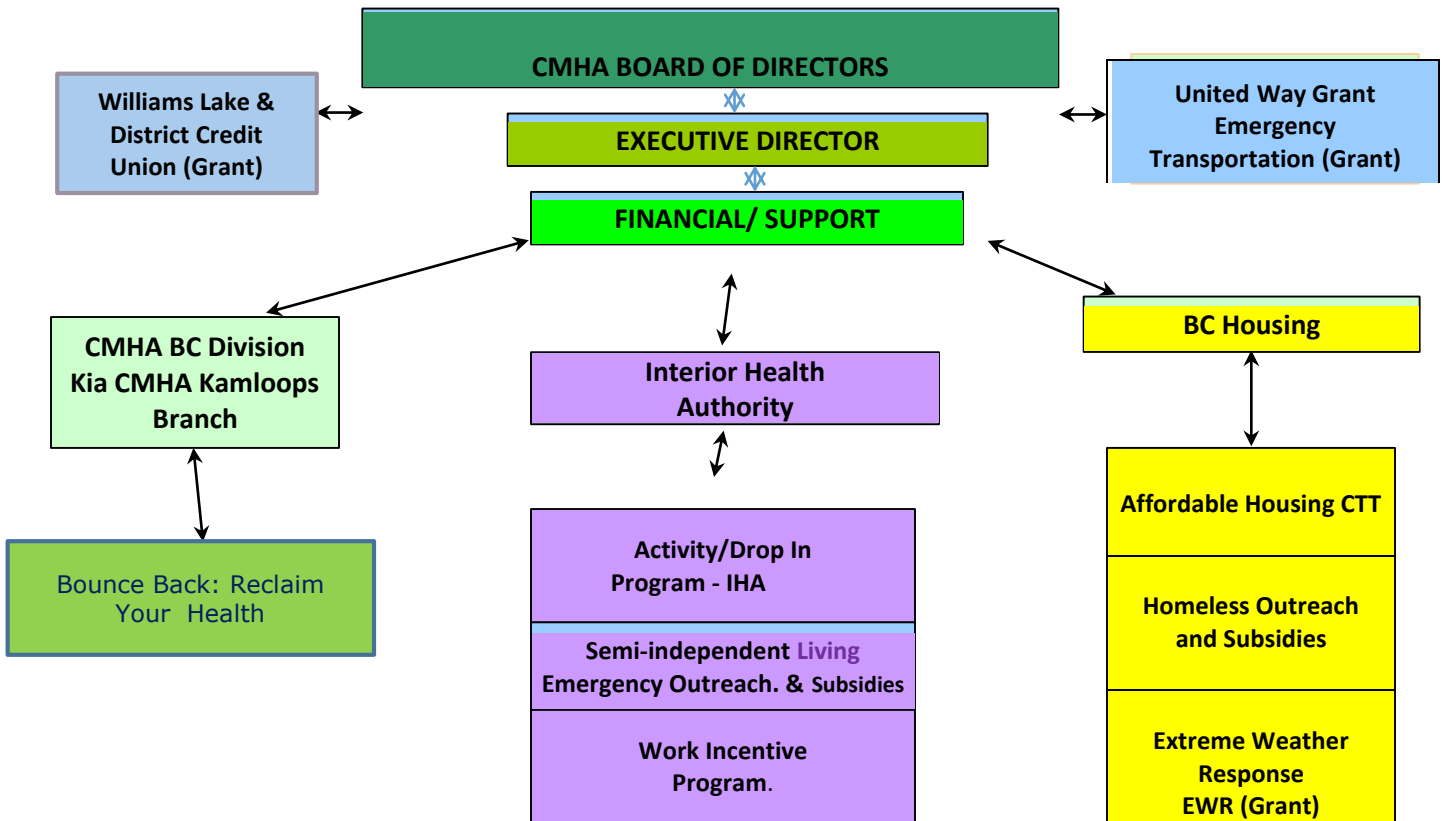
- Why do I feel so Bad?
- I'm Not Good Enough
- How to Fix Almost Anything
- 10 Things You can Do to Feel Happier Straight Away

Each session includes a booklet and worksheets, has clearly defined learning goals and each week builds on the previous weeks learning. Facilitation methods include lecture, participant one-to-one, small group and large group learning opportunities.

The course can help people of different ages and life circumstances maximize their ability to deal with life's daily challenges. You will learn how to improve your motivation and confidence, practical problem-solving skills, notice and change unhelpful thoughts and behaviors and maintain healthy living.

Gisele Marion – Bounce Back Coach/LLTTF Facilitator

ORGANIZATIONAL AND REPORTING STRUCTURE 2012/13



BRANCH BOARD OF DIRECTORS 2012/2013

EXECUTIVE:

PRESIDENT: MJ Cousins

VICE PRESIDENT: Jeanne Best

TREASURER: Tom Bachynski

SECRETARY: Liz Christensen

DIRECTORS AT LARGE: Didi Henderson, Brian Blake, Valinda Boyd, Sheila Dick, Sarah Lymburner, Dave McLeod, Carrol Austin

Board Committees: Standing:

Governance: MJ Cousins (chair), Jeanne Best, Sheila Dick

Finance: Tom Bachynski (chair) Valinda Boyd

Housing (Facilities/Building): Brian Blake (chair), Tom Bachynski

Fundraising/Membership: Valinda Boyd (chair), Didi Henderson

Ad Hoc: Mediation