

CAPITAL MENTAL HEALTH ASSOCIATION

125 Skinner Street, Victoria BC V9A 6X4

ANNUAL REPORT



2010 - 2011

TABLE OF CONTENTS

Who Are We?	2
Mission Statement	3
Vision Statement	3
Board of Directors	5
Agency Staff.....	9
President	13
Acting Executive Director	15
Manager of Client Services	17
Alzheimer Support Program.....	23
BRIDGE Centre	25
Friendship Centre	27
GROW (Gateway to Resources & Options for Wellness)	29
NetWorks Employment Solutions	31
- Education Coaches.....	33
Supported Housing.....	35
McCauley Lodge.....	37
Women’s Auxiliary	39
Gift Shop at Eric Martin Pavilion.....	40
Joan Dumka Continuing Education Bursary Fund	43
Per Ardua Housing Fund.....	44
Our Supporters	45
Financial Statement.....	47
Memberships/Donations.....	51

Capital Mental Health Association
125 Skinner Street, Victoria BC V9A 6X4 Web site: miravictoria.ca email: cmha@miravictoria.ca

Who Are We?

Capital Mental Health Association is a non-profit organization dedicated to providing rehabilitation and recovery-oriented services to clients with long term mental illness and addiction issues.

The purpose of our programs is to assist individuals to live independently in the community as well as to improve the quality of life for all people with serious mental illness. Our programs offer assistance with employment, education, wellness, recreational activities, housing, and mental health information.

Our clients range in age from 18 to over 80 and have a range of mental health issues including schizophrenia, mood disorders, personality disorders, anxiety, cognitive impairment, addictions, and dementia.

We serve hundreds of people in the capital region and take pride in knowing that the services we offer are based on the newest approaches to mental health with trained staff committed to the success of each person they serve.

MISSION STATEMENT

To provide an environment that safeguards potential and supports growth and development.

VISION STATEMENT

A society inclusive of people with a mental illness that empowers them to live independent, healthy, and sustainable lives.

SERVICE DELIVERY VISION

In order to achieve its vision, CMHA will provide services that:

- Are a centre for the development and delivery of best practice services by being focused on positive results and change in people's lives;
- Primarily serve youth and adults with major mental illness;
- Focus on recovery-based services;
- Are flexible and responsive to its environment.

EDUCATION AND ADVOCACY VISION

CMHA will be a community centre of knowledge regarding information, referrals, system navigation, advocacy, and services (e.g., housing, employment, education, recreation). In addition, CMHA will participate in activities to:

- Increase public awareness of mental health issues;
- Participate in broad scale advocacy efforts;
- Cooperate with other organizations to increase scope the effectiveness of service delivery;
- Expand funding sources to provide additional services.

BOARD OF DIRECTORS

The activities of the Capital Mental Health Association are directed by a voluntary Board of Directors. Board members bring their experience and expertise to the decision-making process and they represent and promote our Agency in all their endeavours.

Executive Committee

Darrion Campbell
Tony Rushworth
Wilf Gorter
Donna Spence
Pam Edwards

President
1st Vice-President
2nd Vice-President
Treasurer
Secretary Ex Officio

Members At Large

Justine Dooley
Susan Porter
Laylee Rohani
Bill White

Susan Enefer
Nick Ribic
Karla Wagner



OUR EMPLOYEES

The following staff members have provided the excellent services noted in the following programs:

ADMINISTRATION

Acting Executive Director
Manager of Client Services
Manager of Human Resources & Psychosocial Rehabilitation Housing
Manager of Housing Programs
Accountant
Office Manager
IT Support

Pam Edwards
Doug Hohenstein
Lori Mist
Kelley Heard
Angela Treverton
Arlene Chasteney
Sara Cawsey

PROGRAM STAFF

Friendship Centre

Katie Bloy (Coordinator)
Sheria Brown

Melanie Funk
Colette Lisoway

Alzheimer Support Program

Richelle Grove (Coordinator)
Charlene Kerr
Janet Connelly

Sonya Podgorenko
Colleen Poitras

Bridge Centre

Darlene Arsenault (Coordinator)
Sonya Podgorenko

Katie Bloy
Barb Curtis

GROW Program

Sabine Vanderispaillie (Coordinator)
Lois Gray
Trudy McKay

Ingrid Mercer
Joe Percival

Housing

Kelley Heard (Manager)
Katherine Carr
Kathy Holtby

Sandra Miller
Sandy Scafe

Housing Caretakers

Rebecca Bryant
Les Giesbrecht

Alain Deschamps
Martin Power (Maintenance)

McCauley Lodge

Grant Enns (Lodge Manager)
Kashmir Kler
Brian Abbott
Mike Wojas
Donna Foort
Keith Foster
Nicholas Waiganjo
Veronica Grealy

Robin Sales
Dan North
Alec Lewis
Michael Nagle
Darian Nightingale
Edwin Raine
Jagir Virk
Parminder Virk

