CMHA KAMLOOPS ANNUAL REPORT 2025

Priorities & Objectives



Supports



Community



Finances



Operations



Provide diverse, effective person-centric mental health services



Play a leadership role in advocating for systemic change



Diversify our funding base to enhance sustainability



Build capacity to support growth



Mentally healthy people, mentally healthy community

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Canadian Mental Health Association
Kamloops

Mission

CMHA Kamloops supports mental health throughout the community through education, supports, housing, advocacy and prevention.

Land Acknowledgement

At CMHA Kamloops, we recognize with deep respect that we live, work and gather on the ancestral traditional, and undeded territories of the Secwépemc, Syilx tmix, and Nlaka'pamux Tmix Nations. We are grateful to share this land and are committed to learning from and with Indigenous communities.

Executive Director's Message

Dear CMHA Members, Supporters, Stakeholders, and Community,

As I reflect on this past year, I do so with both pride and a clear recognition of the challenges our organization and community have faced. It has been a year of significant demand, continued growth, and changing realities. More people are reaching out for support, the needs of those we serve are becoming increasingly complex, and the financial environment in which community organizations operate has changed considerably. **Through it all, CMHA Kamloops has remained focused on one thing, being there for people when they need us.**

Across our housing, shelter, outreach, counselling, education, recovery, and community-based programs, we continued to see increasing demand. Behind every number is a person, someone looking for safety, stability, connection, hope, or simply a place where they are treated with dignity. Our staff meet people at some of the most difficult moments in their lives, and I continue to be incredibly proud of the compassion and professionalism they bring to this work every day.

This year also reinforced that the challenges facing our community cannot be addressed by any one organization. Housing affordability, homelessness, mental health, substance use, an increasingly toxic drug supply, and growing social and economic pressures are deeply interconnected. The people coming through our doors often face several of these challenges at once. Responding effectively requires stronger partnerships, coordinated systems, and a willingness to rethink how services are delivered.
We have continued to do exactly that.

Our partnerships with BC Housing, Interior Health, the City of Kamloops, Indigenous organizations and communities, other non-profit agencies, funders, businesses, and many others have allowed us to strengthen existing services while continuing to plan for the future. We have advanced important housing and service initiatives that will increase the range of supports available in our community and allow us to serve people with increasingly diverse and complex needs. At the same time, this year required us to have important conversations about financial sustainability.

The financial climate for non-profit organizations has shifted. The cost of providing services has increased significantly, while funding has not always increased at the same pace. Wages, utilities, insurance, food, property costs, and virtually every other area of operation have become more expensive. At the same time, demand for our programs continues to grow. This reality requires discipline.

As an organization, we have had to look closely at how we operate, where we allocate resources, and how we ensure that the growth we have experienced remains sustainable. Growth by itself cannot be our measure of success. Our responsibility is not simply to do more, it is to ensure that CMHA Kamloops remains strong enough to continue doing this work for many years to come.

It means making thoughtful decisions, strengthening our financial and operational systems, diversifying funding wherever possible, and being prepared to make difficult choices when necessary. Fiscal responsibility and our mission are not competing priorities. Financial sustainability is what allows our mission to endure.

Despite these pressures, we continued to move forward.

We strengthened relationships with Indigenous partners and continued our work toward culturally safer and more inclusive services. We expanded opportunities for collaboration between health, housing, and community supports. We continued to invest in our employees, develop future leaders within the organization, strengthen governance and accountability, and prepare CMHA Kamloops for the next stage of its development.

One of the things I am most proud of is our people. Our organization has changed tremendously over the past several years, but what continues to define CMHA Kamloops is the commitment of the people who choose to work here. Our employees do extraordinarily difficult work. They respond to crises, celebrate progress that others may never see, advocate for people who often feel unheard, and return each day knowing that the work matters.

To our staff, thank you. Your resilience, professionalism, creativity, and compassion are the foundation of this organization. I also want to recognize our management team and Board of Directors. Navigating an organization of our size and complexity requires thoughtful leadership, particularly during challenging periods. I am grateful for their willingness to ask difficult questions, challenge assumptions, and remain focused on both our mission and our long-term sustainability.

To our funders and community partners, thank you for continuing to place your trust in CMHA Kamloops. Much of what we accomplish is possible because organizations across our community and province are willing to work together rather than independently. Most importantly, to the individuals who access our programs and services, thank you for trusting us. You continually remind us why this work matters.
As we look ahead, I believe the next chapter for CMHA Kamloops will require us to be both ambitious and disciplined. We will continue to advocate for better mental health services, more supportive and affordable housing, stronger recovery-oriented services, and systems that respond to people with dignity and compassion. We will also continue strengthening the foundation underneath our organization so that our services are sustainable, accountable, and positioned to respond to what comes next.

There will undoubtedly be challenges ahead. But if this past year has demonstrated anything, it is that CMHA Kamloops has the ability to adapt, collaborate, and continue moving forward even when the environment around us changes.

Our mission remains unchanged; mentally healthy people, mentally healthy community. It is a privilege to lead this organization and to work alongside so many people who believe deeply in that vision.

Thank you for your continued trust, partnership, and support.

Alfred Achoba
Executive Director



PRESIDENT'S MESSAGE

As I reflect on the past year, I am reminded that the strength of CMHA Kamloops has never been found in any one program or initiative, it is found in our people. Every day, our staff, volunteers, community partners, donors, and Board members demonstrate an unwavering commitment to supporting the mental health and well-being of our community.

