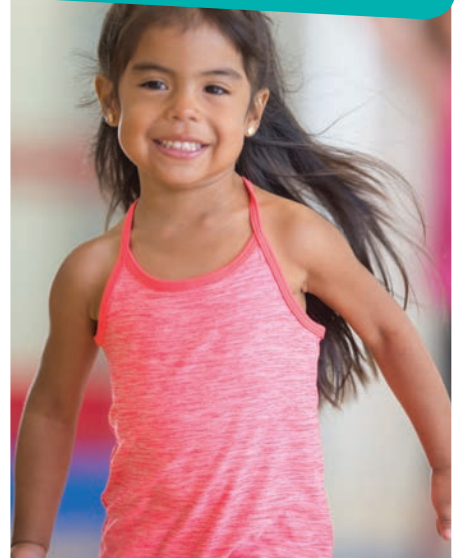


CMHA KAMLOOPS

ANNUAL REPORT 2015–2016



**Canadian Mental
Health Association**
Kamloops
Mental health for all

www.kamloops.cmha.bc.ca

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OUR VISION, MISSION AND VALUES

Our vision: Mentally healthy people in a healthy society.

Our mission: As the nation-wide leader and champion for mental health, CMHA facilitates access to the resources people require to maintain and improve mental health and community integration, build resilience, and support recovery from mental illness.

Our mandate and scope: In BC, mental health, substance use and addictive behaviour are within the scope of the organization.

Our key values and principles:

- Embracing the voice of people with mental health issues
- Promoting inclusion
- Working collaboratively
- Influencing the social determinants of health (e.g., housing, justice)
- Focusing on the mental health needs of all age groups
- Using evidence to inform our work
- Being transparent and accountable

MESSAGE FROM THE BOARD PRESIDENT AND EXECUTIVE DIRECTOR

Thank you for taking some time to open up this annual report to learn more about our organization and our activities over the past year. As a Board, we have spent the past year getting our house in order, building our organizational capacity, learning about governance and engaging in strategic planning. In doing so, we support—and are supported by—an Executive Director whose passion for this work is unparalleled. So I begin this letter by thanking Christa for her commitment to this agency and to the communities of Kamloops and Merritt. Christa, in turn, supports—and is supported by—a team of dedicated managers and staff that seek nothing short of excellence in their work. Thank you to all of you from the Board of Directors.

The Kamloops branch of the Canadian Mental Health Association (CMHA) is at an exciting time in its history. We continue to support and enhance our established programming such as the Clubhouse, Bounce Back® and the Emerald Centre operations, at the same time as we look for opportunities to extend our mission to support the mental health of the community. The Talk Today initiative with the Merritt Centennials of the BC Hockey League is one such partnership that will further efforts to destigmatize mental illness and ensure people in need can reach out to get the assistance they need. I encourage you to read through this annual report to learn more about what we are doing, and to contact us about programming that you might want to learn more about.

Kind regards,

Christine Adam President, Board of Directors

Over the last year, I have had the pleasure of getting to know CMHA Kamloops and the community much more. In addition to our regular service delivery obligations, our organization has dedicated much time and effort over this last year to many events, activities and both operational and governance refinements. We have continued to work with our community partners and colleagues and have committed to these relationships ongoing.

Our organization has created many new opportunities for our staff to get to know each other and participate in organizational professional development along the way. We continue to look at ways to create greater impact with our direct services, and are learning a lot from our clients and recipients of service through formal and informal conversations that help to shape our understanding of needs and wants.

As we look to the next year, I am excited to dedicate my energy to our Clubhouse and Administration building development—both in Kamloops and Merritt. I am absolutely committed to continuing our organizational journey towards stability and measured growth, while we look at our internal and external resources across our service delivery region. Thank you to my Board of Directors for the opportunity, support and cheerleading. To all of the CMHA staff and volunteers—your dedication to serving our clients is remarkable. Thank you!

