

FISCAL YEAR 2013 – 2014



ANNUAL REPORT

Agency Profile

Canadian Mental Health Association, South Cariboo Branch, is an autonomous, non-profit, charitable organization with ethical and legal responsibilities to the National and BC Divisions 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:

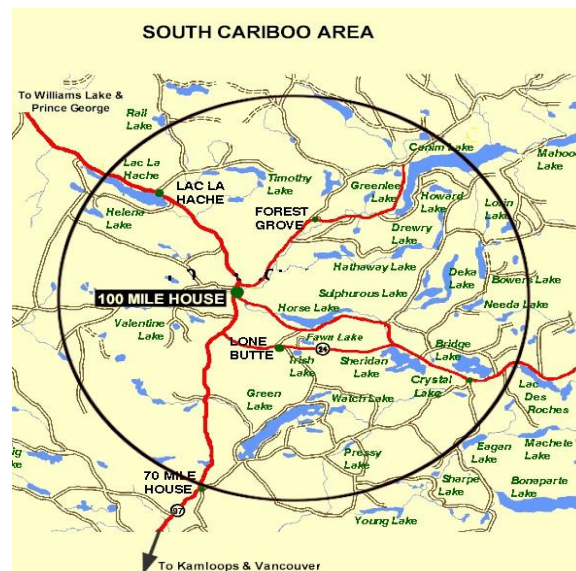
The Canadian Mental Health Association (CMHA), a nation-wide, volunteer organization, promotes the mental health of all, and supports the resilience and recovery of people experiencing mental illness. CMHA accomplishes this mission through advocacy, education, community-based research and service.

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.



President's Report:

Not available due to President's recent move

Executive Directors Report:

The May 29, 2014 Annual General Meeting brings me to the end of another busy year as CMHA South Cariboo Branch's Executive Director.

I want to sincerely thank the CMHA Board of Directors, CMHA staff members, community agencies, community members and volunteers that that allowed us to promote mental health through awareness events and assisted us to achieve our fundraising goals over the past year. Events like Mental Health Week, Ride Don't Hide, Mental Illness Awareness Week, Beyond the Blues and were all very successful events that met the goal of increasing mental health awareness, reducing the stigma associated with mental illness and of raising the profile of CMHA's work in the South Cariboo. 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 'Stemete7uw'i - A Gathering Place for the South Cariboo' as Organizational members.

We continue to look for ways to build our Branch's 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, the United Way, the Cariboo Regional District, private donors, and, as well as through the fundraising efforts of our Board of Directors. In the past year we provided Bounce Back: Reclaim Your Health and Living Life to the Full workshops for both the South Cariboo and for the Cariboo Chilcotin service areas.

In addition to providing support to the Board of Directors by overseeing CMHA SCB operations, a large part of my work is involvement with our CMHA BC Division provincial movement. We are one of 18 branches of CMHA BC Division. One of the tasks our Branch fulfilled in the past year was in completing a strategic plan that is in line with that of CMHA BC Division and CMHA National organizations. Together, we continue our work in building a stronger, more cohesive movement promoting mental health across Canada.

It is with some sadness that I say goodbye to CMHA South Cariboo after 10 years as Executive Director. It has been my pleasure and my privilege to be part of the CMHA family in the South Cariboo. I have been proud to represent CMHA locally in supporting mental health and improving supports and services for people who are living with the challenges associated with mental illness. I have loved my time as part of the CMHA South Cariboo Branch team and intend to remain on as a member.

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 would also like to acknowledge once again, the hard work, compassion and dedication of our CMHA staff team, who continue to provide exemplary service. Thank you as well to our members – you are 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 120 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

Ride Don't Hide

Our 2nd annual Ride Don't Hide Community Bike Ride was an overwhelming success. Although this was our 2nd ride, this was the 1st year that the ride was put on provincially. We had almost 100 Riders participate locally, including several prospect Wranglers from the new local Jr. B Hockey team. The weather once again cooperated which allowed for a fabulous BBQ lunch enjoyed by all riders. We had many volunteers come out once again to support this event and we are very thankful for everyone who does this for us year after year. In partnership with the Family Enrichment Centre we were able to offer a Living Live to the Full workshop. The balance will go toward our ongoing support for the Soup De Tour, as needed. The battle for the Golden Spoke award was fierce this year, the prize was awarded to the Cops and Robbers, they beat out the Dell's Angels to claim best outfitted team.