The role of the Board is one of stewardship. We are entrusted with providing governance, ensuring accountability, and supporting the long-term sustainability of the organization while remaining true to our mission, vision, and values. This past year, the Board continued to focus on strong governance, thoughtful oversight, and strategic planning to position CMHA Kamloops for continued success.

This year, we are proud to celebrate many important milestones, including:

Expanding our continuum of housing and support services to respond to increasingly complex mental health, substance use, housing, and social needs within our community.

Strengthening community mental health, education, and prevention initiatives through counselling, public education, training, outreach, and programs that build awareness, reduce stigma, and support people earlier in their mental health journey.

Growing our organizational capacity and long-term community impact, including continued investment in housing, working towards a renewed our fundraising model, partnerships, infrastructure, and services that will help CMHA Kamloops respond to emerging and future needs.

Strengthening governance, accountability, and organizational quality through enhanced policies and practices, accreditation work, and a continued focus on responsible financial and strategic oversight.

These accomplishments reflect the leadership of our Executive Director, Alfred Achoba, and the incredible dedication of our staff and volunteers. Their compassion, resilience, and innovation continue to strengthen our organization and the impact we have across our community.

We are equally grateful to our members, funders, donors, Indigenous partners, and community organizations. Your trust, collaboration, and generosity make this work possible and help create a community where everyone has the opportunity to thrive.

On behalf of the Board of Directors, thank you for your continued confidence in CMHA Kamloops. We remain committed to providing strong governance and supporting the organization as it continues to grow, innovate, and respond to the evolving needs of our community.



Shari Finlay
Board President

FINANCE

CMHA Kamloops has continued to experience significant growth, and this year was no exception. With that growth comes an increased need to ensure that our financial and administrative systems remain strong, responsive, and able to support the organization's evolving needs.

Throughout the year, the Finance and Payroll Department focused on refining our processes, strengthening internal controls, and improving the way financial information is monitored and reported. This included providing more detailed payroll reporting and analytics, enhancing accounts receivable and accounts payable procedures, and monitoring organizational trends more closely to identify potential budgetary risks and emerging financial pressures.

While the organization continued to see growth in operating revenue, we also experienced increased operating costs. Inflation, rising service delivery costs, increased staffing requirements, and changing industry standards contributed to a tighter financial environment. In response, we are taking a more conservative and intentional approach to expenditures in the coming year, with a continued focus on maintaining alignment with approved budgets and ensuring the organization is prepared for unforeseen costs.

Payroll expenses also increased during the year as CMHA Kamloops expanded programming, created new positions, responded to growing staffing needs, and continued to meet its obligations under the HEABC collective agreement wage grid for frontline employees. As the organization continues to grow, responsible workforce planning and financial oversight will remain important areas of focus.

CMHA Kamloops also received funding and community support that helped strengthen peer initiatives, support individuals with lived experience, and enhance mental health programs and services. We remain grateful to our donors and community partners, including our monthly contributors, participants in the annual Christmas Gift Wrapping campaign, the Provincial Employees Community Service Fund, New Gold Inc., Bell Talk Today, CMHA National through the Push-Up Challenge and Shoppers Drug Mart Spring Beauty campaign, and the many other organizations and individuals who included CMHA Kamloops in their annual giving.

I am proud of the Finance and Payroll team for their professionalism, adaptability, and commitment throughout another year of organizational growth. The proactive approach and determination helped ensure the department continues to meet the changing needs of CMHA Kamloops. I extend my sincere appreciation to the entire team for their contributions.

Looking ahead, our focus will remain on continually reviewing and refining our financial processes, controls, and procedures to ensure they remain effective, efficient, and aligned with the organization's growth. Maintaining a strong financial and administrative foundation will be essential as CMHA Kamloops continues to respond to the evolving needs of the individuals and communities we serve.



Liane Gottgetreu
Manager of Finance & Administration

PEOPLE & CULTURE

During the 2025–2026 fiscal year, CMHA Kamloops continued to experience steady organizational growth while placing increased focus on sustainability, employee wellbeing, and building long-term organizational capacity. While growth during the year was more moderate than in previous years, the organization reached close to 200 employees, surpassing the 200-employee mark a couple of times during the fiscal year. This period of more measured growth created an opportunity to strengthen internal systems, support employees and leaders, and continue building a strong and sustainable workplace culture.

Throughout the year, the Human Resources team remained focused on recruitment, retention, onboarding, and employee support across the organization's many programs and service areas. We also continued expanding Human Resources capacity to better support employees, managers, and organizational initiatives. This included the addition of a part-time Human Resources Assistant role in May 2025, helping strengthen administrative support, coordination, and ongoing organizational development work. As the Human Resources department expanded, work also continued to strengthen internal processes, clarify areas of responsibility, and improve coordination across the team to better support employees, leaders, and organizational initiatives.

Employee engagement and workplace wellbeing have become an increasingly important focus over the past year. Following our second employee engagement survey, we continued identifying opportunities to strengthen communication, support employees, and improve workplace culture. One of the encouraging themes that emerged from the survey was employees expressing interest in career growth and development opportunities within CMHA Kamloops. This reflects not only growing employee engagement but also a desire among staff to continue building their careers within the organization.