McCauley Lodge Casual Staff

Louise Bromley
Cathrine Cadoni
Charlene Kerr
Sheria Brown
Barb Curtis

Kuljinder Nijer
Rennie Parrish
Marcia Meyer
Herb Graham

NetWorks Employment Solutions

Pat Valks (Coordinator)
Tracy Hunter
Lauren Mycroft

Karla Barnes
Natasja van der Lingen

Education Coaches

Will Gordon

Debbie Flint

Agency Casual Staff

Louise Bromley
Margaret Danylchuk
Juli-Ann Aaron
Meredith Elliott
Andrea Johnston
Melanie Funk
Hannah Culf
Kristen Sandborn
Sheria Brown
Ocean Lum
Colette Lisoway
Edwin Raine

Sonya Podgorenko
Eve Tesluk
Natalie Huxtable
Jennifer Marr
Michael Allen
Linda Nguyen
Indira Smith
Kathleen Sandborn
Michelle Dalzell
Tracy Tidsbury
Katie Bloy
Nichol Hordal

The following staff resigned or retired from the agency this year:

Lois Gray
Colleen Poitras

Jennifer Parkinson
Rebecca Bryant

PRESIDENT

While extremely busy, the past year has been a great one for the Board. We have continued our work on re-grouping and preparing to move forward. The Board really has a positive tone and a focus on the future and it is looking forward to great things over the next few years.

Strategic Planning and Long Term Vision - Building on the work we have done over the last several years, the Board has continued to invest energy into developing the long term vision for the organization while still maintaining focus on the more near term tasks.

The objectives from our Fall 2010 Strategic Planning session were to:

- strengthen recovery services;
- expand housing services;
- manage transition and staff development; and,
- develop marketing, fund raising, and volunteer participation.

The Board has begun to address some of the above in the last year and plans to address all of the objectives in the near future. We are also spending some time looking at the policies of the organization, developing our brand and profile in the community, and developing our fundraising capacity.

Performance Measures - In order to better gauge and demonstrate our performance, the organization continues to develop our ability for the collection and use of statistics and it is ultimately working toward client outcome performance measures. This is helpful for demonstrating our programs' effectiveness to current and potential funders, as well as for internally gauging the effectiveness and performance of our programs in order to improve them.

Budget - The financial situation of the organization is looking much better than in recent years. With the loss of its annual United Way grant of \$90,000 per year, CMHA was facing an annual shortfall of \$31,000. However, we have restructured some programs and, as a result, the budget was very close to balanced this fiscal year.

Housing/Buildings - We have been working on a very promising proposal for the renewal of McCauley Lodge, a building and residence that is in dire need of improvement. We will do everything we can to minimize disruption to our clients as this project progresses. This past year we had the opportunity to bring Greenridge Group Home to the portfolio of housing services provided by CMHA. Greenridge has a stellar reputation in the community and we welcome their staff and clients to our organization knowing that their addition to CMHA has great potential as we share similar philosophies and clientele.

Thanks

The members of the Board are very motivated and have taken considerable responsibility for developing several large projects in the past year. I want to thank them all for their hard work.

As always, we want to thank our funders: Vancouver Island Health Authority (VIHA), and BC Housing Management Commission (BCHMC). We would also like to thank those who have made private donations to CMHA last year and in past years.

Finally, many thanks to the dedicated CMHA volunteers, including the Women's Auxiliary, and staff who work every day to help improve the quality of life for those with a mental illness.

Darrion Campbell

ACTING EXECUTIVE DIRECTOR

It is often said that it takes a village to raise a child. My experience this year demonstrates clearly that it takes a village, certainly a community, to be a successful non-profit agency. It is a pleasure to share our annual report with you this year.

The past year has been a whirlwind of activity as we have worked towards our shared goal of providing recovery focused services for people with mental illness. The level of dedication demonstrated by the staff, the Board of Directors, and the volunteers of CMHA has been truly amazing. As you read this report you will see a summary of the great work that is done at CMHA and some of the highlights of the achievements of the agency. Behind the reports and statistics lies a team of people deeply committed to improving the lives of those who experience mental illness. I would like to take this opportunity to thank everyone for the work that has been done to make CMHA a thriving and dynamic agency that will continue to provide the best possible services to our users.

I am very proud of the enthusiasm and commitment of the staff who have worked so hard to provide the best possible programs and housing for people with mental illness. Several programs have faced a tightening of their budgets this year, including some changes to staff hours, yet the quality of the service has not diminished and the priority has remained the welfare of the clients. Each day their work helps give people hope that recovery from mental illness is possible.

I am immensely grateful for the support of the Board of Directors, all volunteers, who have worked countless hours beyond the monthly Board meetings, in various committees, to ensure the stability and growth of CMHA. Their hard work has been pivotal in leading the agency forward in line with the strategic plan and taking opportunities as they have arisen to acquire new programs and new ventures that will provide much needed resources for our clients and the community.

I am always impressed by the commitment of our volunteers to the agency and to mental illness. The work of the Women's Auxiliary in raising money through our gift shop has been central to providing extra items that improve the lives of our clients, including new, specialized computer equipment at the Bridge Centre, new chairs at the dementia program, a bike shed at one of our housing programs and much more. All our volunteers in our programs make a significant impact on the quality of service our clients receive and the work they do is greatly appreciated by everyone at CMHA.

I am awed and inspired by our clients who work on a daily basis to move forward with their lives and to reach their goals; each success, big or small, a symbol of hope in their life and in the lives of others who have mental illness. Their work, perhaps the hardest of all, makes our work worthwhile.