Valinda Boyd, Fundraising Chair

SCHOLARSHIP REPORT

This year we had 3 applicants for the CMHA-SC \$500.00 Scholarship. The Scholarship is designed to help a student pursuing a career related to mental health (such as psychiatry or a Community Mental Health Worker).

None of the applicants fit the criteria this year, so Melody Butcher (PSO secretary) was contacted and informed we would not be awarding one this year.

Didi Henderson, Director

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, Service Access Coordinator and Rent Subsidy programs, Emergency Home Support, Work Incentive Program and our Clubhouse program.**

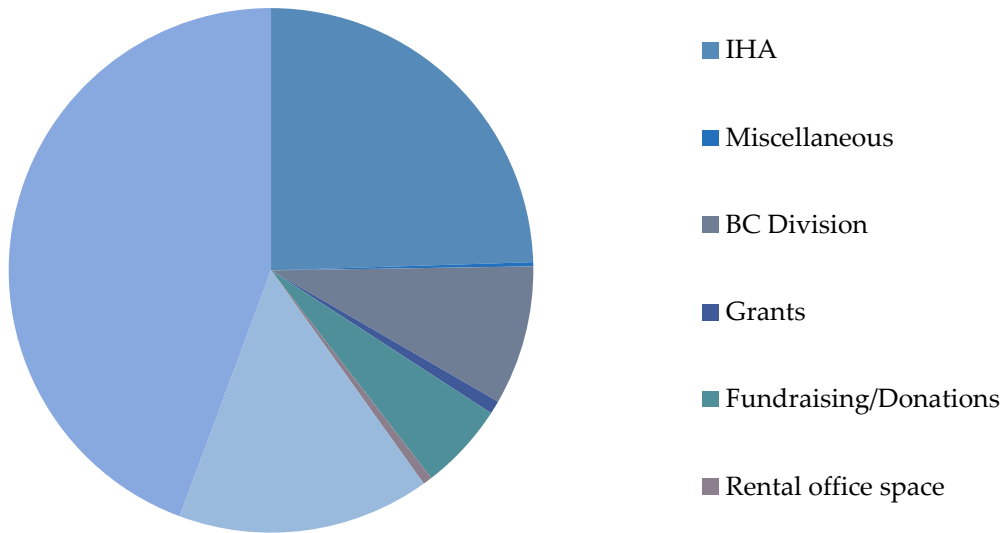
CMHA BC Division, through the Ministry of Health Primary Care program provides funding for: **Bounce Back: Reclaim Your Health** in our region.

Grants:

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

This past year, the **Williams Lake and District Credit Union, The South Cariboo Health Foundation, the District of 100 Mile House, Horton Ventures and the CMHA SCB Board of Directors** funded ***Soup de Tour***, a community partnership program. **Soup de Tour** is operated by the '**Soup Group**' a dedicated group of volunteers who work to make the soup. We are grateful for their contribution to food security in our community. **Marnie Jensen** has been hired to support the Soup Group in the role of Volunteer Coordinator. Welcome aboard to Marnie!

2013/14 Operations Budget



2013/14 Operations Budget:

Contract Revenue :

I.H.A.:	\$ 171,194.36
B.C. Housing-H.O.W/Subsidies:	\$ 309,794.37
B.C. Division:	\$ 60,000.00
Grant Income/United Way:	\$ 5,700.00
Fundraising and Donations:	\$ 37,593.57
Rental (CTT):	\$ 108,663.00
Rental Office Space:	\$ 4,000.00
Miscellaneous:	\$ 1,785.66

=====Total:** \$ 698,730.96**

Nicole Bissat and Sherri Thompson - Finance Coordinators

PROGRAM REPORTS

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

The Supported Independent Living (SIL) program supports clients to live independently in the community by providing: emotional support and encouragement, life skills coaching in areas such as budgeting, nutrition, self care and wellness. 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 Interior Health Case Managers, Psychiatrist, Doctor, Canadian Mental Health Supported Independent Worker, and other health care professionals. Canadian Mental Health's outreach worker makes appointments with the client to help them with the identified goals as outlined in their plan. Care plans are adjusted as necessary according to what the individual needs.

The Soup de Tour and Community Kitchen programs continue on 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 emergency Food Bank, Womens Center, Family Enrichment Center 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 past year myself, Interior Health Mental Health Case manager, and the client have met to review and update their care plan and goals. While some clients receive care from the Supportive Living program indefinitely, with support, teaching and mentoring clients are encouraged to maximize their potential for a more independent lifestyle.