We also began seeing increased movement of employees between programs, with staff pursuing opportunities across different service areas and locations within the organization. This internal movement supports retention and professional growth while also strengthening collaboration, shared knowledge, and connection between teams across the agency.

Recognizing the emotionally demanding nature of the work our staff do, the organization continued prioritizing employee well-being and resilience throughout the year. Efforts to advance Psychological Health and Safety initiatives included expanding employee supports, strengthening respectful workplace practices, introducing crisis counselling resources, and continuing conversations around psychological safety, employee wellness, and workplace culture. We also introduced an employee recognition program focused on celebrating employee contributions and fostering connections across teams.

Learning and development also remained key priorities throughout the year. Employees and leaders participated in training opportunities focused on Trauma-Informed Practice, Indigenous Cultural Safety, leadership development, workplace investigations, and other initiatives designed to support both employee growth and organizational effectiveness. Additional work was completed to review policies, formalize procedures, and strengthen organizational practices in preparation for accreditation and future organizational growth.

Looking ahead to 2026, CMHA Kamloops will continue focusing on workforce sustainability, employee wellbeing, leadership development, and Psychological Health and Safety initiatives. As the organization continues to evolve, our priority remains creating a workplace culture that supports employees, strengthens teams, and ensures we can continue delivering meaningful services to the communities we serve.



Gina Dillon

Manager of Human Resources

Many individuals continue to experience significant barriers to securing stable housing, while challenges related to mental health, substance use, physical health, and social isolation have become increasingly complex. These realities reinforce the importance of providing compassionate, person-centered support and highlight the need for continued collaboration across sectors to address the root causes of homelessness and housing instability.

This shift highlighted the growing challenges within our community and reinforced the importance of strengthening collaboration, accessibility, and responsive support systems. Despite these challenges, the team at Merit Place Shelter remained committed to providing compassionate, client-centered care and continued working diligently to address evolving needs while maintaining stability in shelter operations.

Our Case Management team played a critical role in supporting clients throughout the year. Through individualized goal setting, advocacy, and ongoing support, case managers assisted more than 160 individuals in working toward greater stability, well-being, and housing readiness.

One notable success was our continued partnership with Interior Health, which resulted in 145 individuals being successfully connected to opioid agonist therapy (OAT) and related supports. These referrals provided clients with access to essential substance use treatment and harm reduction services, helping to improve health outcomes, reduce barriers to recovery, and create opportunities for greater long-term stability and community integration.

Through this same partnership, 109 unique individuals also gained access to wound care services. By improving access to timely medical treatment and ongoing health supports, these services helped address complex health needs, prevent complications, and enhance clients' overall quality of life. Together, these outcomes highlight the value of integrated health and social service partnerships in supporting some of the community's most vulnerable individuals.

With the increasing toxicity of the drug supply, we witnessed a concerning rise in overdose incidents throughout 2025. During this period, Merit Place staff successfully reversed 108 overdoses.While this outcome reflects the dedication, professionalism, and quick response of our staff, it also highlights the emotional and psychological toll this work continues to have on frontline workers.

As an organization, this reinforced the importance of not only supporting the individuals we serve, but also ensuring that our staff are cared for, supported, and equipped to continue this critical work in a healthy and sustainable way. Throughout the year, staff members were supported through a variety of wellness initiatives and resources provided by CMHA Kamloops. These supports included access to external counsellors who provided services both within the shelter and in the broader community, ensuring staff could receive timely and ongoing support.

Moving forward, I recognize the need to strengthen staff wellness initiatives, expand access to mental health supports, encourage regular debriefing opportunities, and foster a workplace culture that prioritizes resilience, balance, and psychological safety.

MERIT PLACE



Jennifer Healey

Manager of Shelter Assessment and Triage

EMERALD CENTRE

We are at the end of another year, and I would like to say a big thank you to the amazing team at Emerald Centre who continue to show up every day to meet the needs of our clients. Their hard work, passion and commitment are commendable, and I am happy to work and lead such a caring group of individuals.

Emerald Centre remained focused on providing safe, responsive, and client-centered services to individuals experiencing housing instability and related challenges. Our team worked to maintain a low-barrier, supportive environment while balancing increasing service demands, operational pressures, and the ongoing need for strong community partnerships.

Staff maintained a strong focus on creating a safe and respectful space while responding to complex client needs related to mental health, substance use, trauma, health concerns, and barriers to housing. Daily operations included bed management, wellness checks, conflict de-escalation, coordination with external service providers, and support with access to income assistance, identification, healthcare, and housing resources.

We continued to emphasize a client-centered approach that recognizes dignity, choice, and the importance of trust-building. Staff supported residents with individualized service planning, connection to community agencies, and problem-solving immediate and longer-term needs. In addition to meeting basic needs, the shelter worked to promote stability through regular engagement with programming, advocacy, and referrals to housing, healthcare, treatment, and other social supports.



Within our Supportive Transitional Living in Recovery, we have taken full running of all the units of the second stage housing tailored with support from Case Management and community supports, individuals are able to focus on recovery as well as physical, mental and social connections.