At CMHA we are all working towards the same goal; to see the successful recovery of people with mental illness. Each of us plays a vital and often very different role. At times everything works like a well oiled machine; at others, things break down, hiccoughs occur, differences arise, and fires need fighting. There is never enough money and rarely enough time to achieve all the things we want to achieve. Despite that, we have a vision that leads us forward and keeps us focused when faced with cutbacks and challenges. The heart of this agency is the passion and wholehearted commitment of the people who work for or on behalf of CMHA, and the perseverance of the clients who use our services. I am privileged to be part of such a great team, and I look forward to continue working together in the coming year to make our clients' dreams of living independent and sustainable lives a reality.

Pam Edwards

MANAGER OF CLIENT SERVICES

The 2010/11 year has been one of change and excitement for the programs and Capital Mental Health Association as a whole. The year began in April with the creation of a new program: the BRIDGE Centre; a merge of the clients of Community Explorations and the Activity Centre. The staff and clients of the BRIDGE Centre have managed this transition wonderfully and the program is more active and vibrant than ever.

McCauley Lodge has been buzzing with excitement and anticipation about the possible rebuild: we are hoping to hear about a large piece of funding for the rebuild before the summer, and then we will start the job of preparing everyone for a move to a temporary location while the old building is razed and a new one built in its place. During the rebuild, the McCauley Lodge program will continue to operate from a temporary location so that residents will not experience a break in their services. However, the Bridging clients who rely on McCauley Lodge for medications, meals, and socialization will need a lot of support over the next several months in order to adjust to the Lodge not being as conveniently located. The challenge for McCauley Bridging clients parallels the focus we are trying to keep with all our PSR programs: supporting clients to be as independent as possible as part of their recovery.

Sometimes people will ask me: “*What do you mean by PSR?*” or “*What is recovery for people experiencing mental illness?*” The best way I’ve found to describe it is this:

Let’s say you slip while walking and tear a tendon in your leg. You go to the hospital, they operate, put you in a cast, and send you home. Now, you can’t really walk, and you shouldn’t. It hurts to move or roll over in bed. You have less energy and you’re putting on weight because you are not getting exercise. Your social life suffers because you can’t go out with your friends who want to do things you can’t participate in right now.

Recovery is the goal. It is the life you want to live, in the fullest way you can live it, given you will always have repercussions from having injured your leg. It’s not someone else’s idea of how you should live your life, and it might not be your idea of your perfect life, but it’s a full and meaningful life that gives you purpose and satisfaction.

Psychosocial Rehabilitation is what happens between leaving the hospital, and living the life you want. PSR is adapting your diet and exercise routines so that you maintain a healthy weight and keep your fitness up while your leg heals. It’s exercises to

strengthen and heal the muscles and bones, etc. that have been injured and that have atrophied. It's finding new ways to maintain those social connections that we all need in order to stay well. Psychosocial rehabilitation (PSR) is the support and intervention that helps you take the small and large steps between injured and ill, and the life you want to be living.

Highlights of 2010-2011

This year we served over 600 clients with a wide diversity of illnesses and an age range of 18 to over 80. We faced a difficult year financially in some of our programs, resulting in a need to tighten our belts and cut back on some programming days and staffing, yet we were able to weather the storm and continue to provide a good quality service in those programs.

The following information highlights **major events, changes, or successes this year**. Information about all of our programs is found throughout the annual report.

The newly created **Bridge Centre** replaced Community Explorations and the Activity Centre and has proven to be a successful amalgamation resulting in minimal loss of service to clients. **The Friendship Centre**, serving older adults with mental illness, moved from Elk Lake to Skinner Street, and has settled in well. Client survey results for the Friendship Centre show an increase in overall satisfaction of the program since the move, which is tremendous.

McCauley Lodge has been a strong focus of attention this year. The Lodge is an older building that has reached the end of its life. Following a feasibility study, it was decided that the Lodge should be rebuilt. To this end, we have started a design and development process that will allow us to have a new, state of the art building by 2013. Staff have enthusiastically participated in the design process and their feedback incorporated into the design as it evolves. Their concern has, as always, focused on ensuring that clients are informed and feel safe as the process of rebuilding moves forward. Meetings have been held to keep staff, clients, and family members informed and to make this transition as painless as possible. The Board of Directors have led the way in moving this project forward; without their contribution of extensive hours of volunteer time beyond their board duties, the project would not have come so far. We look forward with great excitement to seeing the dream of a new McCauley Lodge becoming reality in the coming year.

The GROW program is now established as a central service that empowers our clients to lead healthy and sustainable lives. New programs this year include SHRINK, a weight loss program that helps our clients (many of whom struggle with weight issues as a result of medications) lose weight sensibly and with support. GROW now has a great new music program that gives people an opportunity to learn the guitar which results in increased self esteem, concentration, and focus. Other new programs

in GROW include a regular Wii program which is focused on keeping people physically and mentally active, a jewellery making program, and Mind over Mood which is a program based on cognitive behavioural therapy.

The NetWorks Employment Program continues to flourish despite the challenging economic times and this year 75 jobs were found, a real achievement in the middle of a recession. This team is to be congratulated for its attitude of always looking at how to improve the service they offer. Staff meet regularly as a team to review practice and outcomes, and have worked in partnership with an advisory committee to constantly improve and develop the service. The client satisfaction survey results, all showing over 80% of clients were satisfied with the service, speak for themselves.

