

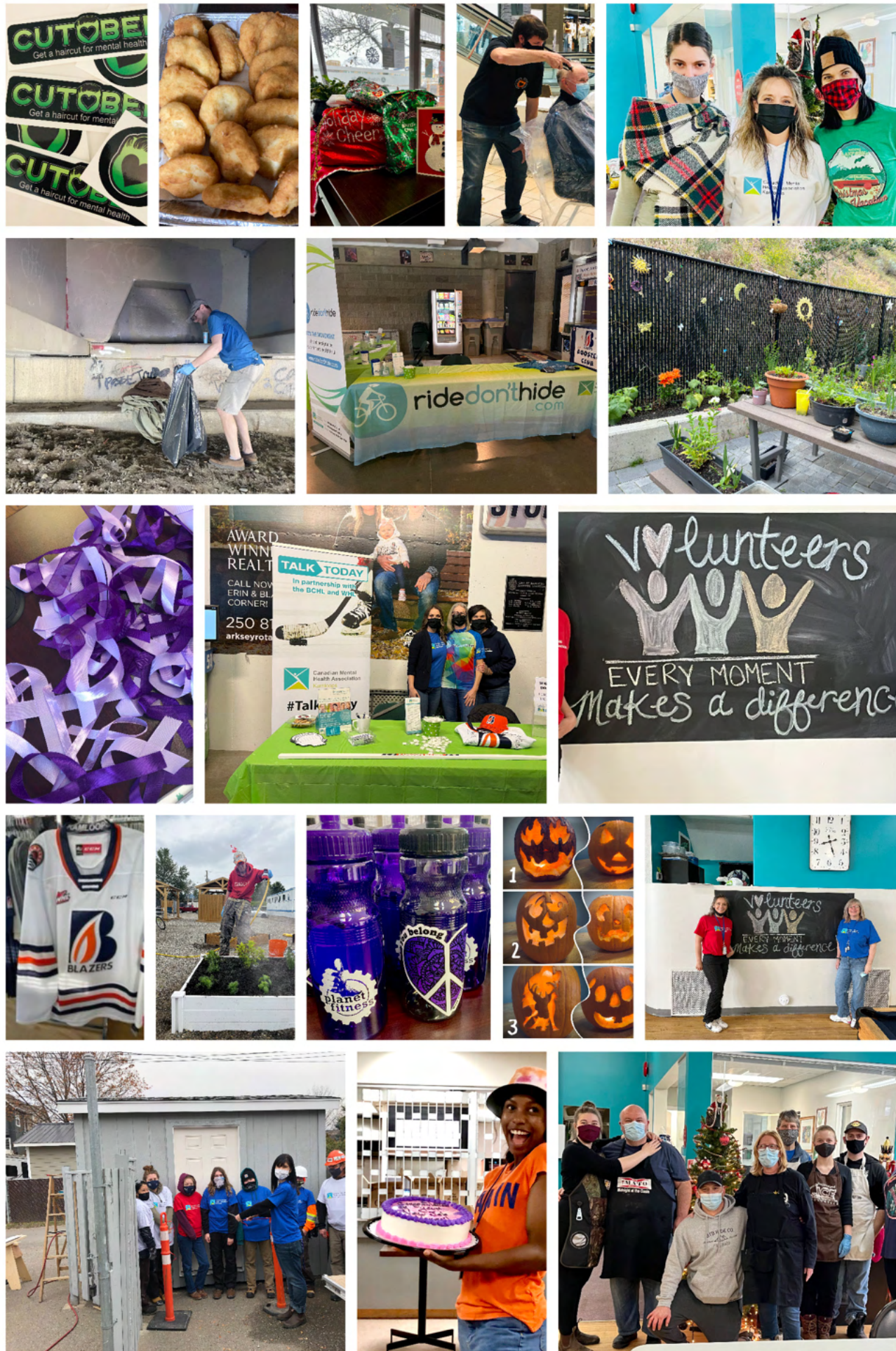


Canadian Mental  
Health Association  
Kamloops



*years of  
community*  
1918 – 2018

**ANNUAL  
REPORT**  
2021 • 2022



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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 - GREG THOMSON

It has been an honour to continue on as the Board President of CMHA Kamloops this past year. This past year has been full of new endeavors and development of the work being done by the Branch in our community.

Our clients have been helped through this past year by our dedicated unwavering staff and for that I thank the staff of CMHA Kamloops for their commitment to our client services.

Looking forward the Branch aims to continue to expand to provide services to our clients throughout our community.

As a board we had welcomed several new board members who have each brought their own unique skill set and experiences to our board. To ensure a strong foundation moving into the future and with the assistance of BC Division, our Board has gone through training with legal counsel on our role as board members and our duty to the Branch.

I want to thank everyone who is involved at CMHA Kamloops for your continued passion and care.



**Greg Thomson**  
*President, CMHA Kamloops*

MESSAGE FROM THE EXECUTIVE DIRECTOR - ALFRED ACHOBA

Every one of us at Canadian Mental Health Association (CMHA), Kamloops are indeed grateful to you, our loyal community for our accomplishments in 2021.

Last year, I wrote to you about the challenges of COVID-19 and with your support we overcame many obstacles.

It has been an honour for me to work with the new Board of Directors on a renewed mandate. Together with you and the Board, CMHA Kamloops promotes natural, culturally holistic, client centred and wellness focused services that foster social/emotional growth, address basic and structural issues and prevent development of new mental health challenges.

These commitments include using evidence-based strategies in our services; supporting staff learning, development and wellbeing; implementing effective mental health programs; facilitating additional mental health services for those who need them; and striving for excellence in supporting mental health for all of Kamloops and surrounding communities.

Our community is currently dealing with the opiate crisis, homelessness and other social issues. Regrettably, this is affecting our nation and we have been innovative in our ability to serve with quality service. The underlining causes aren't far fetched. After more than two years, people are still struggling. This situation places huge burden on our collective and individual mental health. Many are experiencing high levels of anxiety, stress and worry for the first time in their lives, while others will be dealing with an exacerbation of an existing mental health problem. Recovery from protracted self-isolation, quarantine and social distancing has been slow, fueling loneliness, depression and other existing problems for many people

This situation has created unprecedented and unforeseen strains on people as well as all aspects of society. Around the world, there are recurring incidents of social deficits, resulting from a complex array of persistent factors such as homelessness, mental health, poverty and rising inequality. As a charity that brings together community-based experience and expertise on the provision of services and prevention of mental illness and homelessness, we continue to prioritize the rights of the most vulnerable in our communities.

In addressing the opiate crisis, homelessness and social deficits in our community, our greatest assets have been you. You have helped us persevere through a global crisis that has



impacted all of our lives. Your understanding of the challenges faced by our communities allowed us to serve through a time of uncertainty and social disruptions that adversely impacts the mental health of our clients.

We at CMHA continue to be adaptive in responding to the crisis while serving our community.