The shelter team demonstrated flexibility, resilience, and commitment throughout the year. Staff worked collaboratively to respond to changing needs, support clients through crises, and maintain consistent delivery of services. To continue to provide the best support for our team this year, we introduced Team Leads to the program; one full time Team Lead for the weekdays and Part-Time Team Lead to support weekends and some nights as needed. Looking ahead, we will continue to focus on service quality, staff support, client safety, and stronger housing outcomes. Key priorities include enhancing consistency in service delivery, improving coordination with community partners, supporting staff wellness and training, and identifying opportunities to strengthen operational processes. The shelter remains committed to providing compassionate, practical, and responsive support to individuals who rely on our services, while contributing to broader community efforts to address homelessness and housing instability.



Caleb Mpyet

Manager of Shelter Operations - Emerald Centre

GENESIS

Genesis Place is a Supportive Housing Program that opened in August 2022. It is as a 28 unit, single-occupancy, supportive housing program for adults. This recovery and healing centered program model focuses on empowering and supporting individuals who are living with no, or low impact substance use; and are actively engaged and working towards addressing other barriers including mental health and wellness.

Genesis Place also carries a cultural and Indigenous focus to our program; responding to the needs of Indigenous Peoples in our community, and aiming to address barriers and gaps in services, as Indigenous Peoples are disproportionately represented in many vulnerable and marginalized populations, including people experiencing housing instability. We honour that Genesis operates on the ancestral, traditional, and unceded territories of the Secwépemc Nation, as we work towards responding to this need. 42% of all individuals housed here, have been Indigenous. We incorporate culturally safe, trauma-informed, and decolonizing practices that values every individual's journey, and continue to integrate cultural programming that supports Indigenous residents in meaningful ways.

Our staffing team has grown to include a Team Lead, and Indigenous and Wellness focused Case Manager. Our programming and offices were relocated and transformed, as we made way to commence construction on a commercial kitchen, and ground broke to begin building which will add 48 additional supportive housing units, and amalgamate Clubhouse Services.

Programming highlights for the year include celebrations, pro-social and recreational opportunities, and cultural and land-based connections whether searching for eagle feathers, smudging, or making medicine pouches. Supports also included access to educational opportunities, our Clubhouse liaison, building life skills such as budgeting, healthy communication, and emotional regulation, clinical DBT workshops and access to counselling with 258 sessions completed by 22 individuals, and support and connections to existing or new community-based supports and partnerships in areas such as mental health, home health, pharmacies, ministry, income and benefit support, employment based services and our peer employment program. We also continue to recognize the importance of family and support networks by maintaining structure that allows residents to spend time with children, family members, friends, and other supports.

Genesis Place provides so much more than a roof over someone's head. With a furnished space, basic necessities, 24/7 staffing, daily meals - over 20,440 meals prepared, counselling, and a holistic approach to wellness, this housing program provides dignity and offers hope into the future - a place where people reconnect, gather, share stories, and feel at home again.

A huge thanks to all our staff, students, community partners, funders, and residents for their passion, support and commitment to continue moving forward. This next year will be another of growth and expansion. We are so grateful that together, we are not only meeting needs, but we are also laying pathways and building into the future, towards enhancing skills, increasing independence and fostering a community of support for people to live to their full potential and reach their goals. We are grateful for those who are walking this journey with us.



Kayla Cardinal

Manager of Indigenous Housing and Sustainable Community Services

CLUBHOUSE

As the longest-standing program of CMHA, The Clubhouse remains a vital and trusted source of support within our community. For many individuals living with mental illness and substance-related challenges, The Clubhouse provides not only access to meaningful resources and opportunities, but also a sense of belonging, connection, and hope.

Throughout the year, the Clubhouse focused on strengthening community partnerships and expanding opportunities for learning, recovery, and social inclusion. Our already popular classes including: Awareness through movement, instructed art, quilting, knitting and baking programming continued. Through member feedback we introduced new activities including: Ethnic dance, table top role playing games, beading, live music and additional community outings. Members participated in initiatives including Mental Health Awareness Week, the Amazing Race to Inclusion, Garden Gate Salsa Challenge, National Indigenous Peoples Day, and the Salvation Army Christmas Hamper Program. Partnerships with local organizations, healthcare and outreach teams, government agencies, and community groups increased access to resources and services, while public engagement and local media partnerships supported mental health awareness, stigma reduction, and greater understanding of recovery. The program also welcomed students from Thompson Rivers University, Stenberg College, Douglas College, and Sprott Shaw College, providing hands-on experience in Psychosocial Rehabilitation, recovery-oriented practice, therapeutic recreation, and community mental health.

Recovery-focused services remained central to Clubhouse operations, with individualized supports addressing wellness, housing, employment, food security, social inclusion, and daily living skills. We hosted a CRA Super Tax Clinic where members accessed tax and benefits navigation, financial literacy supports including a credit 101 workshop, employment and educational supports, mental health education, and Be There certification training. Staff also collaborated with housing and outreach partners to support with housing applications, stability planning, and access to safe, affordable housing.

The Clubhouse secured additional community funding through Valley First Credit Union to strengthen peer programming, mental health initiatives, and recovery-focused activities. Volunteer-led fundraising included gift Christmas wrapping at Aberdeen Mall and an annual craft fair at The Clubhouse that was open to community, with funds supporting additional social and recreational opportunities. The Funding Criteria Committee also provided direct financial assistance to 178 individuals for transportation, medical, educational, and wellness-related needs, helping reduce barriers to essential services.

Staff remained committed to continuous learning and professional development throughout the year. Valuable knowledge, emerging practices, and innovative approaches were explored at the Psychosocial Rehabilitation Conference in Vancouver, B.C. Staff also maintained certification in ASIST Suicide Intervention Training and Psychological Health and Safety Training.