Our **Education Coach program** has seen an **increase in staffing** this year due to an increase in funding from the health authority that enabled us to hire a part time coach. Education is pivotal to recovery for many people and the coaches have done an amazing job in supporting the clients they serve through the education process. The volume of clients they serve is very high, yet clients receive a consistently excellent service. This is supported by feedback from our stakeholders that identified that over 80% were satisfied or very satisfied with the service.

Website: This year we developed our brand new website. Feedback has been very positive from everyone. It is clear, easy to use, and focuses on recovery. A blog has been added where up to date information can be posted; news, views, and information that will support people with a mental illness.

Outcomes: This year we implemented an outcomes tracking process, many of the results are highlighted in this report. We want to know what people think of our services and we want to have feedback, good or bad, to ensure ongoing improvement. The results have been overall very good. Where there are areas that we feel we could do better, we will explore ways to improve our practice, and look for feedback from our clients, funders, and referrers.

Doug Hohenstein



OUR PROGRAMS

ALZHEIMER SUPPORT PROGRAM

According to the Alzheimer Society of British Columbia, over 70,000 people in this province are living with Alzheimer's Disease or a related dementia and, in just five years, it is expected to increase by 50%. Nearly 10,000 of the individuals affected by this illness are under 65 years of age. In conjunction with the knowledge that our long term care facilities are already straining to keep up with growing demands, these numbers emphasize how important it is for programs like the Alzheimer Support Program (ASP) to be accessible and effective. Our goal is to provide enduring support to individuals so they are empowered to continue to live in the community with their families, while we hope for a cure.

The Alzheimer Support Program is an adult day program that provides services for individuals with Alzheimer's Disease and related dementias. We have a wonderful team of staff and volunteers who work together to make this a rewarding experience for everyone. We presently serve 19 active clients who attend the program Monday through Thursday. The purpose of the program is to offer respite for families and caregivers while enriching the lives of the clients through organized client-centered programming to meet the individuals' unique needs. The staff strives to stimulate brain activity through various types of mediums that aim to maintain and improve mental and physical health, and to compensate for some of the cognitive deficits that result from the disease process. Individuals are encouraged to utilize their personal strengths and programming is set up to facilitate success so clients may feel increased self-esteem and a sense of purpose. The staff work together to develop and implement fun activities in the spirit of inclusion while being aware of each individual's needs, preferences, abilities, and limitations.

The staff at the Alzheimer Support Program ensure all environments are appropriate to make sure clients are safe. The ASP is located on a beautiful property near Elk Lake which is a wonderful setting for outdoor activities that include daily walks. During the summer months, as much time as possible is spent working in the garden, playing games (lawn bowling, boccé ball, etc.) and enjoying barbeques in the back yard. During periods of unfavorable weather, an indoor exercise program is utilized to help clients build up and maintain strength and range of motion; thereby protecting them against falls and other physical adversities.

An array of communication techniques are used to promote respect, mutual understanding, and dignity. Clients are encouraged to do for themselves what they are able to do to in order to maintain functional abilities and they are given a helping hand when required. A successful new addition this year has been our use of large signs and labels to assist clients

with orientation and self direction. The program aims to provide an atmosphere where individuals are able to socialize and develop positive relationships with others who share similar challenges. This has a great impact on reducing isolation and feelings of loneliness and boredom.

Over the past year, ASP has been through some structural staff changes including the implementation of an Activity Coordinator. This role is responsible for some administrative tasks including arranging transportation for our clients and planning and carrying out daily activities. The Activity Worker position has been filled on a permanent basis and duties include direct care and activation of clients in an encouraging and uplifting way. We have also had the pleasure of welcoming a new Cook who provides a healthy morning snack and a nourishing, well-balanced homemade lunch. The Program Coordinator is an accessible support for families who offers professional feedback to caregivers and clients as the disease process progresses. The Program Coordinator also facilitates communication between the care team, including doctors and case managers, to provide continuity of care to help ease the difficulties during times of transition. The Program Coordinator administers and monitors medications and assesses the physical and mental health of clients and is responsible for the administrative duties necessary to run the program.

This year, along with the staff changes, we have given the activity room an updated look. We are so grateful for the generosity of the Women's Auxiliary and the altruism of some wonderful community members who donated a total of \$8,715. to the program. Some of the money was used to purchase new furniture which has improved the comfort of our members and the functionality of our space. We also used a portion of those funds to buy new engagement tools that encourage client activity and stimulation. The staff continues to look for ways to enhance the environment and are committed to providing high quality care and programming to our clients.

It has been a privilege to work with the wonderful clients, staff, and volunteers at the Alzheimer Support Program at Pathways and I would like to thank everyone for the dedication, energy and commitment they have given to program.

Richelle Grove

BRIDGE CENTRE

The Bridge program is a recreation program for people living with developmental disability as well as a chronic mental illness. Bridge Program is open Tuesdays, Thursdays and Fridays from 9 am to 2:30pm. The program provides opportunities for the development of social skills and helps to build interdependence as well as helping people actively build a sense of community. Bridge centre also offers individualized goal setting with our Community Liaison Coordinator, Katie Bloy.