Yours in community,

Christa Mullaly Executive Director

(left to right) Hon. Dr. Terry Lake, Minister of Health, Kamloops-North Thompson; Christa Mullaly, Executive Director, CMHA Kamloops; Christine Adam, President, CMHA Kamloops Board of Directors; and Hon. Todd Stone, Minister of Transportation and Infrastructure and Deputy House Leader, Kamloops-South Thompson



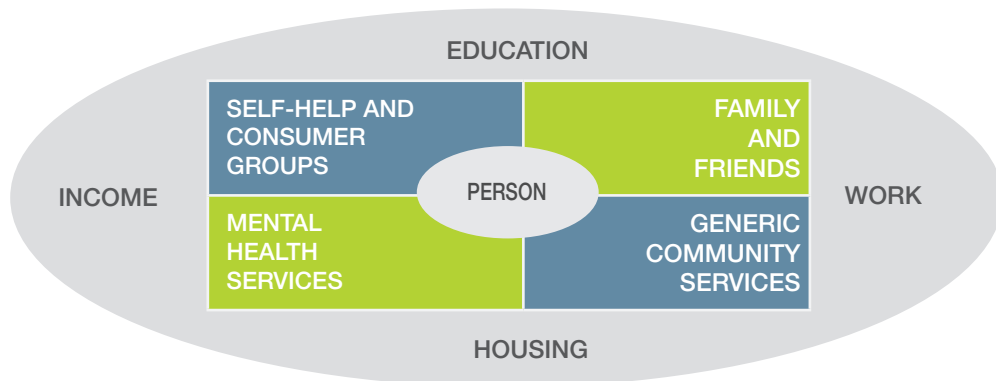
FRAMEWORK FOR SUPPORT

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

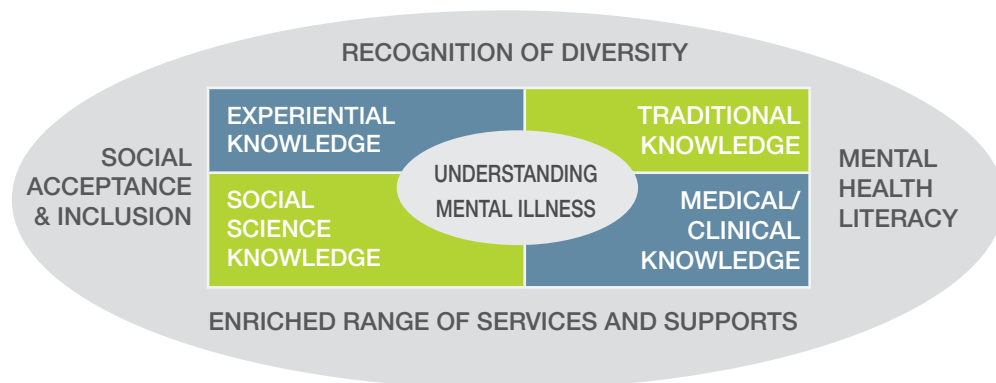
The Community Resource Base outlines a range of possible resources in addition to the formal mental health system, which can provide support to a person with mental illness. Housing, income, work and education represent four basic elements of citizenship.

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.

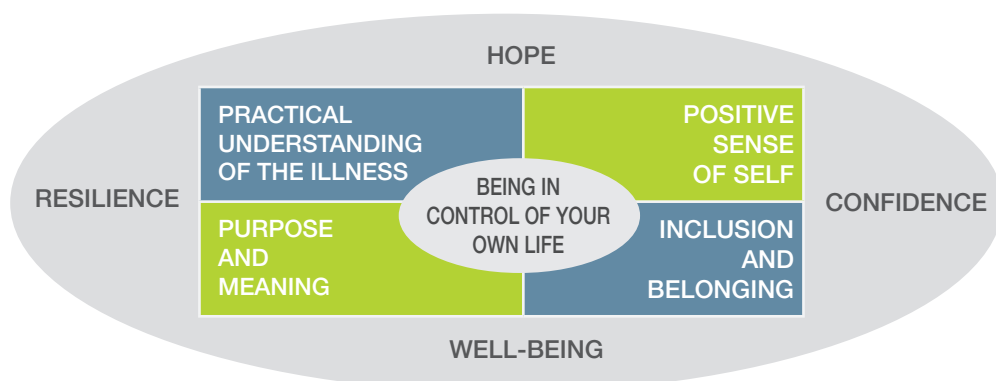
COMMUNITY RESOURCE BASE



KNOWLEDGE RESOURCE BASE



PERSONAL RESOURCE BASE



CLUBHOUSE PROGRAMS

The Clubhouse provides services to adults over 18 years of age who have been diagnosed with a mental illness and substance related disorders. Our programs help individuals maximize their independence in the community by providing a wide range of services and supports in the domains of—personal, leisure, education, and employment. In a safe and supportive environment, the Clubhouse offers healthy recreational activities, referrals to other community supports, and assistance in learning life skills.