This year's achievements reflect the resilience and strength of our members, supported by the dedication of staff, volunteers, and community partners. Looking ahead, priorities include securing sustainable funding, expanding vocational and peer opportunities, enhancing accessibility, and continuing to foster a welcoming environment where all members feel valued, supported, and empowered.

86 NEW MEMBERSHIPS

102 UNIQUE MEMBERS VISITS PER MONTH

TAX

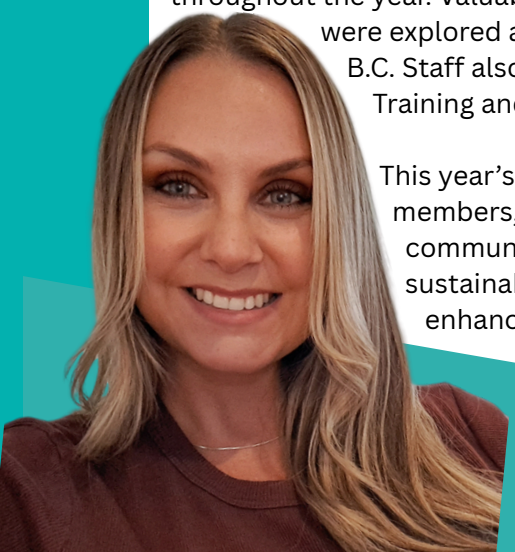
143 INCOME TAX FILED

2396 MEALS SERVED

178 FCC APPLICATIONS APPROVED

12 PEER POSITIONS FILLED

4754 VISITS FOR THE YEAR



Sheena Christian
Manager of Wellness Programs

ENVISION & OUTREACH

Our Outreach teams provided continuous support across the Kamloops community throughout the year, adapting to evolving circumstances while maintaining a strong commitment to those in need. Through collaborative partnerships, innovative service delivery, and the unwavering efforts of frontline staff, we helped vulnerable individuals access essential resources, shelter, and supports that promote long-term stability and positive outcomes.

The Envision program played a critical role in supporting individuals experiencing homelessness throughout the year. In 2025, the program served and triaged 1,380 individuals into shelter, providing vital assistance during periods of extreme heat and cold. The team also supported the City's Emergency Support Services (ESS) program by assisting displaced individuals, coordinating transportation to temporary hotel accommodations, and facilitating access to medical assessments and healthcare services.

In March, BC Housing provided funding for an additional full-time Outreach position in recognition of growing community needs. This investment expanded service coverage from 8am – 12am, allowing staff to provide more timely interventions, strengthen relationships with vulnerable individuals, improve access to shelter and support services, and respond more effectively to emerging concerns throughout the day and evening.

During the Extreme Weather Response (EWR) season, from November through March, envision triaged 986 individuals into shelter and support services this season, more than doubling last season's total of 466. Outreach teams engaged with more than 350 individuals experiencing homelessness each month. Support extended beyond shelter referrals to include connections to healthcare, housing supports, income assistance, meals, community resources, and essential supplies. Staff also helped address service gaps resulting from local day-space closures, ensuring vulnerable individuals continued to access critical supports.

The Community Service Outreach (CSO) Our outreach workers continued to respond to concerns related to transient individuals, service disruptions, and the challenges faced by vulnerable populations. The program also supported local businesses by addressing concerns and connecting individuals to appropriate services. As demands increased following the closure of day spaces, CSO Outreach teams engaged with more than 184 individuals experiencing homelessness each month while the CSO Coordinator and Case manager worked extensively with some of the community's most complex and high-needs individuals. Through persistent engagement, advocacy, and collaboration with community partners, many were successfully reconnected to shelter, housing, and support services.

The Clean Team program continued to grow throughout the year. Comprised of dedicated clients, their work includes litter collection and the safe removal of hazardous materials such as sharps and improperly discarded harm-reduction supplies. Beyond community beautification, the program provides meaningful opportunities for participants to develop skills, build confidence, and foster a sense of purpose and community pride.

As part of our commitment to knowledge sharing and community collaboration, the Envision Outreach Program was invited to present at the 2025 Housing Conference. This opportunity allowed our team to highlight program achievements, share successful outreach strategies, and demonstrate the positive impact of our services on individuals experiencing homelessness and housing insecurity. By showcasing outcomes and lessons learned, we strengthened awareness of the program, fostered valuable sector connections, and reinforced our role as a trusted community partner dedicated to supporting vulnerable residents in Kamloops.



Kelvin Akakem

Manager of Envision and Outreach

MOIRA HOUSE

In year four of operations, Moira House continues to play an essential role within CMHA's continuum by providing individuals with the support, structure, and opportunities needed to move toward greater independence and long term stability. This past fiscal year, 95 unique individuals stayed at the program, along with 9 dogs and 2 cats. 36 of those individuals were able to move into stable long term housing. We also saw 10 individuals secure steady employment, which was a huge accomplishment and an important step forward in their recovery and wellness journeys.

The team at Moira House focuses on providing practical, day to day support while helping individuals build the skills needed to live independently. Our Life Skills and Housing Transition Workers, supported by Team Leads, worked closely with individuals on things like communication skills, conflict resolution, budgeting, housing retention, household responsibilities, and developing healthy routines. The goal is always to meet people where they are at while supporting them to move forward in a positive and meaningful way. Our Case Manager provides one on one support to individuals by helping create wellness plans and goals that focused on areas such as recovery, mental wellness, housing, employment, and overall stability. This individualized support remains an important part of helping people identify goals and work towards long term success.