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, recreation, to improve their quality of life 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. Every Monday we have a baking program so that we have baked goods throughout the week and learn new skills along the way. Chores are divided up and everyone works in unison; both members and staff. Daily activities include billiards, board and card games, karaoke, crafts, outside games such as Croquet and Frisbee, walk-a-bouts to explore events and services in the community(or just plain walks),and daily chats about day to day life. All work, in the Clubhouse, is designed to help members regain self-worth, purpose and confidence.

Marilyn Gallagher - CMHA Activity Worker

Homeless Outreach Program (funded by BC Housing)

The Homeless Outreach Program 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.

Communities differ from one another in many ways; therefore we emphasize creating local solutions for local issues. As such, part of our role has been in providing assistance for clients with the disability benefit application process, and with the landlord tenancy dispute resolution process.

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: Housing Report – Fiscal Year 2013/2014

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 Association)

This is the end of my second year as Property Manager and I am pleased to submit this report of the year’s activities.

Spring began with a successful temporary solution to our concrete problems by “mud jacking” where there were cracks and lifted and uneven patches. Thank you Tom Bachynski for getting this done quickly, efficiently and cost effectively! I believe many falls were avoided thanks to this solution.

A permanent replacement of the concrete, asphalt on the road and driveways was completed in late summer. Thank you to BC Housing and Maggie Chinnery for managing our application to the BC Housing Modernization and Improvement fund and for securing such great contractors. Cariboo Trail Terrace is like a new development!

We had a relatively quiet year; we had a few evictions and those are always difficult but we are committed to ensuring that all tenants at Cariboo Trail Terrace are treated equally and that Tenancy rules are adhered to by all tenants.

We continue to have a very long wait for 1 bedroom units. As the population ages, more and more widowed singles and seniors are in need of safe and affordable housing. I developed a proposal for a ‘Housing Needs Committee’ and presented it to the South Cariboo joint meeting in March of 2013. At that time I requested support from the District as follows:

‘The Housing Needs Committee is directed by the South Cariboo Joint Committee to assess the need(s) for housing residents of the South Cariboo and to identify a comprehensive approach to addressing those needs, and to advise Council accordingly’.

I am still waiting for a response. I anticipate an ever increasing demand for housing for seniors and without a coordinated, planned and strategic approach now, I fear we will see an increase in homelessness, hospitalizations, suicides and more people leaving the Cariboo.

Last summer I was able to buy a large supply of laminate flooring at a very low price. As people move out of units, we are replacing the old carpets with laminate – a suggestion made last year by the auditor. I believe this change in flooring will pay for itself in time as previously we were having to have carpets professionally cleaned too often and frequently, had to replace carpets which were only a few years old due to stains and damage.

In the next few years we will have some major repairs – the complex is 15 years old and things like fencing, gutters and in some places roofing and fascia need to be replaced.

This year we have had to replace many doors throughout the complex; most had holes repaired once too often and would not withstand more patches. Another major repair that needs to be done this summer is to resurface the four upstairs decks in the main building. We have had a leak from one deck into the unit below and an inspection of all four revealed major deterioration. We are currently soliciting estimates to do the work.