KAMLOOPS CLUBHOUSE

Between April 1, 2015 and March 31, 2016:

2,143 individuals used
clubhouse services

9,437 visits to the
clubhouse

KAMLOOPS CLUBHOUSE MEMBER STORY



“

I have chronic depression and anxiety and I take medication and receive counselling. Before I came to the Clubhouse, I lost my job and my vehicle, was living in a boarding house and was using the food bank regularly. I was on Persons With Disabilities (PWD) Benefit and struggling to make the monthly amount to last to the last weeks of each month.

I used to come to the Clubhouse once a year to apply for bus pass funding. One day I decided to stay and use the computer and then got asked to play pool, then stayed and helped cook and ate a meal. I found out lunch and breakfast were available Monday to Friday. I have diabetes and was eating what was cheap, not necessarily what was healthy. Now I cook and eat breakfast and lunch regularly, use the computer to search for jobs, connect with other agencies, use the laundry facilities to help save money, and have made some new friends—some of whom I welcome to my home and visit their homes occasionally.

Since coming to the Clubhouse, my depression and anxiety have improved, as well as my confidence. I volunteer at the Clubhouse and I have started applying for jobs. Once I'm working, hopefully I will have my own apartment and vehicle by Christmas of this year. My diet has improved vastly and now I'm exercising. I could be off PWD by Christmas with no need for the foodbank.”

KAMLOOPS CLUBHOUSE MEMBER STORY



“In the summer of 2015 I was staying at the Emerald House shelter and was in need of clothing. One of the clients of the shelter mentioned that the Clubhouse had free clothing. I was super excited to become a member because it was much more than a clothing room. There were lots of friendly faces making crafts. I liked the cooking process too. Those who would like lunch help prep the meal, cook it and clean up. I thought that was awesome. I don't cook at home when I live out of the shelter so I thought this would help me to learn to cook.

Since I have been coming to the Clubhouse, I have made new friends, created a few new paintings and other crafts. Also, I take part in the lunches if I haven't eaten already. I socialize and use the sewing machine. I also improve my self-esteem with a positive social support network here. I have felt like I am part of a community. I don't feel judgement here either. People remember my name and say hello.”

TESTIMONIAL FROM A COMMUNITY PARTNER



“At Kamloops Hot Yoga, we see a role for our yoga studio as more than offering yoga, but offering our service to the larger community in Kamloops. We are so happy to be able to support the amazing work that the CMHA Kamloops does. Every Tuesday, we offer a free yoga class for those who may otherwise have barriers to participation in yoga. Every December, we give all donations for the month to CMHA and their staff also picks up many good quality water bottles from our lost and found to go to the athletes [who use CMHA's services]. Thank you, CMHA, for all that you contribute to making Kamloops a brighter place!” —Kamloops Hot Yoga

MERRITT CLUBHOUSE

Between April 1, 2015 and March 31, 2016:

624 individual visits
to the clubhouse

MERRITT CLUBHOUSE CLIENT TESTIMONIALS

“ I enjoy the socialization first and foremost. We are pretty much the bosses of activities. Cooking is fun. We can cook together and eat together. Overall, I enjoy the program. It would be nice to have an extra day.” —Ron T.

“ I enjoy the relaxed atmosphere. The presentations are helpful and informative. I like the road trips. I enjoy learning different things. The Clubhouse is safe and friendly. The workers are compassionate and caring.” —Dara M.

“ I would like to see the Clubhouse open for another day. It is a long stretch from Friday to Wednesday. I just love it at the Clubhouse. I enjoy the cooking and socialization.” —Nora H.

“ I have nothing but good things to say about the Clubhouse. I would love it to be open on a Monday. It is a long wait from Friday to Wednesday. I love all the cooking that we do. It is a lot of fun and brings people together. The guest speakers are very informative. Thankful for the funding. The workers work really hard and are professional. I feel safe connecting with the workers.” —Carol B.



BOUNCE BACK: RECLAIM YOUR HEALTH®

A self-motivated program designed to help adults experiencing mild to moderate depression or anxiety that may arise from stress or other life circumstances. This program is delivered via telephone support and is provincial in scope with other CMHA Branches also delivering this program.