Throughout the year, staff offered a wide range of programming and activities focused on wellness, life skills, recovery, and community connection. Our peer program remained very successful, giving individuals the opportunity to complete chores around the building as well as neighbourhood garbage clean ups in exchange for cash incentives once completed. This program continues to help individuals build routine, responsibility, and pride in contributing to both the program and community. Workshops were held on topics such as fraud and scam awareness, as well as finding and securing housing. SMART Recovery and budgeting sessions were also offered one on one to provide more individualized support around recovery and financial literacy.

Staff also facilitated a variety of recreational and wellness based programming throughout the year including cooking classes, yoga and meditation, wellness walks, Sunday morning smudging, weekly art sessions, and gardening. Other activities included crocheting, beading, medicine pouch making, bingo, crib games, weekly trivia, and popcorn and movie nights. These activities continue to create opportunities for connection, creativity, skill building, and community within the program.

Weekly counselling sessions with Julie were an important support for many individuals at Moira House. 326 counselling sessions were completed over the year, with 33 individuals participating, many of whom maintained strong attendance and engagement throughout. Workers from the Ministry of Social Development and Poverty Reduction attended weekly to assist individuals with income assistance and other supports, helping reduce barriers to accessing services.

Staff also worked hard to make holidays and special occasions meaningful for individuals staying at Moira House through inclusive activities and celebrations that helped create a sense of belonging and community.



Over the last year we continue to see the importance of having a program like Moira House as an essential stepping stone between shelter and housing. The progress made by individuals this year speaks to the hard work of both residents and staff, and we remain committed to providing compassionate, person centered support that helps individuals move forward toward healthier and more stable futures.

Jennifer Smith
Manager of Life Skills and Housing Transition

COMMUNICATIONS & ENGAGEMENT

As demand for accessible mental health education and practical support grows, Communications and Engagement connects CMHA Kamloops with staff, partners, funders, service participants, and the broader community.

Community Education remained a core focus in 2025–2026, supporting staff development while expanding training for workplaces, partners, and community organizations. The program delivered 21 sessions and groups, reaching 312 participants through internal and external offerings. Courses included Mental Health First Aid, Trauma-Informed Care, Verbal Interventions, Workplace Boundaries, Understanding Mental Health and Supportive Conversations, and Living Life to the Full. Applied Suicide Intervention Skills Training returned, while safeTALK was added, expanding suicide-alertness and intervention options.

A key development was bringing Living Life to the Full into shelter settings, including Rosethorn and The Mustard Seed, making practical mental health tools more accessible to people with limited access to group-based learning. External partners included School District 58, Adams Lake Indian Band, RCMP BC Highway Patrol, and the Construction Foundation of British Columbia.
Funded by the Canadian Red Cross Flood Relief and Recovery Fund, the Merritt Resiliency Project builds mental health capacity and resilience in communities affected by the 2021 floods. CMHA Kamloops provides free courses to community members and partner organizations, including Nicola-Similkameen School District 58, where all principals received Mental Health First Aid. The project also delivered 10 fully booked courses at Nicola Valley Institute of Technology, generating 250 registrations.

Funded by Prosper Canada, the Pathways to Financial Empowerment Program supports people experiencing financial vulnerability through benefits navigation, tax-filing assistance, income and benefits coaching, and practical financial information. Three new roles were created—a Program Coordinator, Benefits Navigator, and Income and Benefits Coach. This work reflects a reality we see every day at CMHA Kamloops: financial stress, housing insecurity, mental health, and overall wellbeing are deeply interconnected.

Communications also increased public awareness and visibility throughout the year. Local media highlighted initiatives including the Talk Today puck toss fundraiser and the transitional housing project at 1453 McGill Road. Delivered with the Kamloops Blazers, WestJet, and Sun Peaks Resort/Bike Sun Peaks, Talk Today raised more than $3,700 in under three hours to support mental health education.

Looking ahead, a key communications priority is the launch of CMHA Kamloops Pulse, a quarterly external newsletter designed to increase awareness of programs and services, support public education, highlight impact, promote training, and strengthen advocacy. Communication will help address gaps in public understanding of non-profit housing, mental health, substance use, and social services, including sector accountability, addiction and recovery, and the myths and stigma that shape public perception.

At its core, this portfolio is about connection: linking staff with timely information and training, community members with practical tools and supports, partners with CMHA Kamloops' expertise, and our work with the broader public. As the department grows, our purpose remains clear, to strengthen CMHA Kamloops' capacity to educate, engage, communicate, and respond to emerging community needs.



Brett Mineer
Manager of Communications and Engagement

FOOD & NUTRITION SERVICES

Wow, we have blossomed! Eleven years ago, I started with CMHA Kamloops serving just over 3000 meals monthly to the Emerald shelter as the Cook. We now continue to provide over 25,000 meals across Emerald Centre, Rosethorn House, Merit Place, Gensis Place, Moira house and Envision. With the addition of our new project, Food Services will expand to over 30,000 meals monthly!

This year we have noticed increased special dietary requirements for medical and cultural meals for our clients than in previous years. Extra training for our food service staff to identify menu items that may cause concerns and how to alter the meal without jeopardizing nutritional value is continual. Pulling information from my Canadian Society of Nutrition Manager training has been helpful and proves to be a source of information for a variety of nutritional needs.