Interdependence, recovery and community building are the focus at Bridge Centre. We encourage clients to focus on their strengths, teach new ones, and we introduce new experiences and information from the broader community. Recently we have acquired two computers thanks to the Women's Auxiliary and are working on teaching clients the basics.

Staff assist clients in the process of choosing which leisure activities are offered at the centre, as well as which goals they would like to achieve individually. Building in-house community happens through leisure activities, through monthly community meetings, and by inviting friends, family members and caregivers to the centre for social events. We also invite local organizations from the larger community to come to the centre to entertain and to share information.

Expressive arts are becoming a greater component of the Bridge program to assist in the recovery process. We offer theatre classes, trips to art galleries, opportunities to paint, to do crafts, and to sing.

The Bridge Program Coordinator, the Community Liaison Coordinator and the Activity Worker all work together to provide consistent and thorough service to our clients.

The results of the satisfaction survey done with clients this year are:

- Satisfaction with Services of Program- 65%
- Feel Safe and Welcome- 70%
- Staff are helpful and answer questions- 56%
- Treated with dignity and respect- 80%
- Can ask for changes to programming- 53%
- Included in service planning/goal setting- 55%

Please keep in mind that as of December 2010 we have endeavoured to address the lower percentage results in the survey, and will provide a report that hopefully reflect improvements in service in 2012.

Average number of clients per month: 24.5

Average days attended by client per week: 1.7 days per week

Average attendance per day: 15 per day

Total contact with caregivers: 450

Total volunteer hours: 202

Darlene Arseneault

FRIENDSHIP CENTRE

This has been another great year of change and growth for the Friendship Centre. We have settled into our new home on Skinner Street and made the space our own with the addition of comfy reclining chairs, mosaic art work on the walls, and a beautiful assortment of plants and flowers. We continue to operate on Wednesday afternoons from 2:30 – 6:30 and on Saturday mornings from 10:30 – 2:30. We provide services for adults aged 55+ who experience chronic mental health concerns and live alone or with family in the community. The program focus is on decreasing isolation, peer support, decreasing future hospitalization, and maintaining a healthy and active lifestyle. Members continue to be independent with their transportation to and from the program by utilizing handyDART, public transportation, or their own vehicles. On each program day a nutritious meal is prepared for the members.

The Friendship Centre had an average of 20 active clients per month over the last year with approximately 12 clients scheduled to attend on each day. Members actively participate in the monthly calendar planning and help direct the flow of daily activities, outings, or discussion topics.

Some popular activities have been word games, bingo, yoga, Wii games, baking, and bowling. As a group we also like to explore our community through trips to the Royal BC Museum, Imax Theatre, the Bug Zoo, Government House, and ferry trips to the Gulf Islands. This year also brought a new group project called 'Scrapbook Memories' where the members share stories and pictures on a topic such as first day of school or animal stories and then all the stories are saved together in a group scrapbook. These activities build friendships among the members, create stronger socialization skills, increase self-esteem, and lead to a more active and healthy quality of life for our members.

The client satisfaction surveys gave our members an opportunity to have a voice and anonymously give their input with suggestions for programming. The results are as follows, with the biggest change this year in overall satisfaction with the services of the program leaping from **67%** to **87%**.

- Overall satisfaction with the services of the program Always – **87%**
- Members feel safe and welcome Always – **87%**
- Staff are helpful and answer questions Always – **87%**
- Members are treated with dignity and respect Always – **87%**
- Members can ask for changes to programming Always – **62%**
- Members included in service planning & goal setting Always – **75%**

We have been fortunate to welcome two new wonderful volunteers to our program this year; Mike Allen and Mona Downey. Both volunteers join us for our Saturday program and are a great help with set up, cooking in the kitchen, and spending time one-to-one with our members. The Friendship Centre has two dedicated Activity Workers; Melanie Funk who has been a long time staff member and Sheria Brown who joined us this past September. It has been an exciting year with lots of changes and we are looking forward to our continued growth and development as a program.

Katie Bloy

GROW (Gateway to Resources & Options for Wellness)

Meeting new people is exciting. Observing changes and growth in people is thrilling. Saying goodbye to people when they leave our program knowing they feel equipped for the next challenge is something that we really look forward to at GROW.

GROW provides wellness and recreational activities for people with mental illness. We offer a diverse range of choices, with an extensive set of activities and groups that our clients can choose from, and we strive to keep our groups flexible to accommodate the need of the clients.

We now have a higher number of younger people attending the program, especially in our groups that have a more physical focus. This is exciting as evidence suggests that the more intervention people receive early in their mental illness, the better the outcomes. We also know that participating in physical activities stimulates the brain and helps to counteract the weight gain sometimes associated with medications.