BOUNCE BACK®

Between April 1, 2015 and March 31, 2016:

485 total referrals
to the program

856 DVDs distributed
to participants

EMERALD CENTRE

We have operated Emerald Centre, a co-ed low barrier shelter that provides accommodation for men and women who are homeless or at risk of homelessness, since 2012. The Centre provides a total of 42 emergency beds—30 on the men's side and 12 on the women's side of the shelter.

During a typical stay, clients are provided with a comfy bed, nutritious meals and a safe environment; in addition, they also have access to support workers that work closely with them to create connections to both community resources and the community as a whole.

EMERALD CENTRE

Between April 1, 2015 and March 31, 2016:

686 individuals were provided shelter

477 men

209 women

Many clients that accessed Emerald Centre utilized the shelter numerous times throughout the year—often making gains with each stay.

HIGHLIGHTS

- **In-reach:** we have partnerships with the local mental health and substance use services, which provide a mental health worker to come into the shelter and link clients to mental health and/or substance use services. ASK Wellness Housing Outreach also comes into the shelter to meet with clients about housing in community.
- **Case Management:** Emerald Centre has two Case Managers who offer case planning and goal setting to every individual who walks through our doors. They are actively involved with many community resources and work to connect clients to these resources. One of the primary goals of case management is for clients to have sustainable supports in the community when they discharge from Emerald Centre.
- **The Supportive Transitional Living in Recovery Program:** CMHA has a partnership with Phoenix Centre to provide eleven bachelor apartments housing for individuals in recovery. Phoenix Centre has an on-site support worker who works with these individuals to support them in their recovery.
- **Extreme Weather Response (EWR):** Emerald Centre was the BC Housing designated EWR for 2015–2016. The program ran from November 1, 2015 to March 31, 2016 when the weather was -3°C or colder. Emerald Centre did not turn anyone away when it was activated as an EWR location, and consistently welcomed additional clients with a warm, dry, and safe place to stay. Between November 1, 2015 and March 31, 2016, Emerald Centre provided 386 individuals with a shower, a warm place to sleep, and a hot breakfast and dinner.
- **Donations:** Emerald Centre was the proud recipient of multiple donations from the community. We would like to thank:
 - » Valley View Secondary School
 - » Urban Barn
 - » Investors Group
 - » the local women's book club
 - » Westsyde Secondary School
 - » Cobbs Bread
 - » Kamloops and District Real Estate Association
 - » AE Perry Elementary School
 - » Cook Shack Mobile Food
 - » Beta Sigma Phi
 - » Cheffery 911 Catering
 - » and many, many private donors

EMERALD CENTRE CLIENT TESTIMONIALS

“ I would like to extend my sincere gratitude to my case manager. I appreciate all her support, dedication and hard work. I am thankful for her relentless determination and professionalism and easing my burden by being my strength at my time of need. She has been a real inspiration to me, given me hope for a brighter future, and the will to believe in myself. She has given me direction, a clear understanding of the resources that are available to me and those that are not and also the processes that are involved. In my opinion, the value of a case manager's position is unlike any other at the women's shelter and among one of the most important as an active liaison striving for solutions and working directly to improve women's lives that are affected by abuse and poverty and working hand-in-hand with the client for a successful outcome.”

“ I am writing to let you know how much I so appreciate the outstanding care, true passion (for her job) and heartfelt service I have received from my case manager.”

“ Since arriving here, [my case manager] has assessed my situation, evaluated the complexity of my various issues, created a plan of action, advocated for me with respect to various options and services, and is facilitating things on an ongoing basis. She is extremely intuitive and powerful, and does not give up when the going gets a little rough. She is open to taking on and creating new endeavors and perseveres to achieve them. Because of her efforts, I have been able to benefit from some of the services offered, which I truly require. The collaboration with outside services and her knowledge of these options/services/contacts have truly helped me. You have an excellent employee that makes clients feel respected and not as if they are a burden. Most of all, she truly cares!”

“ I am writing this letter to thank the staff at Emerald Centre in Kamloops. I arrived in Kamloops on April 26, 2016 and was in dire straits for a place to stay. The Emerald Centre staff took me in and gave me a warm meal and bed to lay my head down. While there, they recommended some courses at mental health and housing situations. I would like to especially thank Alfred for all he did for me. He is a very remarkable and resourceful person. He has helped me to get from a very poor position in my life to getting me back on track again. You are very lucky to have a person like this, as well as all of the staff at Emerald Centre. Thank you to all.”