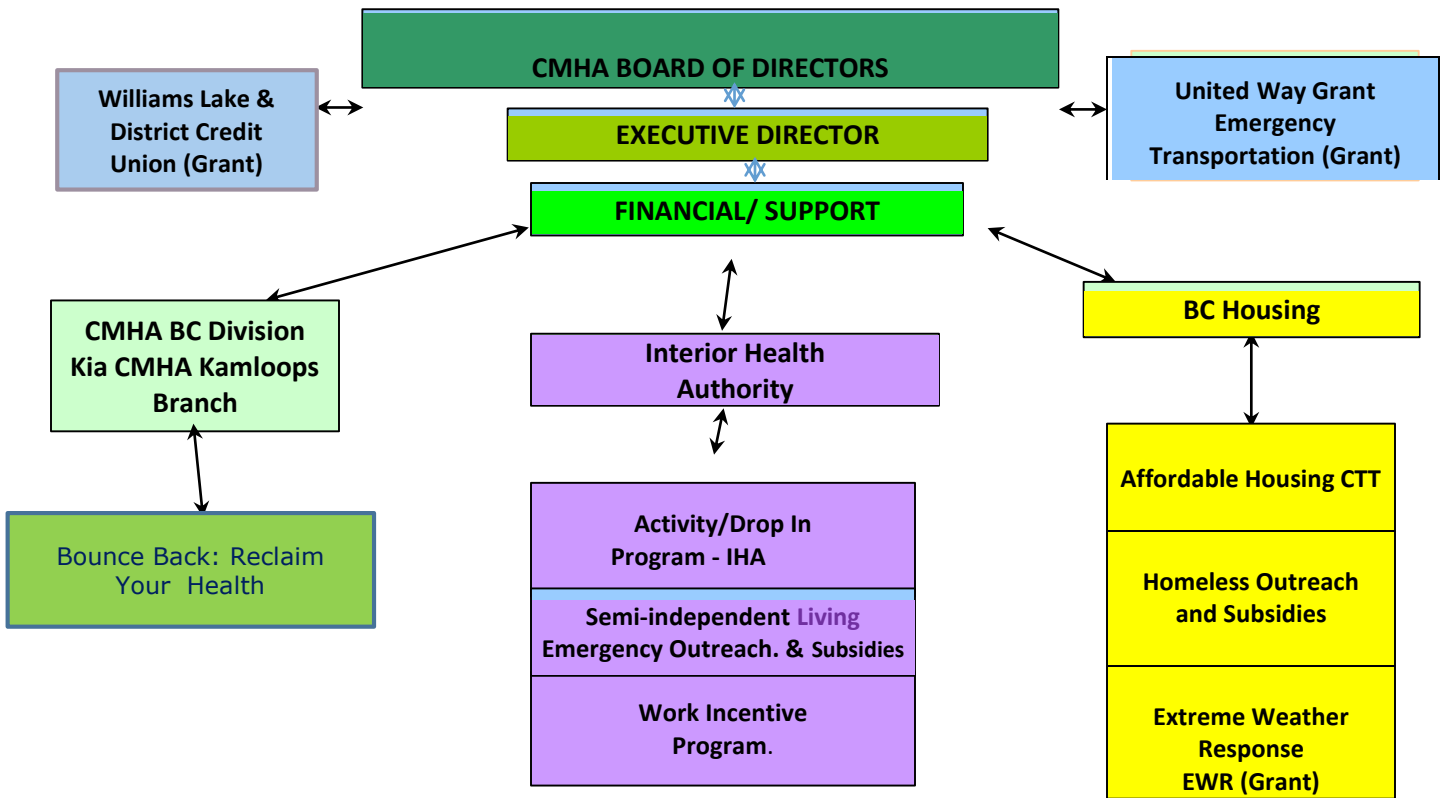
We also had both coin operated washing machines break down and the age and costs prohibit repair as these are also 15 years old. Coin operated machines are only available from 2 suppliers and they are very expensive (\$4000. – 5000. each). I am currently looking for a more reasonable supplier but it doesn’t look good as suppliers won’t warrantee the machines if we are not in an area where they can service them.

In general, things are going very well at Cariboo Trail Terrace. We have, for the most part, good tenants who take care of their units. I have great assistance and support from our maintenance person, Geordie Evjanek, and financial officer Nicole Bissat.

This year, I registered to do online rent-calculation. This has meant that we are able to reconcile our account with BC Housing monthly. In the past we did rent calculations manually, sent them in to BC Housing and had to wait for them to be manually entered in Burnaby. As a result, we no longer have to worry about owing money to BC Housing at the end of the year. I look forward to a great year and appreciate the support the tenants and I have received over the past year from our volunteer Board.

Penny Kelly, MSW, Property Manager

ORGANIZATIONAL AND REPORTING STRUCTURE 2013/14



BRANCH BOARD OF DIRECTORS 2013/2014

EXECUTIVE:

PRESIDENT: Jeanne Best

VICE PRESIDENT: Jeanne Best

TREASURER: Valinda Boyd

SECRETARY: Liz Christensen

DIRECTORS AT LARGE: Didi Henderson, Tom Bachynski, Linda Savjord, Stephen Pellizari, Carrol Austin, Brian Blake (retired)

Board Committees: Standing:

Governance: MJ Cousins (chair), Jeanne Best

Finance: (chair) Valinda Boyd

Housing (Facilities/Building): (chair) Steve Pellizari, Tom Bachynski

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

Ad Hoc: Mediation