In 2021, we shifted into a “data driven” organization, focusing on those areas that require more operational attention, as well as those that are showing improvement. These data while providing transparency, also speak to the individual life changing stories of our clients. Even with success, we are committed to further improvement in those areas with gaps.

We are inspired by you, especially the progress and life changing stories of our clients, hence enabling us to strongly engage and advocate with the media, leaders at various levels – to create a culture of care for the mental health of/ in the society. We came up with new ways to engage clients who are struggling with their mental health by providing more programs that build life skills such as The Madison Reid Peer Program, gardening and recovery focused options.

We always aim to put you first and we took specific actions to ensure that our programs are meeting the needs of our communities. These actions include:

- Increased our ability to reach the most vulnerable by providing fifty (50) additional shelter spaces including during extreme weather conditions, housing, outreach services and peer programs.

- Ensured that community education was a top priority; providing virtual options and reached hundreds of people.
- Provided more case management within shelters to over 500+ individuals.
- Published key performance indicators (KPIs from our programs on our website to provide you with more data, program impacts, improved clarity on what services we offer, overall transparency and accountability to the public and funders.
- Access to multifaceted support including culturally appropriate services for indigenous clients.

It is evident, that people are keen to entrust their well-being to us; a trust, mandate and commitment that we take very seriously. Let me assure you we understand our responsibility to meet your expectations. We have been working closely with our Partners, City and Communities – and thank them for their commitment and collaboration as we work together to remedy the situation and serve our community. While we still have much work to do, the results are trending positively.

Although we continue to deal with the aftermath of social issues within our community, CMHA will be here to help get BC and Kamloops moving again. Once again, if you have been personally impacted, our thoughts are with you and please know that we are here to help.

With an industry as complex as ours, and dependent as it is on the coordinated performance of so many entities, recovering from an event without precedent like a global pandemic, opiate crisis, homelessness and other crisis presents many challenges – and a few opportunities. Finally, we appreciate your loyalty, continued patience and understanding. I hope we can count on your continuing commitment to mental health of our people as a community.

Thank you again for your loyalty to CMHA Kamloops.



BOARD OF DIRECTORS

Greg Thomson

Greg Thomson is a Partner at Morelli Chertkow LLP in Kamloops, BC where he maintains a practice in general civil litigation and personal injury litigation. Greg enjoys spending time with his wife and two young sons, watching them grow up enjoying everything Kamloops has to offer. Greg enjoys giving back to his community through his role on the CMHA Board to help the organization that helps clients in our community on a day to day basis.

Samantha Hoogstins

Samantha Hoogstins is a Commercial Account Manager with TD Bank in Kamloops, BC. Sam lives with Bipolar Type 2 disorder and is extremely thankful for everything CMHA does for the community. Through the Mental Health First Aid training class, Sam recognized her disorder and later went through the steps of receiving a formal diagnosis. To thank CMHA for their part in her journey, she donates her time to being on the Board. When Sam isn't working or volunteering, she can typically be found outdoors with her pet Sheepadoodle Switch.

Shari Finlay

Shari Finlay was born and raised in Vancouver, BC, and moved to Kamloops just over 16 years ago to be closer to family. She works for BC Lottery Corporation as a Leader, and is the Chair of their Mental Health Ambassador team. Shari has 2 grown girls, one who lives in Kamloops and the other who lives in Victoria. Family is Shari's number 1 priority, and she can be found walking her 2 dogs with her husband, or riding her e-bike through the town. Shari has been giving back to the communities she's lived in for many years, and has a strong passion for Mental Well-being of everyone. Shari is a new member of the CMHA Board, and is just getting settled in, she looks forward to bringing her allyship more into the community. Her personal purpose is to provide a platform where everyone feels they can be heard, feel safe, and know they belong.

Amisha Patel

Amisha Patel is a practicing registered nurse who graduated from the University of Alberta BScN Collaborative program. She has various experience providing care for those suffering from mental illness, disabilities, dementia and neurodegenerative disorders. She is currently completing her Master of Nursing degree with a specialization in education and research. An interest in system improvement has fed into her Master of Nursing research topic exploring women's experiences of breastfeeding support. Amisha is a proud intersectional feminist and is proud to serve on various boards and committees within the community. In her free time, she enjoys spending time in nature, travelling, and trying new food.

Ankit Mahawadi

Kamal Grewal

Makayla Peverill

David Hallinan

Dr. Lawrence Takeuchi

Lawrence is a clinical 'associate' professor in the Department of Anesthesiology, Pharmacology, and Therapeutics, and a clinical 'affiliated' professor in the Department of Surgery (Global Surgical Care Program).

Lawrence has been involved in 'academic leadership', administration and teaching throughout his entire career, both in undergraduate and post graduate medical education. A former Program Director of Critical Care Medicine at McMaster University, and was on the original Examination Committee for Critical Care Medicine, associated with the Royal College of Physicians and Surgeons of Canada (RCPSC).

Currently, Lawrence focus is to help contribute to global health care, providing the best possible medical education and resources. Locally, in B.C., Lawrence volunteers on the Board of Directors for the Canadian Mental Health Association (CMHA), which supports mental wellness, and recovery from mental illness and addictions.

Brandon Hayashi

Brandon Hayashi is a 2nd year medical student at UBC currently residing in Kelowna, BC. Having worked in multiple roles pertaining to mental health, homelessness, and housing, Brandon joined the CMHA Board to provide his perspectives and support those living within his community. He also wants to be a psychiatrist and hopes to return to Kamloops to provide community-focused psychiatric care upon completion of his studies.

Shari Caputo

Shari worked at RIH as a RN for 15 years on medical and maternity units and is currently an Assistant Teaching Professor for the BScN program at TRU. Shari enjoys teaching in clinical practice, psychomotor skills and simulation, and has a passion for nursing history. She joined the CMHA Board with the hope to positively effect change for people with mental health issues because of her own family history of mental health illness, in addition to witnessing the negative impact of the pandemic on the public's mental health.

Maureen Anderson

Maureen Anderson retired as a psychiatric nurse in Manitoba in 2020, and moved to Kamloops to enjoy the milder climate and being closer to her grandchildren. Being on the board of CMHA Kamloops is an opportunity to contribute to and support mental health services here.

Alec Hermansson

Alec was born and raised in Vancouver, and is a graduate of the University of Victoria with a degree in Economics. He has been in the financial services industry in Kamloops since 2016 and is a Portfolio Manager with CIBC Private Wealth. Alec has been part of the CMHA Kamloops board for more than 5 years and brings both financial experiences, as well as experience from past boards to the CMHA board. Alec is a member of Rotary, volunteering for numerous causes in Kamloops. Outside of work, Alec enjoys traveling, camping, golf, and skiing when the snow starts falling.

THE CLUBHOUSE

Christa Haywood Farmer – Manager of Community & Vocational Integration



Over the past few months, our clubhouse programming has started to shift back to pre-COVID days. Our membership continues to grow resulting in increased opportunities for our volunteers and peers.