MENTAL HEALTH FIRST AID

Mental Health First Aid (MHFA) is a twelve-hour training course delivered in four modules over two days. Participants learn to provide help to people who are showing signs of a mental illness or experiencing a mental health crisis. MHFA also provides explanations of mental health and mental illness and provides information about effective interventions and treatments.

The course continued to have a positive response in 2015–2016. CMHA Kamloops facilitated twelve courses, including courses to:

- Open Door Group
- Interior Health
- Ask Wellness Society
- The Elizabeth Fry Society

Requests also came from Thompson Rivers University, family members, students, community agencies, and others interested in learning helpful skills related to mental illness.

Participants noted that the course was catered to diverse learning styles and reported feeling more confident in supporting individuals with a mental illness. Participants gained skills in the areas of substance overdose, suicidal behavior, panic attacks, acute stress reaction, and psychotic episodes.

MENTAL HEALTH FIRST AID

Between April 1, 2015 and March 31, 2016:

178 individuals completed the program in Kamloops and surrounding communities

MHFA PARTICIPANT TESTIMONIALS



“ I found it interesting and informative. It was presented in a manner that was easy to understand.”

“ Very well done! Great examples and very informative.”

“ It gave me a better perspective of what mental health issues look like.”

“ [MHFA] gave me a clear understanding of common mental health issues to break stigma. I would recommend this to anyone working with a wide range of clientele.”

“ It was a great intro to mental health and scratched the surface of understanding while providing useful skills to navigate mental illness with our clients.”

TESTIMONIALS FROM INSTRUCTOR AT THOMPSON RIVERS UNIVERSITY



I am an instructor in the Health Care Assistance Program at Thompson Rivers University and have had the pleasure of teaching a course that includes dementia and mental health. I have asked to have CMHA, Christa, come to our class to discuss mental health in a broad sense, services that CMHA offers, and to share her experiences working with clients with mental health issues, including tips and considerations that our students can take out into their practice. I feel her contribution has been very beneficial for our students and have received very positive feedback from the class, such as:

"I did not know we had this service in Kamloops."

"I learned so much about various different mental health disorders."

"She has very interesting stories ... and valuable tips."

"I like the game about schizophrenia—it really made me realize how this could impact a person!"

Thank you so much for your ongoing support with our Health Care Assistance program."

—Cathy Obertowich, RN, BSN, HCA Instructor, School of Nursing, Thompson Rivers University

TALK TODAY

A **new** mental health education program designed for BC Hockey League players, families and coaches to learn about mental health and increase their skills to help players who may need support related to mental illness or addictions. We worked with Merritt Centennials during the 2015–2016 hockey season and are excited to increase our involvement for the 2016–2017 hockey season!

These young men are leaders in the community of Merritt, and we are thrilled to have the opportunity to work with them.



LIVING LIFE TO THE FULL FOR YOUTH

In eight fun, friendly, 90-minute group sessions, Living Life to the Full for Youth helps youth learn strategies and tools for coping with life's stresses. Each session is led by a trained facilitator and includes a booklet, handouts, exercises and discussions.