Another area of development is that we see more and more people leaving our program because they are now working, a fantastic achievement for our clients. So, it is easy to say what the staff believes is good about GROW but, more importantly, here is what the clients are saying:

From an email we received:

“Here is what I wrote in my STAR journal on March 9, 2011”: “It’s been three weeks and I have been missing everyone at STAR. It is good to be here today. I feel calm and centered. The fish tank is up and running. The sound of the bubbling water soothes my senses. Watching the fish gracefully swim amongst each other fills me with colorful energy. Chatting with others in the coffee room brought laughter and comfortable pleasure. It is good to be here.” - Participant

Verbal exchanges:

“Thank you both for your support and programs. They have and are making a difference in my life.” - JB

“November has always been my worst month. I haven’t had one meltdown yet since I started here.” - DH

"It's sometimes a struggle to get here but I feel so much better after I've done Qi Gong." - TB

"My mother always told me: 'It's good to be useful as well as ornamental'." - JB

"Restoring the earth restores my mental health." - TL

"When I do art, I get so immersed that I forget all my problems." - JF

"I feel more energized and my fitness level has improved a lot." - IS

And finally, here is what the responses to our satisfaction survey tell us:

- **94%** are satisfied with the services of the program
- **96%** say the program has a welcome and safe environment
- **89%** say the staff are helpful and answer questions
- **92%** say they are treated with dignity and respect
- **97%** say they can ask for changes to programming
- **100%** say they are included in the service planning and goal setting
- **93%** say the staff is available for assistance when needed

Knowing that we are making a difference is truly inspirational. Thanks to a great team for making GROW a successful and innovative program, and thanks to all of the wonderful clients who use our services. We look forward to supporting you in your recovery next year.

The GROW Team

NETWORKS EMPLOYMENT SOLUTIONS

The NetWorks team of Employment Coaches has been very busy this year! Our two new staff members are now well established and have over a year's solid experience working in the community with clients as the whole team continues to develop stronger working relationships with their key professionals. The team's effort has paid off with results showing an increase in the number of clients served as well as jobs found.

- **104** new clients started the program, up **26** from last year
- **192** clients received services, **30** more than last year
- **75** jobs were attained, an increase of **16**
- **87%** of those finding work did so within **6** months of starting the program
- **93%** of clients had first contact with employers within **6** weeks of starting the program
- **98%** of clients had their first contact within **3** months of starting the program
- Information sessions were up **10** from last year to **172**

The diversity of jobs included: painter, electrician, retail sales & service, cashiers, book store clerk, delivery driver, cleaners (office, facilities, mall) food services (cook, prep, dishwashing), servers (hotel, senior's residence, restaurant), grocery store clerk/stocker, gas station attendant, data entry, product demonstrator, inventory, gardening, and dry cleaning presser.

The results from satisfaction surveys sent to clients completing NetWorks are as follows:

- **92%** were satisfied with services provided
- **96%** were treated with respect by the NetWorks staff
- **91%** were given helpful information and support
- **85%** would use the services of NetWorks again

We are proud to acknowledge two of our staff who voluntarily took additional training to improve professional standards by attaining certification in Psychiatric Social Rehabilitation through online training. Karla and Lauren worked many extra hours as well as travelling to out of town workshops and then finally taking exams in Vancouver. We highly support training to

enhance performance. The NetWorks team has consistently demonstrated their commitment to ensuring their clients receive the highest quality of service.

As part of our ongoing commitment to improve our program, information from last April's feedback surveys from referrers has been carefully considered. As a result, one of our goals was to speed up the initial process with clients eager to start a job search right away. We have made steps towards simplifying the first few appointments and improving the speed at which a supported job search can take shape for those clients wanting to "hit the road running". We will continue to work with clients and referrers to find better ways to provide more comprehensive support to clients with their work goals and invite referrers to contact the program coordinator directly to discuss ideas to enhance services.

As well as reviewing our survey feedback, we regularly review our outcomes, practices, and adherence to the model we use for our program. We do this individually, as a team, and in discussion with our advisory committee. The committee typically meets every four months and has been invaluable in supporting our program to achieve excellence. Thanks to all committee members for your ongoing work and support.

Our intention is to continue growing and strengthening our connections in the community to assist clients in reaching their employment goals. Employment is part of the recovery process. We look forward to working with all of you in the coming year, and celebrating our clients' successes as they find employment and move forward in their recovery.

Pat Valks

EDUCATION COACHES

The Education Coach program at CMHA continues to provide support, information, and advocacy on educational and mental health issues for people living with psychiatric difficulties. CMHA currently has two education coaches to assist clients with mental health issues to achieve their education goals.

The mental health field recognizes that managing an education plan can be closely related to successfully managing a person's mental illness. The Education Coach helps each client form realistic educational goals coupled with a corresponding plan. The ongoing support towards attaining those goals is consistently monitored throughout the course of each student's education plan. Among other services, this program provides information about programs, courses available at various adult education and post secondary schools and colleges, and connections to various resources to help the client in his or her education journey. In addition, there is regular contact with case managers and other mental health case workers who are involved in the health and progress of individual students.

This past year our education coaches supported many clients through various stages of their education needs. These stages varied from tutoring services at Literacy Victoria to upgrading to full or part-time at Camosun College and University of Victoria courses and programs, to the completion of a University degree. We would especially like to congratulate everyone who has succeeded with their education goals. Well done!

We are happy to say that the part-time college preparation BEST Program (Better Employment and Strategies Techniques) through Camosun College is now offered as a regular curriculum course after several years of pilot program status. Our education coaches work closely with the clients and Instructors involved in this program so it can continue its success in helping clients investigate and reach their education and employment goals in a supported environment.

A key part of our role as education coaches is to liaise with community agencies and we would like to thank all those who have worked with us to ensure the success of all students who are facing the challenges of mental illness. As part of our ongoing commitment to improve our services, feedback surveys were distributed to key community partners referring to the program.