Throughout this last year at The Clubhouse, we have been able to reconnect with those ongoing community supporters who contribute so much to our programs and members. The Steelworkers Union once again provided The Clubhouse with a Christmas luncheon while others graciously donated winter clothing and other goodies to those accessing our services. Our volunteer shopper continued to support programs and activities on a weekly basis and our art and music instructor was instrumental in engaging and encouraging members every Wednesday and Friday. In-person yoga classes were available monthly as was diabetic and smoking cessation support.

In November, The Merritt Clubhouse unexpectedly closed its doors due to the devastating flooding that greatly impacted our province. We continued to provide service to members and others through virtual support and connection. The in-person programming reopened in January. The program reintroduced the Forging Connections program. This art instructed program was in partnership with the Nicola Valley Community Arts Council and was offered through eight sessions. Community volunteering at Bailey House continued on a weekly basis as did ongoing virtual mental health education.

We are incredibly grateful to the staff, members, volunteers and students who greatly impact the ongoing growth of our psychosocial rehabilitation programming. We are confident that this coming year, we will continue to build program capacity to better support those living in our communities.

Program Goals

- Transition the Clubhouse to new location
- Increase Psychosocial Rehabilitation programming awareness in our communities
- Increase volunteer opportunities inside and outside clubhouse programming in Merritt and in Kamloops

Consumer Facilitation Fund (FCC)

The Consumer Facilitation Fund allocates funds to individuals experiencing mental health/substance related disorders and their families for projects, courses, and endeavours that relate to personal life, leisure, education and employment. These endeavours enhance self-fulfillment and mental health, while encouraging individual and family member involvement in a coordinated mental health network.

Client allowance = \$28,000.00  
Approved applications = 214



TRU Women in Trades Program

IMPACT STATEMENTS

- “FCC allows me to engage in activities outside of what The Clubhouse has to offer, I was able to get my teeth fixed which makes me feel better about myself” ~ Merritt Clubhouse Member
- “FCC funding has funded a pool cue and books. I also buy puzzle books that helps with concentration.” ~ Dave
- “It helps with activities I like to do.” ~ Grace
- “Starts the ball rolling in a positive direction. I asked for exercise clothing. This will help me with movement and physical health.” ~ Steve



# KAMLOOPS CLUBHOUSE

## Kamloops Clubhouse Programming Offered:

- Music
- Produce of Wheels
- Apparel Shop
- Laundry
- Crossing Bridges Art Program
- Bingo
- Fitness / Yoga
- Therapeutic / Clubhouse Volunteer Program
- Quilting
- Community Volunteer Income Tax Program
- Naloxone Training
- Computer Training/Internet Access
- Pool/Billiards
- Outings
- Smoking Cessation
- Diabetic Education

Visits **289** (average) / month  
Unique Members Served **85** (average) / month  
Meals Provided **946**

## IMPACT STATEMENTS

### “Why do you come to The Clubhouse?”

“Other members and staff are good to talk to. I like the activities.”

~ *Steve*

“To help with my mental health. It keeps me busy during the day.”

~ *GK*

“To learn how to manage my life and socialize.”

~ *RQ*

### “What is your favourite part of clubhouse programming?”

“I like the cooking, webinars, and learning things.”

~ *Clubhouse Member*

“The people.” ~ *NT*

“Hanging out with people.” ~ *SH*

“Art and music programs.” ~ *Clubhouse Member*

“The atmosphere.” ~ *TS*



# MERRITT CLUBHOUSE

## Merritt Clubhouse Programming Offered:

- Outings
- Community Volunteering
- Clubhouse Maintenance
- Forging Connections
- Centennial Hockey Games
- Fitness / Walking Group
- Naloxone Training
- Yoga
- Mindfulness
- Online Education
- Community Volunteer Income Tax Program

Visits **36** (average) / month  
Unique Members Served **8** (average) / month  
Unique Member Volunteer Hours **188**

## IMPACT STATEMENTS

### “Why do you come to The Clubhouse?”

“Socializing with others.” ~ *Merritt Clubhouse Member*

“The arts and crafts with the Art Gallery.” ~ *Merritt Clubhouse Member*

## VIRTUAL OUTREACH/SUPPORT (Merritt Clubhouse)

~ *Response to the flooding in November 2021*

The Merritt Clubhouse provided outreach and support to individuals accessing clubhouse services in Merritt during the flooding crisis.

**Number of Client Contacts: 102**

## COMMUNITY EDUCATION

**MHFA (Virtual) = 11 courses**

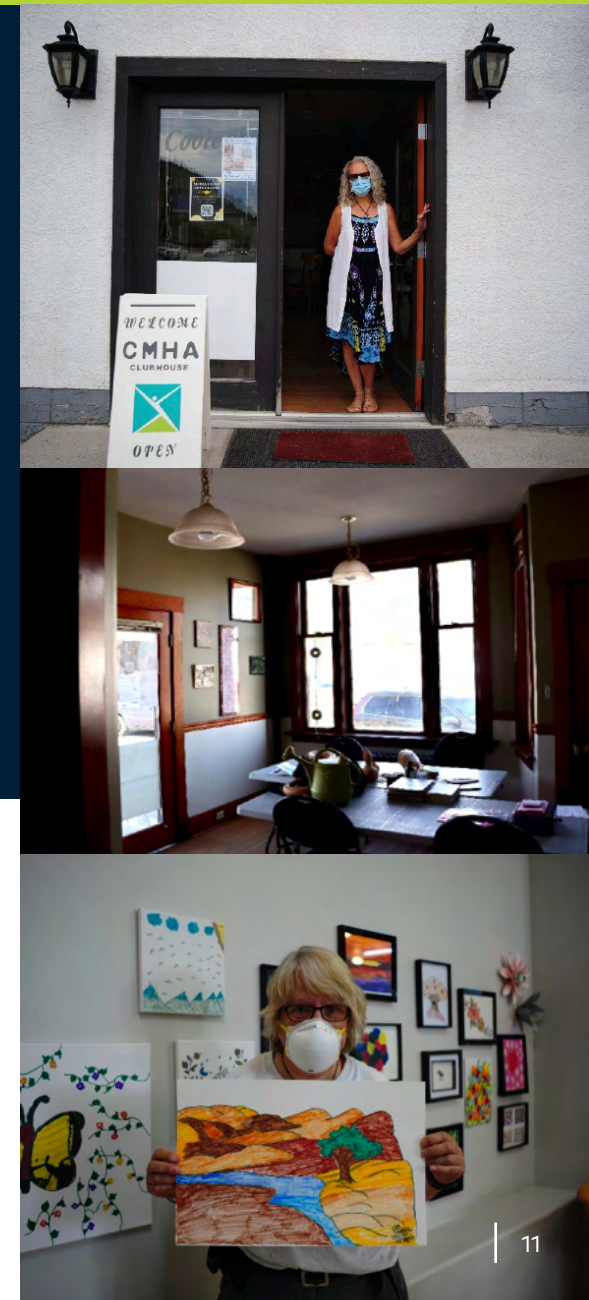
**MHFA (in-person) = 5 courses**

**205 participants trained in MHFA**

## TALK TODAY

Talk Today is a mental health education program designed to help athletes and their supporters learn about mental health and to help support players who may be struggling or at risk of suicide. Talk Today consists of several components including: mental health navigators, Bounce Back for youth, mental health and suicide awareness training, and game events.