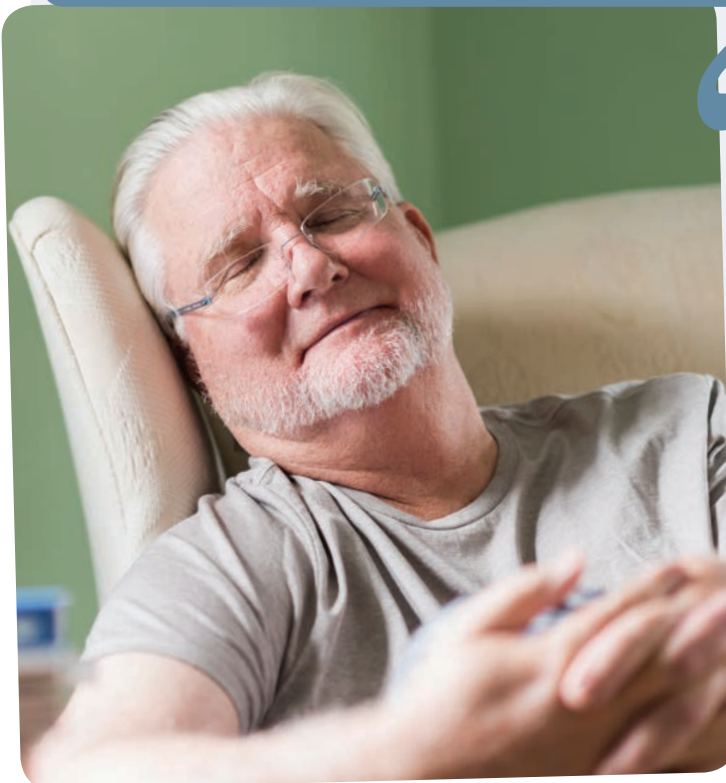
CMHA Kamloops has two trained youth facilitators, and we offered two groups in secondary schools in Kamloops during this school year. We are hoping to offer Living Life to the Full for Youth more widely across our region in the year to come.



MEADOW CREEK VISTA

Meadow Creek Vista is a 55+ seniors complex, or for people living with disabilities, consisting of twelve one-bedroom units. They are designed to provide affordable, safe, physically accessible and manageable living space for seniors. BC Housing built these units and the District of Logan Lake donated the land. CMHA Kamloops manages and operates this complex. They are rent geared to income, which makes this a great housing option for seniors wishing to stay in their rural community of Logan Lake.

QUOTES FROM MEADOW CREEK VISTA TENANTS



“ I love living at Meadow Creek Vista because it is very affordable and the location is in a great area. Also, having a unit that is so up to date, that you don't worry about things breaking down. It is also a very quiet complex, with very friendly neighbours. As a proud tenant, I have and will recommend Meadow Creek Vista as a great, secure, and very pleasant place to live.” — Jacenta

“ [Meadow Creek Vista is] affordable, quiet, and I get to stay in my community. In a small town it is not always easy to find a place to live where you have room to garden. I like having my own back patio and garden shed. Logan Lake is where I want to stay and Meadow Creek Vista is a great place to call home.”

GOLDEN VISTA SUITES

Golden Vista Suites are affordable housing rentals for 55+ seniors. The complex consists of 46 studio units designed to provide a safe, physically accessible, and manageable living space for seniors. BC Housing owns 15 of the units, which MHA Kamloops manages and operates. These are rent geared to income and are a safe and affordable rental housing option for seniors.

QUOTES FROM GOLDEN VISTA SUITES TENANTS

“ I am happy to be housed at the Golden Vista Suites. I have my own private space that is now my home. I enjoy the peace and quiet the apartment building provides, the good caretaking the building provides, as well as the friendliness of the tenants.”

—Suzanne

“ I feel really safe living at Golden Vista. I live alone and having a building with a secure entrance is important. It is very clean and affordable.”

“ Golden Vista Suites provides me with a nice home I can afford. With my limited mobility, it is nice to have the elevator so I can use the laundry room and common area.”



CONSUMER FACILITATION FUND

This funding is specifically for individuals diagnosed with mental and substance related issues, family members supporting an individual with a mental illness, and for agencies to engage in projects, courses and endeavors related to life, leisure, education and employment. The committed efforts of the committee ensures that funds are dedicated to improving mental health for all.

CONSUMER FACILITATION FUND

Between April 1, 2015 and March 31, 2016:

500+ applications were reviewed
by the committee

TESTIMONIALS FROM FUND APPLICANTS



“

I have clinical depression. This leads to anxiety and confusion, and is isolating. I try to walk about one hour every day. I become involved in positive activities. Quilting is helpful and satisfying.”

—applicant who applied for quilting supplies/crafts

“

I enjoy the outdoors and taking photographs. This motivates me to get outside.”

—applicant who applied for a camera

“

I suffer from depression and anxiety due to being affected by multiple strokes and aphasia. I like to be more involved in the community.”

—HandyDart applicant

“

I suffer from bipolar disorder, anxiety, and severe depression. I am on medication for it, plus I am on methadone. I am seeing doctors and counsellors regularly. The bus is my only means of getting to appointments.”

—ABP applicant

“

I have generalized anxiety. I see a doctor and a counsellor, take medication, go to group therapy and try and get out and going in the community.”