Results from feedback satisfaction surveys sent to those referring clients to the Education Coach Program are as follows:

- **100%** rated the Education Coach as “very effective” in helping clients achieve their educational goals
- **83%** rated the overall quality of service “excellent” and the remaining **17%** rated it “good”
- **92%** of responders indicated they would refer again

We are pleased to hear such positive results and will continue to strive towards offering the best possible service to our clients and the community.

Will Gordon & Debbie Flint

SUPPORTED HOUSING

The Supported Housing Program has focused on working with all our clients in subsidized housing to gain independence in all areas of their lives.

We started the process with the housing coaches meeting with each person in their home and completing an individual assessment of daily living. This provided key areas identified by the client as needing strengthening. We then set goals for each client; the 28 clients in the Meerstille and Newbridge apartments are seen bi-weekly to review the goal and when it is complete to indentify a new one. The 87 satellite clients are seen bi-monthly to again set goals. The caseloads have been equalized so each of the three coaches has between 28 and 35 clients. The Clinical Lead role has been defined and now works with all new admissions to the program and all individuals in either Newbridge, Meerstille, or Satellite Apartments that are in crisis or decompensation.

We have had success this year in moving 5 of our Meerstille and Newbridge residents into satellite housing, as they now require less support. There has also been success in the satellite apartments and 3 of our clients have now moved to complete independence.

The program focus is to have our clients move more into the community. This means that all our clients now do their own shopping, attend appointments on their own for the most part, and have become actively engaged in both part-time and volunteer work. These have and are big milestones for the program and it is gratifying to see tenants start to respond to their increased success.

Lori Mist

McCAULEY LODGE

McCauley Lodge is a residential care facility that provides long term care for 21 adults with severe mental illness. In addition, we provide outreach services and support to 19 adults who live in rental units within the city. McCauley Lodge is an integral part of the community and it has also become a place that people return to for support and socialization. This ensures that those who move on to our outreach program have a place that still provides a warm welcoming and caring community when needed. Residents of the Lodge as well as outreach clients are also able to utilize the local facilities that help them be physically active by going to the recreation centre pool or gym or to take the opportunity to enjoy the regularly scheduled activities such as soccer and softball at the Crystal Pool. Social events occur throughout the year such as the Friends of Music who have a weekly concert at the Eric Martin Pavilion and also a Christmas get-together.

This past year has seen some significant changes as we initiate the staff restructuring to remain on budget. The staff have been true professionals and have helped to make the transitions as smooth as possible. Some activities and programs had to be re-prioritized and adjusted. Through it all, we focused on helping the residents and clients feel safe, secure, and valued even when changes occurred.

Satisfaction survey results show that:

- **89%** of residents described themselves as always satisfied with the service provided
- **83%** always feel safe and welcome
- **94%** always feel they are being treated with respect.

We continue to look to improve our results; specifically, we want to do more to ensure our clients feel they can ask for changes to programming; **68%** always felt they could ask for changes and to ensure that they are always included in goal setting and **78%** always felt they were included.

One of the major challenges this year is also a very exciting opportunity. With the agency deciding to proceed with plans to rebuild McCauley Lodge, there comes both anxiety and excitement as we look ahead to a new facility and all the challenges that will come. We are so thankful to see the hard work that has gone into the planning so far and appreciate the open communication from leadership as each hurdle is passed. Consultation meetings with staff, clients, and stakeholders give great hope that the building will meet many future needs.

Recently I was encouraged by one of our resident's family members. We were discussing the challenges of the upcoming move and they said: "*I don't know what we would do without McCauley Lodge for our family member.*" No matter what changes come in the future, our goal will always be to provide a safe, secure, and caring environment for everyone who calls McCauley Lodge home. We look forward to continuing to serve the needs of our residents to the highest possible standards as we move into this new and exciting year.

Grant Enns

WOMEN'S AUXILIARY

This year, the Women's Auxiliary had one fundraiser; a garage sale where we made \$582. We also provided tea, coffee, and goodies to an art show held at the Eric Martin Pavilion and we made \$40. We also had a contribution of \$71.19. Our main area for raising money continues to be the gift shop. Sales from the gift shop were \$10,831.95 for a total income of \$11,525.14 for the year. Donations made to CMHA programs this year were:

GROW Program	\$ 1,056.00
Friendship Centre	1,400.00
Meerstille (Xmas party)	150.00
Meerstille (Xmas tree)	150.00
Alzheimer Support Program	5,660.64
Meerstille (bike shed)	665.00
Bridge Centre	5,000.00
Robertson Fund (employment)	1,500.00
Mag Light	110.00

As a result of the low proceeds from our last garage sale and the aging auxiliary members, it was decided that we would dispense with any fundraisers and only have the gift shop at EMP for revenue. Once again, thank you auxiliary ladies for all your hard work. Also, thank you to our supporters for their time, energy, and donations. It's been fun!

Arlene Baker

ERIC MARTIN PAVILION GIFT SHOP

The Women's Auxiliary continues to operate the Eric Martin Pavilion Gift Shop. Currently, we are unsure of the future of the shop. We are operating it month to month until we find out if it will be feasible to operate after the patients move out.

Our clothing sales are still doing well and we can hardly keep them in the shop. We still depend on donations so we still welcome them. Our jewellery (new and used) is also a great seller; thanks to Jane Christison and some of her friends who are the main contributors of jewellery.