CMHA, Kamloops supports both the Kamloops Blazers (WHL) and the Merritt Centennials (BCHL). In past seasons, our branch partnered with the Ty Pozzobon Foundation to provide suicide awareness education to the Merritt community.





# ROSETHORN HOUSE

## Michelle Gauthier – Manager of Supportive Housing



Rosethorn House thrives on providing structure and consistency to the clients it supports. Over the past year Rosethorn House has continued to deliver housing to Kamloops most vulnerable with an overall average of 2/3 of its client base remaining house for 1 year or more.

Rosethorn House was effective in providing multiple opportunities for practicum students allowing them to take advantage with hands-on field experience, mentorship and the residents also gained professional tailored support. We observed success while supporting clients during COVID-19 by providing opportunities to receive vaccinations/boosters and having a safe space to occupy during the pandemic. Interior Health nurses continue to provide support to clients throughout the year ensuring continuity of care.

Clients continue to work directly with frontline staff and the Client engagement specialist (CES) to set and achieve goals over a 2-year period in order to transition successfully into alternative housing models such as recovery-based housing, non-supported subsidized housing or market housing. Rosethorn Houses' CES team are working hard building relationships with landlords around our community in a bid to introduce clients into a more diverse housing arrangements while providing rental subsidies.

We will be looking at our partners – The City of Kamloops, BC housing etc. to provide a variety of housing options in an effort to foster continued growth and independence. Rosethorn Houses' CES team are working hard building relationships with landlords around our community in a bid to utilize rental subsidies.

My goals for the following year are to continue to strengthen relationships with community partners for future programing collaborations and continue to provide more robust training for staff including cultural training and trauma informed practices. Our CES team over the next year will be working on adding more outreach resources to support the program such a NA/AA meeting to which shelter clients could also attend. We are looking to negotiate with Street School – Adult Continuing Education with the hopes of securing outreach support for clients at Rosethorn House to improve on literacy, upgrade current education and earn a GED/Dogwood diploma.

With the addition of CMHA Outreach team, we can support with trips to the foodbank so clients can prepare more meals for themselves should they desire. We will roll out Basic cooking, meal prep and food safe training provided by CMHA kitchen staff.



## TESTIMONIALS

"Having a healthy routine has helped me mentally, when I was homeless, I didn't know what I was going to do from hour to hour, but here I have all my clothes and everything's safe and it has really helped my mental health. I used to have nothing and I felt like giving up but here I have the will and CES support to help me move forward. I have people to talk to here and I feel better talking about my problems with staff or with CES.

I have started volunteering at the Mustard seed, I have been connected with Dr. Manak now and I'm working on my alcoholism, I have developed a routine finally and got back in contact with my old boss for a job again.

I wouldn't be here if it wasn't for you, you have helped me more than anyone else I've reached out to. Thank you so much, are you kidding me, you're helping me get my life back. You helped me set up Dr. Manak and get me an appointment with my family doctor and help me during my down days when I need it. I get along with everyone and really enjoy it here and meeting with you every week helps me keep myself in check and helps me make sure I am doing everything I need to, to get on track"

~ Dustin Dion

"Trust, being able to leave everything alone and having everything there when I get back, I didn't have that when I was homeless. I can trust the staff and my CES and my privacy in my unit. It's great here! I believe in this place wholeheartedly.

My mental state of mind has gotten better and stronger. Now I'm focusing on maintaining the good. I've been working with the peer program for some time now too and that's been great!

Gives me a space to vent and de-stress. My goose is cooked, now I got to make it grow feather and fly again and Rosethorn has helped me do that"

~ Anonymous





# EMERALD CENTRE

## Cheryl Mathieson – Manager of Homelessness Services & Shelter Operations



It has been another challenging year as we've continued to navigate COVID-19, the aftermaths and extreme weather events. I wish to extend a special thank you to the dynamic staff at Emerald Centre who stepped up, persevered, and continued to support our clientele during these unprecedented times demonstrating their passion, resiliency and commitment of service. I am extremely proud to be a leading member of their team.

There has been an increase of clientele with higher complex care needs accessing shelter services, who often have zero to limited community supports. This clientele requires more individualized support placing a greater demand for shelter staff. COVID has presented staffing shortages for many of our community partners, limiting access and creating longer waitlists; that coupled with limited housing options, produced a bottleneck affect for many of our clientele in shelter.

The shelter is temporary accommodation, not housing, yet clientele remain in shelter for several weeks and sometimes months. I would like to see the community have more shelters available with a lowered bed count allowing more focus on individual support needs while providing more opportunity for one-on-one support, connection, trust, inclusion and a sense of belonging, all key factors to any individual's success. We have experienced firsthand how supporting clientele who are ready to make change and gain their quality of life back can be the first step in sometimes lengthy progression. We continue to build and foster relationships with our community partners to be able provide easier access and appropriate referrals.

We are developing a communal upstairs space that builds on the bonds that has been established and introduce more programming, not currently available to our clientele, providing a greater sense of community belonging and purpose.

## Supportive Transitional Living in Recovery (STLR)

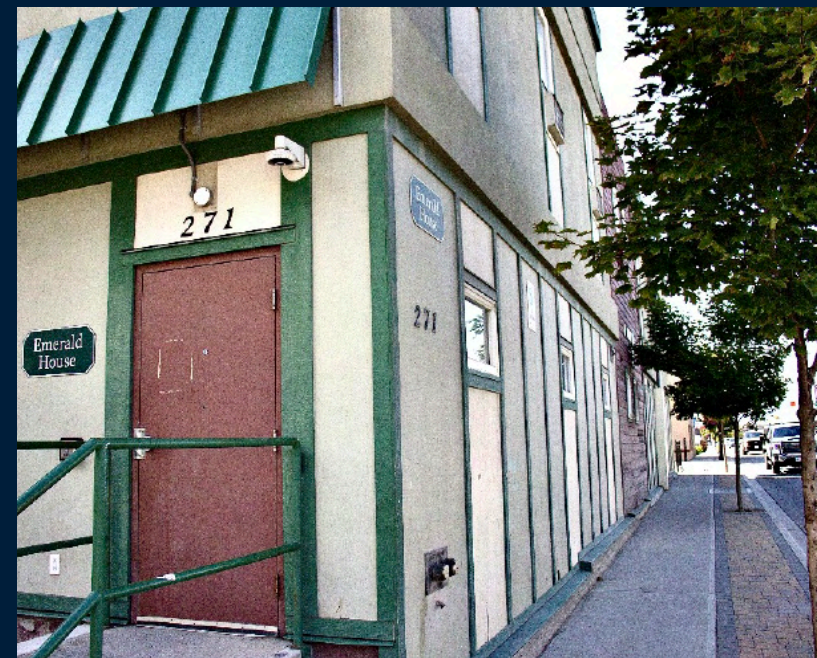
Emerald Centre also provides 11 units of second stage and recovery housing above the shelter. These are a mix of CMHA Rooming House units and Supportive Transitional Living and Recovery units operated through Phoenix Centre. Tenants actively working with Case Management have the opportunity and support to achieve their goals and eventually secure permanent housing. We have developed a real sense of community built amongst the tenants upstairs. One particular tenant, who has a passion for cooking, eagerly set up a system to arrange daily meals where everyone contributes. Collaboratively the group decides on their menu, compile a list, shop, purchase, deliver and appropriately store their groceries.