—bus tickets/ABP applicant

“

I have schizoaffective disorder. Swimming at the YMCA is a warming leisure activity that supports my mental illness recovery.”

—YMCA pass applicant

“

The bus pass helps me to get to my appointments, get to the computer, library, counselling and groceries.”

—ABP applicant

“

I have depression, anxiety, arthritis, and addictions. I like going for walks and nature. I have a very large rock collection and would like to make jewellery.”

—crafts applicant

SHOPPERS DRUG MART RIDE DON'T HIDE

Shoppers Drug Mart Ride Don't Hide is a community bike ride hosted by CMHA Kamloops, with the goal of raising awareness of mental health and reducing the stigma of mental illness. Funds raised through the ride help support and create a health community by providing opportunities to individuals who are affected by mental health issues. Funds raised also provide financial assistance for people who want to register for Living Life to the Full, a 12-hour course that helps participants identify problem areas in their life and gives them the tools and skills to make changes.

The event is a ride, not a race, with routes designed for riders of all ages and abilities—from novice rider to the advanced cyclist. The scenic Kamloops route runs along the Thompson River, starting at Centennial Park, to Riverside Park and back. In addition to enjoying the physical and mental health benefits of physical activity, riders help break the stigma associated with mental illness by joining the Shoppers Drug Mart Ride Don't Hide community.

SHOPPERS DRUG MART RIDE DON'T HIDE 2015

140 riders
participated

\$20,000 raised in Kamloops
(before expenses)



THANK YOU TO OUR SPONSORS

- Visual Signs & Printing
- Jacquie Photography
- TD Bank
- Industrial Cleaning Supplies
- KPMG
- River City Realty
- Trophy Development

RIDE PARTICIPANT TESTIMONIALS

“ I ride to help end the stigma surrounding mental illness. My lived experience demonstrates there is so much more we can do to help educate the broader public. In doing this, we will encourage more conversations and ‘normalize’ mental illness, so those suffering feel they can speak freely to family, friends, doctor, and co-workers—just like they would any other illness—and get the treatment they need before they become more.” —Shelley



“ I am interested in Ride Don't Hide, as well as all the other work that CMHA does for the community, because mental health and reducing the stigma related to it is my greatest passion. After I was diagnosed with anxiety and depression, I was very ashamed of who I was. It was not until I educated on myself on mental health that I realized that I was not wrong or different, I just suffered from a mental illness. It is now my goal to help others get to the point of knowledge about mental health that everyone can openly talk about it, and reduce the stigma.” —Kayla



ADMINISTRATION

2015–2016 has been an amazing year for growth! The function of the Payroll and Benefits Administrator role has changed significantly over the year. Changes in processes have allowed for more streamlined and efficient procedures. With more time to invest, we are currently in the process of developing and implementing a refreshed Human Resources cycle with an emphasis on a healthy workplace model.

Progression through the Imagine Canada accreditation process has encouraged us to look at all of our process with fresh eyes. The new perspective has been very beneficial in highlighting areas where we can continue to develop and advance so we can become better than ever.

All of these positive changes are cause for excitement for the future of CMHA and the people we serve.

BOARD OF DIRECTORS FOR 2015–16

President—Christine Adam

Director—Joyce German

Vice President—Jane Barley

Director—Sara Gillis

Treasurer—Shane Gales

Director—Nihal Maligaspe

Secretary—Lee Evans

Director—Greg Thomson

Directors—Rick Browning

THANK YOU TO OUR DONORS

- Thompson Rivers University (particular mention to the Wellness Centre, Counselling Department, and the Student Union)
- Kamloops Hot Yoga
- St. John's Pet Therapy
- Riverside Lion's Club
- Merritt Mental Health and Substance Use
- KRCC
- Jane Barley
- Bed Bath and Beyond
- Cobbs Bread
- Sprott Shaw College Nursing Students
- United Steelworkers
- Kamloops Art's Council
- Fabric Land
- Starbucks
- The Gap
- Anonymous donors
- All CMHA Volunteers and the generous community members who donate annually

CMHA KAMLOOPS IS GRATEFUL FOR FUNDING SUPPORT FROM



funds from CMHA BC resource Bounce Back®,
which is funded by the Provincial Health Services Authority



**Canadian Mental
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Kamloops
Mental health for all

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