Many thanks to the volunteers who give their time to keep the shop running. The auxiliary recognized the volunteers with a gift certificate during Volunteer Week.

Customers and our volunteer staff are always telling us how much they love the shop and they hope it will stay open.

This year the shop won the "Big Heart Award" for contributing to the well-being of the patients that are being treated in Eric Martin Pavilion. All the volunteer staff can be proud as they interact so well with everyone that comes in.

Thanks again to the volunteers, customers, and people who donate supplies to us as it all keeps the shop going.

Come and visit us and see what we do. Lots of behind the scene work!

Arlene Baker



SPECIAL FUNDS

JOAN DUMKA CONTINUING EDUCATION BURSARY FUND

In January 1986, the Board of Directors of Capital Mental Health Association wished to arrange a fitting tribute to honor Joan Dumka on the occasion of her resignation from Capital Mental Health Association. Joan had been the Executive Director for over twenty years.

The bursary was established in her name at that time and the fund was extended as a memorial tribute following her death in October 1986. The money is to be used annually to allow clients of Capital Mental Health Association's programs to undertake educational courses. Joan always supported the members' efforts to undertake the pursuit of education. We are pleased that, as in her long tenure as Executive Director, many more members' lives will be enriched and assisted by the fund.

Those wishing to make a tax deductible contribution are encouraged to do so at the Capital Mental Health Association, 125 Skinner Street, Victoria BC., V9A 6X4 with a notation: "***Joan Dumka Continuing Education Bursary Fund***".

PER ARDUA HOUSING FUND

The fund was established in memory of a former client to assist young people with disabilities to have affordable and pleasant housing – a place to provide accommodation for some of those not qualifying for fully independent living but whose needs are not met in a staffed facility. This home, with some support available as needed, would ensure privacy and dignity and, most importantly, provide an opportunity to socialize with contemporaries in as enjoyable an environment as possible.

The Board of Directors of Capital Mental Health Association agrees to hold these monies in a special fund accruing interest to be added to the fund until a suitable project is finalized. Monies from this fund may also be used to provide a ready source for CMHA to draw upon in its search for appropriate real estate property. Further funds may be utilized, if required, for the purchase of suitable furnishings or household equipment to make these aims practical.

Major expenditures of the fund can only be made with the agreement of the principal donors. The process will be as follows:

“ Decisions on expenditures will be reached by the Directors of the Board after recommendations are made by an advisory group which is to include the founders, other major funders, and staff representatives.”

Those wishing to make a tax deductible contribution to the fund may send a donation to Capital Mental Health Association, 125 Skinner Street, Victoria, BC., V9A 6X4 with the notation: ***“Per Ardua Housing Fund”***.

OUR SUPPORTERS

We wish to thank the following partners, organizations, groups, and government agencies for their contributions to our success this past year:

- Vancouver Island Health Authority
- United Way of Greater Victoria
- Ministry of Employment and Income Assistance
- British Columbia Housing Management Commission
- Municipality of Saanich
- City of Victoria
- Township of Esquimalt
- L.A. Fraternal Order of Eagles
- Women's Auxiliary of Capital Mental Health Association



FINANCIAL STATEMENT

SUMMARY OF FINANCIAL RESULTS

\$000's	06/07	07/08	08/09	09/10 (restated)	10/11
Revenues	4,957	4,932	4,999	5,229	4,571
Expenditures	4,938	4,953	4,968	4,553	4,541
Recoveries from (repayments to) BC Housing	(12)	(5)	15	(9)	(2)
Excess (deficiency) of revenues over expenditures from regular activities	7	(26)	46	667	28
Gain on sale of capital asset	--	--	743	--	--
Total excess (deficiency) of revenues over expenditures	7	(26)	789	667	28
Invested in capital assets	1,123	1,046	948	873	908
Internally restricted	164	--	761	1,253	1,245
Externally restricted	837	956	992	1,073	1,060
Unrestricted	(320)	(224)	(135)	35	48
Total closing fund balances	1,804	1,778	2,565	3,234	3,261

MEMBERSHIPS & DONATIONS

Please join or donate to the Capital Mental Health Association (CMHA) in support of its important work in the community. We are a non-profit society working to enhance and enrich the quality of life of people with mental illness by promoting their integration in the communities of the capital region through partnerships with the individuals, their families, and the community.

I would like to become a member of CMHA. Membership is \$10. from April 1 to March 31 of each year.

I would like to make a donation of \$_____ to CMHA by cheque cash automatic debit

BRIDGE Centre Friendship Centre GROW NetWorks/Education Coaching

Alzheimer Support Program Housing Christmas Fund

Educational materials for public education (mental health brochures, videos, books, etc.)

Joan Dumka Continuing Education Bursary Fund (client education) Per Ardua Housing Fund

Wilna Thomas Fund (staff education) Robertson Fund (training or clothing for people returning to work)

Memorial Donation Other _____

Dr. Mr. Mrs. Ms. Miss _____

Address _____ City: _____

Postal Code _____ Email _____ Phone Number _____

I wish to be acknowledged in the Annual Report I wish to remain anonymous

Please feel secure. We do not trade or sell our donor and membership lists. We only use your personal information to provide direct services to this Agency.