Finding housing is one aspect to moving forward, but what is needed to maintain that housing? The magic that has unfolded is due to a need to feel accepted, connected and be a contributing member of society.

This group managed to create their own social network of support and have demonstrated ongoing success.

Many years ago, I remember working with someone who said something that continues to stick with me, they didn't require a handout but rather a hand up. Our community needs to know that the majority of the clientele we serve are people who've experienced difficult times and simply require the opportunity to rebuild what they have lost.

I believe every person matters, we continue to focus on an environment that prepares our clientele to move forward with the support of case management, in-reach services, peer program, life skills building, cultural connection, mental/ physical health supports and appropriate long-term housing options and placements.





## TESTIMONIALS

Emerald Centre positively impacted me when I arrived six (6) weeks ago and it has been really good. I enjoy talking to everyone as none of us asked to be born. It has helped me keep out of lows and manic depression bouts. Everyone and I speak for myself to let me be me and out of great respect I let them be who they are. They have helped me with positively good food, good place to be. I enjoy knowing I have a place to go and have a nice warm shower. Thank you

~ Kevin S. Wetteland

The CMHA/Emerald Centre has saved me from complete destruction and total homelessness twice now. Once in 2014-2015 and now in 2022. I was again left destitute because of a house fire. I been given a safe place to sleep, three (3) meals and snacks every day for the past 6 months until a space became available to me that I could afford again. Thank you!!! Emerald Centre has assisted me in providing safety for my personal welfare, providing counselling, help with finding affordable housing, three (3) meals per day and snacks, and replacement of I.D

~ Trevor Vanstone

I am 75 years old and when I lost my home and belongings and money, I was absolutely terrified. I had spent a month in the hospital with COVID-19, and found myself sleeping in a car, thought my life was surely over but I have met so many good people in the same circumstances who have helped me to live one day at a time. Emerald shelter has given me food, shelter and protection, assistance when I am ill, advice and a little bit of security when I desperately needed it and I am very grateful

~ Glenda Schiiler

"You have given me shelter when I really needed the opportunity to grow and transition into a place of my own. I feel safe and provided for in this time of need. Without the Emerald Shelter, I would be on the streets. They have assisted me with housing so I can have my own place of residence so I can get back to work."

~ Felix Moar



Emerald Centre is a vital part of ensuring the safety of our community members during crises. Our quickly initiated Emergency Weather Response, opened additional temporary shelter mats during extreme winter conditions. This meant individuals otherwise at risk during the cold, wet winter months had a warm safe place to stay. Our commitment to safety extends beyond this program, including preparation to provide emergency measures during the extreme summer heat.

The introduction of the Peer Program has proven to be an asset on the road to recovery and wellbeing for those who participate. It creates the opportunity to learn from their peers and the staff how to complete a variety of tasks around the interior and exterior of the building. These tasks create a continuum of opportunity and roles that build on lived experience and promote feelings of hope and wellness. Our Peer participants share feeling a sense of purpose and community when being engaged in the program.



## TEMPORARY SHELTERS

### Jennifer Smith – Manager of Life Skills & Housing Transition

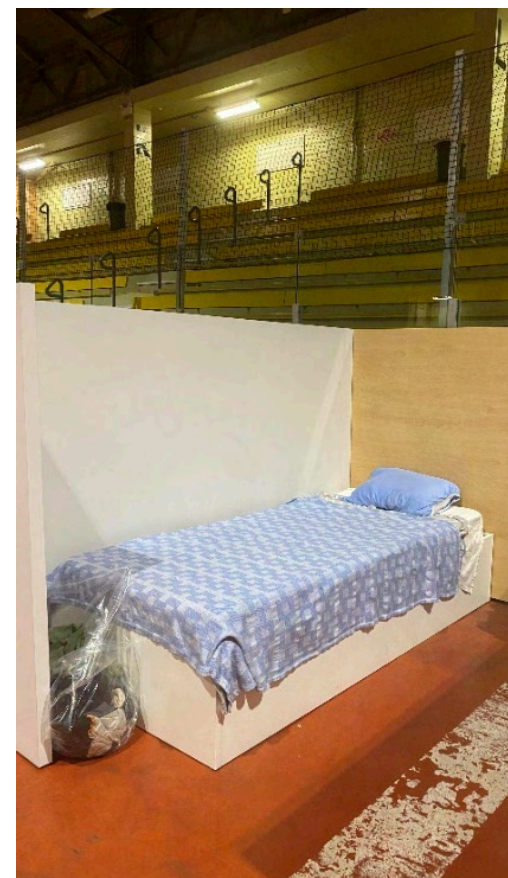


I have had the pleasure of overseeing four of our temporary shelter programs other the last year. As of recent, I became the Manager of Life skills and Housing Transition at our newest temporary shelter program, Moira House.

While working at the Curling Club and Memorial Shelters, we began with the basics; access to a clean and safe space, nutritious food, showers, laundry and staff support 24/7. Once individuals had settled in, we connected them with Case Managers, Street nurses, OAT nurses, MSDPR, MHSU, as many supports as they required. Individuals in shelter were given the opportunity to participate in our Peer Program, doing neighbourhood clean-ups, which has proven to have a lasting positive impact for our clients and in our communities.

After the closing of the Curling Club and Memorial Shelters, we transitioned clients to a temporary satellite shelter, and eventually to Moira House. At these sites, we created a new shelter program that will complement our existing shelters and supportive housing programs. Most individuals staying at Moira house have transitioned from one of our other shelters, where they have stabilized, connected to supports, and are ready to focus on wellness, life skills, and independence. This framework of support is designed to build capacity and connect individuals with relevant resources that offer supports for psychosocial rehabilitation, focusing on areas such as home management, budgeting, meal planning, cooking, gardening, and physical, emotional, and mental wellness.

Our goal over the next year is to provide all individuals staying at Moira House with the stability and skills needed to transition them into suitable housing that they can successfully maintain long term.