Expansion of our Food Services has required the expansion of our Food Services Team, with a new Team Lead position. As of June 2026, we have 15 dedicated staff who are providing nutritious meals to our onsite clients and Envision services.

The Genesis Kitchen is here as of June 2026! It was built to serve Genesis, Genesis 2.0, Merit place and provide space for cooking classes. This will allow for more personalized service and client interactions with the Food Services staff to better support nutrition and promote mental wellness through cooking classes.

This year has not been without its pitfalls too with equipment failures, staffing issues and ongoing food inflation and insecurity. This left many days of creative delegation of duties to have all the meals prepared and less time for cooking classes. The strain on Rosethorn and Emerald's equipment from delivering meals to Emerald, Rosethorn, Merit and Genesis did cause some equipment failures from overuse, but all have been rectified.

The focus over the past year has been to continue supporting Canadian and local suppliers with our food procurement while maintaining our budget. The political and economic issues have not subsided and have continued to be an obstacle for keeping within budgetary requirements. Upcoming projects include working with food share programs such as Second Harvest and Food Mesh to help reduce food going to the landfill but not taking away from our local Food Bank.









As always, CMHA Kamloops Food Services' vision is to empower the body that empowers the mind through nutritious food.



Catherine Hope
Manager of Nutrition and Food Services

ROSETHORN HOUSE

Rounding out its sixth year, Rosethorn House has continued to strengthen its role as a cornerstone of supportive housing in Kamloops, providing a safe, structured, and person-centered housing environment for individuals experiencing complex challenges.

Building on last year's strong outcomes, Rosethorn House has maintained high levels of housing stability while adapting to increasingly complex client needs. Our focus has continued to evolve toward deepening supports, strengthening service coordination, and ensuring participants are not only housed, but meaningfully supported in their long-term health, stability, and wellbeing.

Clients continue to work closely with frontline staff and the Client Engagement Specialist (CES) team to develop and refine individualized goals related to housing, health, and overall wellness. Engagement remains consistently strong, with 100% of participants actively engaged in an individualized wellness plan. The majority of participants are also actively connected to health, mental health, and social supports in the community. The CES team has further strengthened its role in coordinated case management, program delivery, and the facilitation of social connection opportunities that reduce isolation and build community.

Health and wellness continue to be central to our approach, with 95% of residents actively connected to health and wellness supports. Improved access to counselling and community-based services has supported both immediate stabilization needs and longer-term wellness goals. Rosethorn House also continues to provide a range of in-house supports designed to promote wellbeing and connection. These include Living Life to the Full workshops focused on stress reduction and emotional wellbeing, a weekly men's group that supports peer connection and open discussion, regular Benefits Navigator visits that assist with income supports and financial stability, and CMHA flagship community clean up program operating three times per week which promotes engagement through community clean-up and provides resident the opportunity to give back to the community by keeping the West Victoria Street corridor clean.

As community needs continue to evolve, Rosethorn House has remained responsive and adaptable in its service delivery. This year has further reinforced the importance of flexibility, strong interagency partnerships, and a consistent client-centered approach in achieving positive housing and wellbeing outcomes for participants with complex needs.

Looking ahead, Rosethorn House remains committed to continuous improvement, innovation, and collaboration. Our ongoing goal is not only to support individuals in maintaining safe and stable housing, but also to ensure they have access to the tools, relationships, and supports needed to build confidence, strengthen independence, and thrive within the broader community



Michelle Gauthier

Manager of Supportive Housing - Rosethorn

MAINTENACE/AFFORDABLE HOUSING

AFFORDABLE HOUSING

Throughout the year, demand for affordable housing remained consistently high, reinforcing the ongoing need for stable and accessible housing options that bridge the gap between independent living and more intensive levels of care. As of April 2026, the programs maintained an active waitlist of approximately 60 individuals.

A key trend emerged within our housing models supporting individuals aged 55+, highlighting growing gaps in care as long-term tenants increasingly require additional supports associated with aging. This shift reinforced the importance of strengthened coordination between housing providers, healthcare services, and community-based supports.

Other housing sites remained steady throughout the year with minimal turnover and strong tenant engagement. Across these programs, individualized support and thoughtful intake processes continued to play an important role in sustaining long-term tenancy success, particularly within rural and community-specific settings. Overall, program operations remained stable throughout the year, with consistent service and minimal disruption to housing supports.

Across all housing programs, tenant feedback remained positive. Residents consistently expressed appreciation for safe, clean, and well-maintained housing, responsive communication, and supportive program environments. For many individuals, these programs represent far more than housing alone. They provide safety, independence, connection, and a sense of stability within the community.

MAINTENANCE DEPARTMENT

The Maintenance Department continued to play a vital role in supporting the daily operations and long-term sustainability of CMHA properties. The department successfully completed 710 maintenance requests while actively managing an average of 70 live requests during day-to-day operations.

A significant accomplishment was the continued development and expansion of the Maintenance Tracker system. What began as a simple operational tool has evolved into an effective system that strengthens accountability, improving organization, and supporting long-term planning across all programs.

Throughout the year, the Maintenance team also completed several larger-scale projects and preventative initiatives, including HVAC evaluations, security access control upgrades, unit turnovers, routine servicing, and key repairs and replacements across multiple properties. In addition, landscaping and grounds maintenance planning were brought back in-house, supporting more consistent, reliable, and coordinated care across CMHA properties.