## TESTIMONIAL

"I first came to Memorial during the cold snap last year. I would've died out there if it wasn't for this place. I've made some mistakes. The staff here has seen me at my worst, and they're helping me get back to my best. They're giving me warmth, shelter, support, and friendly smiley faces every day. You don't know what that does to a person when they're down. Being in here I'm actually able to take better care of myself again. The shelter and staff are doing something to address the housing crisis, and I'm super happy they are"

~ Dave Marlin



## Jennifer Healey – Manager of Shelter Assessment & Triage



In early February 2022, I stepped into the role of Manager of Shelter Assessment and Triage, overseeing our new program at Merit Place. Merit Place is an emergency, low barrier homeless shelter that provides 50 warm, safe beds to individuals who are experiencing or at risk of homelessness. Merit Place is proud to offer on-going support to individuals who are using our services to build on their life skills and wellness with the overall end goal of living a healthier, and more independent life style that is positively contributing to our community.

Merit Place has adopted a multidisciplinary team that work collaboratively to support our service users in their identified goals and wellness. Our Case Manager works closely with individuals to identify any supports that are needed.

Together, the service user and the Case Manager create a plan to ensure that their stay in shelter is successful with adequate opportunities of growth and development of life skills. Our Community Shelter & Triage Staff also work cohesively with all of our service users to determine the appropriate supports that will meet their individual needs, assist with teaching life skills and advocate to community supports. Merit Place was the first program within CMHA Kamloops promote staffing growth within the Agency by acquiring a Team Lead. The Team Lead provides indirect supervision to the operations of the program including: Shift management, training and ensuring implementation of policies, procedures and protocols.

In our short time operating, we have faced many challenges due to the current housing crisis. With the continuous rental increases and lack of supportive and transitional housing environments in our community, it has been very difficult to keep clients motivated and focused in moving forward as they have nowhere else to go. Due to the current housing restrictions, we have found that for some clients, our shelters appear to be a revolving door because when they are ready to take a step forward, their options are highly restricted and very minimal.

My goal for the next year would be to integrate more programming within the shelter that promotes Psycho-Social Rehabilitation, where our service users can actively acquire the skills to be successful in their future housing placements and recovery. I would like to encourage more engagement with our front-line staff and the clients that they serve, by providing in depth training and the knowledge of community resources to set them up for success through advocacy.



## Saleh Mohammed – Manager of Temporary Shelters

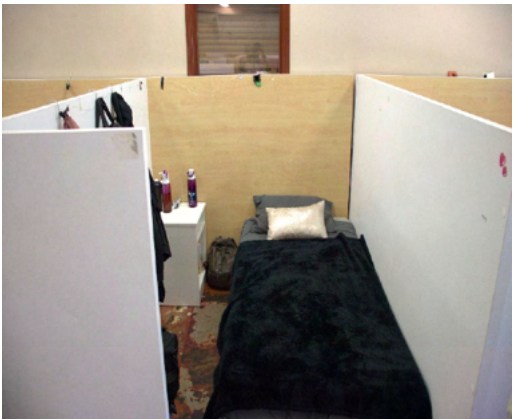


When it is cold from November – March, people need a warm place with supports. Additionally, the year-round shelters reached capacity quickly and some shelters had to be decanted during COVID to make room for proper social distancing, leading to reduced shelter capacity. We quickly mobilized and opened a temporary winter shelter in December 2021.

Individual pod style beds were provided to clients, an upgrade from previous winter shelter that provided mats on the floor. The pods provided more privacy for clients and dignity in community.

A partnership with Out of The Cold Society, the winter shelter operated with an indigenous lens to shelter provision including meals, elders, drumming and other activities. CMHA Kamloops provided mental health support, case management, advocacy and referrals to other programs.

Our goal after four (4) months of operations, was to ensure that all twenty-five (25) clients at Stuart Wood successfully moved into housing. At the end of March, more than 90% of the clients transitioned into a variety of housing programs including market, subsidized and supportive housing.



## Kelvin Akakem – Envision & Peer Program Administrator



Envision was scheduled to open at 346 Campbell Ave. Kamloops though that did not materialize. Instead, it led to the Envision shuttle, which provided people in need with outreach services and transportation to shelter spaces.

Since its inception in October 2021, more than 100+ individuals have been diverted to shelter, supports and other appropriate services. Envision operates from 2pm-10pm, 10pm-6pm (summer) and 2pm-midnight during the cold season.

This collaborative program funded by The City of Kamloops provides culturally safe opportunities to apply an Indigenous lens in connecting people experiencing homelessness to housing and support services.





Key outcomes and deliverables of the project include:

- Number of individuals transported / accessed shelter
- Number of meals provided
- Number of individuals connected to services

Since CMHA Envision outreach team started, our team interacts with an average of 100 people a week, assess their individual needs and make appropriate referrals to support service that will be most beneficial to them, triaging clients into shelter for further support through case management. Envision Outreach distributes basic supplies, recovery information, snacks, meals, and water throughout the city.

Our team connect clients both in and out of shelter with additional services including Mental Health & Substance Use, The Overdose Prevention Site, Ask Wellness, Kamloops Sexual Assault Counselling Center, Interior Community Service for clients aged 19 – 26 and many others.

Our goal next year is to meet clients where they are at, educate individuals about the services available and provide referrals that will help prepare clients for future employment opportunities.

Madison Reed Peer Program – Kamloops

The Peer Program rolled out shortly after opening the doors of Rosethorn House. Designed to give back to the community, practice accountability, and build a reference for future employment. Residents go out into the community and clean the area for our neighboring properties and/or other locations. This involves picking up and disposing of garbage, properly disposing paraphernalia, removing graffiti and sweeping the streets.

Additionally, the peers can positively engage individuals they see on the streets, speaking to them about the benefits of housing, shelter, case management and access to resources that are available to them within those facilities. Showing a huge amount of success, the peer program has since expanded to operate within all our sites. CMHA Kamloops peer program currently has over 100+ participants.



Envision Outreach Team - Kerry Holmes & Brittany Groves

TESTIMONIAL

“First thing I’d like to thank whoever put this peer program together. It has made a huge impact on my life and quality of life living at the Emerald Center. As you may or may not be aware, living month to month on basic Ministry benefits is very difficult. After paying rent and attempting to buy food and other basic necessities that usually by the second or third week of the month I have no money left to feed myself or to get basic items that are required to survive. This program has been a huge benefit to me as it has provided extra income that allows me not to have to search for other places for food which can be accessed by people less fortunate than myself. So now rather than being very concerned about where my next meal will be coming from, I can afford to purchase food and other basic necessities that last me the whole month. This also gives me a great sense of accomplishment and self-worth that allows me to raise my head higher and feel good about myself. In addition, physical activity of being out and working for a couple hours a day and spending the time walking, picking up, items has immensely helped my physical well-being and strengthen me as well prepared me for other employment opportunities in the future. Another great benefit of this program has been pushing me to be outgoing and friendly with people on the street, business owners and other people just going about their day, spending a minute or two here and there chatting with them which makes me feel like a real human being rather than being a burden on society. Last but not least I am a recovering alcoholic and this has been hugely beneficial to my recovery as it is built up self-esteem, self-worth and integrity that gives me the strength to continue to work on my sobriety on a daily basis. In conclusion, I just want to thank whomever is responsible for this program as it is made a significant change in my life and in my recovery”

~ Brian Salter

AFFORDABLE HOUSING FOR SENIORS AND PEOPLE WITH DISABILITIES

Adam Burrows – Manager of Rental Housing



**Meadow Creek Vista – Logan Lake**  
12 rent geared to income units for low-income seniors 55+ and people living with disabilities. This ground level 12-unit townhouse complex is located in the beautiful community of Logan Lake.



**Golden Vista Suites – Kamloops**  
15 rent geared to income units for seniors 55+. This is an apartment building consisting of studio units designed to provide a modern, safe, physically accessible and manageable living space for seniors.

As restrictions have been lifted and slowly returned us closer to normalcy, there have been many more opportunities for me to get to know my new and continuing tenants on a more personal level. It is extremely rewarding to be able to support tenants and work on solutions together through a relationship of mutual respect to resolve any issues or concerns that arise.

When units become available, on average, they stay empty for less than one month while screening new tenants, cleaning, painting, and completing repairs. As housing prices soared in 2021 many homeowners were eager to take advantage of the value increases and many sold their homes. We received many calls and applications throughout the year from seniors who were long time renters that were forced to relocate. These seniors were unable to afford the rate of market rentals on their limited income after renting at a reasonable rate for so long. This was and continues to be an issue that I don’t see improving anytime soon.

In the last year our affordable housing for seniors and people with disabilities has continued to operate smoothly. There is a high demand for affordable housing that seems to continue to grow. This high demand ensures it is easy to fill a unit with an applicant in need who will be an excellent fit within the community.

I look forward to improving the spaces at our housing, for tenants to enjoy and foster a stronger sense of community. I would like to host events at both developments to further the sense of connection and belonging for all tenants. Finding more offerings in the community to refer low income seniors to when there aren’t housing options available through CMHA is essential as the demand for housing continues to rise.

Seniors Safe Suite Program

Safe suite provides temporary housing for any individual over the age of 60 who needs a safe place to stay due to abuse or neglect and whose needs cannot be effectively met by existing abuse or crisis services. This program is a partnership between CMHA Kamloops and ASK Wellness. CMHA provides the unit and acts as a landlord. ASK Wellness provides supports and works to develop a transition plan with the tenant



TESTIMONIALS

“Although I have not lived at Golden Vista Suites for very long, it’s extremely affordable, centrally located very close to downtown and other areas in and around Kamloops. The other residents were extremely friendly when I moved in and welcomed me immediately. I would highly recommend Golden Vista Suites as a great place to live in retirement.”

~ Anonymous

“I have been fortunate to have found, and become a resident in Logan Lake at Meadow Creek Vista for over 8 years now. As much as my family would like me closer, they also know that space like Meadow Creek Vista just isn’t available in Kamloops especially geared to income. Knowing that I would be retiring, with a fixed income I thought it imperative that I be proactive in securing housing that I knew I would be able to afford. When the opportunity to move to Logan Lake came up I made the choice for security even though I’d never been to Logan Lake.

I have enjoyed the peace and quiet, and the privacy these units provide. I’ve appreciate having a little garden and of course the ability to have pets as we all know they become family especially for seniors living alone. The down side? I’ve lost 6 of my neighbors that have passed away since I moved here.

The unit is bright, well insulated, relatively sound proof and the commercial flooring is easy to maintain. In suite laundry, lots of storage, free cable, and inexpensive hydro are all the things that become important with limited income. Again, thank you to CMHA for making this opportunity available to me”

~ Anonymous



Ride Don't Hide

In 2021, Ride Don't Hide navigated through its first year of being an entirely virtual event. As uncertainty and new challenges arisen from the pandemic, it emphasized the importance of our key message – to do some good for you and for those around you.

We proudly offered complimentary Mental Health First Aid training to 7 of the top fundraisers. This course was provided during Mental Health Week to show our gratitude for their commitment and dedication to the event.

It’s with deep sincerity we wish to express our gratitude and thanks to everyone that made this year’s event a success. The continued support of our participants and sponsors is what makes Ride Don't Hide a success. Each of you were a vital part of helping reduce the stigmas surrounding mental health and supporting the wellbeing of our community members. Your generous support and sponsorship make a difference. Together we are changing lives.

From Greg’s Story:

“I have realized that mental health affects everyone and how everyone deals with it is different. How you keep your mental health strong is different for everyone and may change as you go through life.

I encourage everyone to find what brings peace to your mind and to make time for yourself to do the things that are important for your mental health. For me, at this point in my life, fishing and being outdoors is what brings me peace – I make this a priority now in my life.

Today my family and I ride each year in an effort to raise awareness for mental health and although we know we won’t reach everyone if we can change the outcome of even one life that is success enough for us.

I encourage anyone wanting to raise awareness to mental health to join us in riding virtually this year. Maybe someone in your life could benefit by spending time with you raising awareness for mental health?

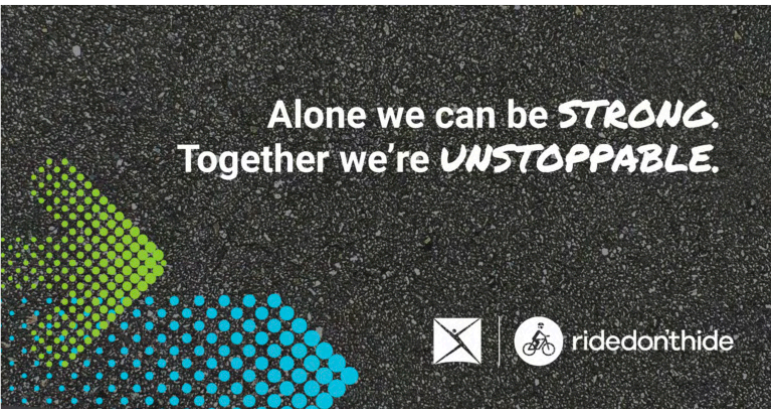
This event comes at a time where mental health is as important as ever. “



Amount Raised \$23,338

Participants 91

Teams 9



Thank you to all of our participants, volunteers, and sponsors for your time and dedication to supporting our community and making Ride Don't Hide such a powerful event every year. This year we had 91 participants who collectively raised \$23,388 for mental health programs in our community.”



# COMMUNITY ENGAGEMENT

Darsey Lindberg – Community Engagement Coordinator



We are grateful to everyone who supported events throughout the year. Thank you for helping us work towards ending the stigma that surrounds mental illness even during a pandemic.