The Maintenance Department currently consists of two full-time maintenance staff, one part-time maintenance staff member, two part-time janitors, and one casual janitor. Despite increasing operational demands, the team continued to demonstrate adaptability, dedication, and strong teamwork while balancing service requests, ongoing projects, and program support needs. Staff safety, operational efficiency, and continued system improvement remained key priorities throughout the year.



Maylak El-khatib
Property Manager

Partners

A Way Home Kamloops
Aboriginal Training & Employment Centre
Allegiant Security
All Nations Trust Company
Arrow Transportation
ASK Wellness (Kamloops, Merritt and Penticton)
Axis Family Resources
City of Kamloops
CMHA BC Division
CMHA Branches
Connective
Day One Society
Elizabeth Fry Society
Flaman Fitness
Gordon Food Service Canada Ltd
Interior Community Services (Kamloops & Merritt)
Interior Health Authority
Kamloops Aboriginal Friendship Centre
Kamloops Alarm
Kamloops Blazers
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
Nicola Valley Shelter and Support Society
Open Door Group
Pamihtâw Consulting
People Ready
Pharmasave
Prosper Canada
Stollery Foundation
Sysco Canada
Salvation Army
The Alliance Church
Tk̓emlúps te Secwépemc
United Way – Thompson Nicola Cariboo Region
Valid Dreams Foundation
Valley First
Work BC

Funding Support

BC HOUSING

BRITISH COLUMBIA

Interior Health

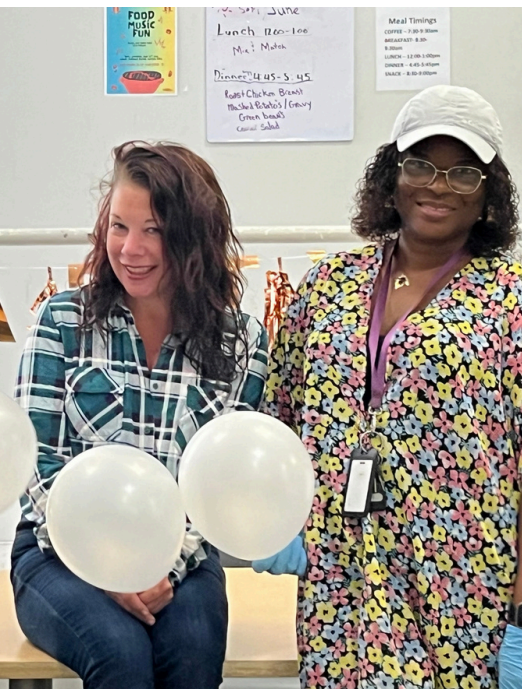
Prosper Canada

Kamloops








FOOD
MUSIC
FUN
Meal Timings


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



"I've always felt safe at the Emerald shelter - the staff are friendly and support me. I am thankful to have as support like Emerald house in Kamloops B.C". - GG



TESTIMONIALS

"The Clubhouse has supported me and my goals with improving my ability to engage in social settings and be comfortable in groups. The Clubhouse will always be a safe haven for me"-NS

"The emerald center has been a blessing sent; Trapped in transient and addiction, I have found access to non-judgmental outreach and staff understanding. The resource is made available, and a bed and meals are provided. It is a great temporary provision to aide in life challenges, making life a little less of a struggle".- FA



"CMHA CLUBHOUSE IS IMPORTANT IN OUR COMMUNITY BECAUSE IT PROVIDES A SAFETY NET FOR THOSE THAT NEED IT. IT IS A PLACE TO LEARN, CHAT, HANG OUT AND VOLUNTEER!" -CH

"The program is helpful in finding clothing, food and shelter and has good food and is better than most places". -ND

"STAFF ARE CONSIDERATE AND HELPFUL. THEY ARE TRYING TO HELP ME TO FIND HOUSING. THAT'S THE GOAL. THANK GOD FOR THIS PLACE, ELSE I WOULD BE ON THE STREET." – BS



"Prativa has helped me feel supported by chatting and meeting with me often. By helping me get my birth certificate, by supporting me with a referral for housing and helping me get accepted into housing. I want to thank her for when I pulled her aside and she made it a priority and helping me get my photo ID, very gracious and grateful for Prativa" - JC



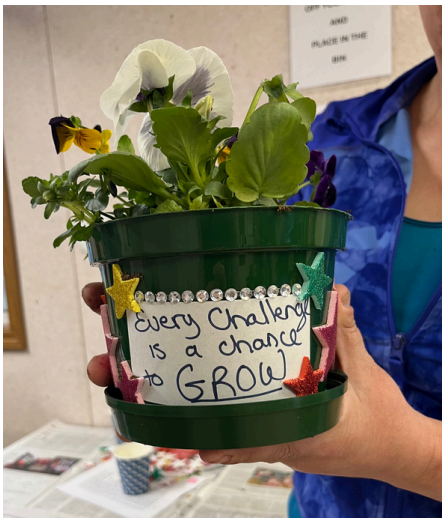

BUYING OR SELLING
REAL ESTATE?
US FIRST!
Canadian Mental
Health Association
Kamloops
Mental health for all
2nd PLACE PRIZE!










Every Challenge
is a chance
to GROW