This year, we continued our goal of engaging communities, ensuring that our message of delivering high quality, efficient and collaborative care reached everyone. Community engagement creates opportunities for all to participate in our services and mission to support improved mental wellness for all. These efforts are rooted in supporting and improving overall social wellbeing. We have the ability to provide leadership, create change and help shape our community in a way that improves mental health while promoting education and safety.

Using CMHA Kamloops values and principles as a guiding factor for our community engagement, I believe that investing in the individuals who rely on our services and including them in the process will help develop skills, confidence and desire to continue. The benefits of this type of engagement have been evident through our work. In honour of Truth and Reconciliation Day, our team worked to further connections with our indigenous community through cultural components such as drumming and food.

While also encouraging involvement of dying t-shirts orange and hanging 215 orange ribbons, for each of the missing children at which had been recently discovered at the residential school in Tk'emlúps te Secwépemc. These activities encouraged a broader level of participation while fostering a deeper level of understanding. By capturing these impacts, sharing our success and putting these outcomes into the open we're able expand the level of trust the public has in us.

Through building relationships with stakeholders and community partners, we continue to be able to provide a wider range of services together. Providing the opportunity to offer tailored and integrated support and advocacy.

As the year continues, I believe we can continue our growth as leader in the campaign for mental health care is a fundamental human right and to advocate for acceptance and inclusion for all.



# SOCIAL MEDIA



January 1, 2021 – December 31, 2021

**Our posts reached 175.K people**  
1.5K% increase from previous year

**Page Visits – 2.3K**  
377.7% increase from previous year

**New Likes – 776**  
1K% increase from previous year

**Total Page Likes Year End – 1,168**



January 1, 2021 – December 31, 2021

**Our posts reached 1.2K people**  
1K% increase from previous year

**Page Visits – 780**  
1.5K% increase from previous year

**New Likes – 84**

**Total Page Likes Year End – 291**

## TOP PERFORMING POSTS OF 2021

**Curling Club Shelter Announcement**  
January 22, 2021

**Reach**  
146.7K

**Reactions**  
3,968

**Comments**  
331

**Shares**  
1,817

**Memorial Arena Cooling Station**  
June 24, 2021

**Reach**  
33.9K

**Reactions**  
755

**Comments**  
89

**Shares**  
357

**Executive Director Announcement**  
November 5, 2021

**Reach**  
2,464

**Reactions**  
436

**Comments**  
164

**Shares**  
8

If you or someone you know needs shelter, please call 250-372-3031 or 778-921-2287. The Kamloops Curling Club Shelter is now open. No one needs to sleep outside in the cold! Please share share & follow!!!  
#Kamloops #Shelter



🔥 IT'S HOT OUT THERE 🔥  
Memorial Arena Shelter is activating a cooling station for those without a safe and chilled place to be. The facility will be available to those in need 24 hours a day, in correspondence with Environment Canada's heat warning.  
If you or someone you know needs to beat the heat and hydrate please direct them to 740 Victoria Street or call: (547) 528-5842 or (236) 425-1014.  
#Kamloops



We are thrilled to announce that Alfred Achoba has been appointed Executive Director of CMHA, Kamloops Branch. Alfred is a valued leader within our organization and community. He continues to demonstrate an ongoing commitment and dedication to the clients we serve, the programs we provide, and the respected partnerships within our community. Congratulations, Alfred!





Photo Voice

CMHA Kamloops started the Photo Voice Project in response to identifying the need to have a platform which allows individuals to share their unique experiences. Photo Voice cultivates a deeper connection, appreciation while humanizing marginalized people, who often face social stigma or judgements. These stories illuminate each person’s unique experiences to challenge the reader in expanding their perspective and grow their understanding.



“Family is people that stick together and help each other through good times and bad. I wasn’t born into that family or even a part of their culture, but they are my family. My family is also half the people at the shelter. A lot of us rely on each other, we share stories, we stick together. Right now, they are my family too.”  
~ Michael Rebman



“I want to be seen, to be heard, and to be known as more than just an addict or a homeless person. I found my something. We need a day of pampering these folks, making them feel loved. I started to contact all the businesses I knew in Grand Prairie. One by one I got a venue, a masseuse, a reflexologist, a hairdresser, aestheticians, all these people started offering their services for free. We ended up having a huge dinner, door prizes, and live entertainment. It was an incredible evening. From then on, I started to build up trust between the community and the street people. You see, I never needed to share my religious beliefs, all I wanted was to share love. For every individual that I meet, I want them to know that they matter.”  
~ Gord Pankratz



“I cope by writing, and it is hard to work on scripts when you are homeless and your feeling like your life is down the toilet. My fiancé and I got evicted right at the start of the pandemic, they gave us less than 2 weeks to get out. But we are moving forward together because I love that man unconditionally. I have been blessed in this lifetime with the places I have been and the people I have met. Although I was raised away from my Indigenous roots, the contrast of how I grew up helped shape my core-self to know who I really am today.”  
~ Sharon Heigl

CASE MANAGEMENT & CLIENT ENGAGEMENT SPECIALISTS





## EXECUTIVE TEAM



## Strength in Partners — Thank You!

Thank you for making a difference in the lives of many who live with a mental illness. During the year, CMHA Kamloops has help from many businesses, community people, and anonymous donors. These donations help provide extra services to CMHA members.

Canadian Mental Health Association, Kamloops Branch is grateful from our funders and partners.

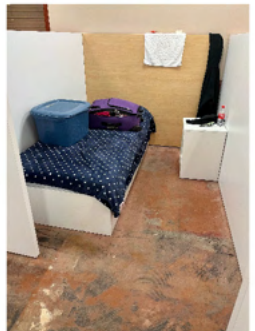
A Way Home Kamloops  
Aboriginal Training & Employment Centre  
Arrow Transportation  
ASK Wellness (Kamloops, Merritt and Penticton)  
Axis Family Resources  
City of Kamloops  
CMHA BC Division  
CMHA National  
Connective  
Elizabeth Fry Society  
Interior Community Services (Kamloops and Merritt)  
Interior Health Authority  
Interior Savings Credit Union  
Kamloops Aboriginal Friendship Centre  
Kamloops Chamber of Commerce  
Kamloops Food Bank  
Kamloops Sexual Assault Counselling Centre  
Kamloops United Church

Manshadi Pharmacy  
Merritt Centennials  
Ministry of Social Development and Poverty Reduction  
Mobile Response Team (MRT)  
Mustard Seed  
New Gold  
Open Door Group  
People Ready  
Pharmasave  
Phoenix Centre  
Salvation Army  
The Alliance Church  
Thompson Rivers University (TRU)  
Tk'emlúps te Secwépemc  
United Way - Thompson Nicola Cariboo Region  
Work BC

### CMHA KAMLOOPS IS GRATEFUL FOR FUNDING SUPPORT FROM:







Canadian Mental  
Health Association  
Kamloops



years of  
community  
1918 - 2018

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