



Canadian Mental
Health Association
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Mental health for all

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CANADIAN MENTAL HEALTH ASSOCIATION COWICHAN VALLEY BRANCH

2018-19 ANNUAL REPORT



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Who We Are:

We are the Cowichan Valley Branch of the Canadian Mental Health Association (CMHA). The association, founded in 1918, is one of Canada's oldest voluntary associations, and is the only one that deals with all aspects of mental health and illness. The strength of our organization is in its people. We treat all people with respect, honesty and trust, and seek every opportunity to preserve human dignity through equality, fairness, and respecting freedom of choice. The primary focus of this organization, are the rights and needs of persons involved in the mental health system.

Our Mission:

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

Our Core Functions:

We fulfill our mission by:

- Building capacity – strengthening the capacity of individuals, families, professionals, organizations, and communities to address mental health needs.
- Influencing policy – influencing the design and implementation of policies and services related to mental health.
- Providing services – providing services and supports that maintain and improve mental health and community integration, build resilience and support recovery from mental illness.
- Developing resources – building the financial and human resources and partnerships required to address mental health needs.

Our Key Values and Principles:

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

Our Funders

Ministry of Community, Sport and Cultural Development

- Lend A Hand Program



Ministry of Mental Health and Addictions, Community Action Initiative

- Overdose Emergency Response

BC Housing Authority

- Warmland House Shelter
- Warmland Apartments
- Housing Outreach
- Extreme Weather Response



Vancouver Island Health Authority

- Overdose Prevention Site
- Sobering Assessment Centre
- Warmland House Shelter
- Sharps Response Team



CMHA British Columbia

- BounceBack
- Bounce Back for Youth



Ministry of Children & Family Development

- Bikeworks/Artworks
- Youth Outreach Engagement Team
- Family Capacity Program
- Disordered Eating Program
- Sexual Abuse Intervention Program



Cowichan Tribes

- Cowichan Pre-Employment Program
- Sharps Response Team



Canadian Women's Foundation

- Malahat Girls Program



Ditidaht First Nation

- Leaders of Today and Leaders of Tomorrow Youth Program



BC Centre for Disease Control

- Peer Engagement Program
- Street School



BC Centre for Disease Control

The Victoria Foundation on Behalf of the Sisters of St Ann 'Esther's Dream Fund'

- Youth Outreach Engagement Program



VICTORIA
FOUNDATION

Children's Health Foundation of Vancouver Island

- Youth Outreach Engagement Program



BC Technology for Learning Society

- Computers and Laptops



Our Donors

The CMHA-CVB is grateful to the many individuals and organizations that have supported our work this year with donations of funds, goods and services.

Island Ford Superstore
Island Return It
Gordon 'n Gordon Interiors
Shawnigan Lake School
Knowledge Computers
United Way Victoria
Soap for Hope
McDonald's Restaurant, Duncan
Cowichan School District 79
Mick Grainger
Allan and Patricia Smith
Roger Patterson
Michael Pankiw
Peggy McLennan
Karen Post
Lela E Gammon
Noodle Box (Noodle Box)
David MacLeod
Mrs Martin
Edmund and Frances Bleskie
St Edwards General
Pamela Brown
Thompson Nicola Cariboo United Way
White Spot Duncan
Charles Kertz and Mayumi Ogihara
Coastal Community Credit Union
Al and Anne Brunet

100 Warmland Women
West Coast Seeds
Knights of Columbus
Duncan Christian School
Franciscan Poor Clare Nuns
Duncan Seventh Day Adventists
Karen Chaster
SK Properties
Deborah Williams
Christiana Beckett
Meal Share Aid Foundation
Western Communities Foundation
Arni Laxdal
Carol Henderson
Douglas Johnson
Leslie Badham
St John the Baptist, Duncan
Helen Evans
James Tousignant
Saint Johns Tuesday Evening ACW
Microsoft Canada
Pride Motorsports
Leela Heyward
Jason Walker Consulting
Janet & Nicholas Brown
Michael Ward & Jacqueline DeLauniere-Ward
Doug Thornton

President's Report

Over the last year, as president of the board, I have gained a new appreciation for our community leaders and am thoroughly impressed by the continuous commitment of our staff. I happen to come across CMHA-CVB through a partnership while I was working with Malahat Nation and from a simple project collaboration, I eventually became a board member.



As a member of the Stz'uminus First Nation, it was a priority that CMHA-CVB build meaningful relationships with local First Nation communities to develop a collaborative approach and better provide programs and services. We have seen two new programs that focus on putting Indigenous worldviews in the forefront becoming the framework for the program design. Together we have developed a project funded through the Canadian Woman's Foundation that support indigenous girls build empowerment within that is in its fourth year. Additionally, in partnership with Cowichan Tribes, CMHA-CVB designed and delivered a new innovative program that has seen significant success supporting youth moving forward.

Since becoming a board member three years ago, the organization has diversified funding and as a result also increased programs and services to the community. With a variety of support services we provide- including Bikeworks, Art Works, the Open Door, the Youth Outreach Engagement Team, Warmland House the Overdose Prevention Site and more – the CMHA-CVB plays a vital role in innovate programs that support community members.

We would like to thank all our community partners for their ongoing support. By joining together as a community we have the ability to raise up the standard of living and services provided.

Thank you to the members of the board for your continuous support and relentless commitment. Your judgement and decision to do what is right is unparalleled as is your commitment of time and effort to ensure the governance and strength of the organization so that the CMHA-CVB can better meet the needs of the community.

Thank you to all the staff at CMHA-CVB for your passion and commitment to service.

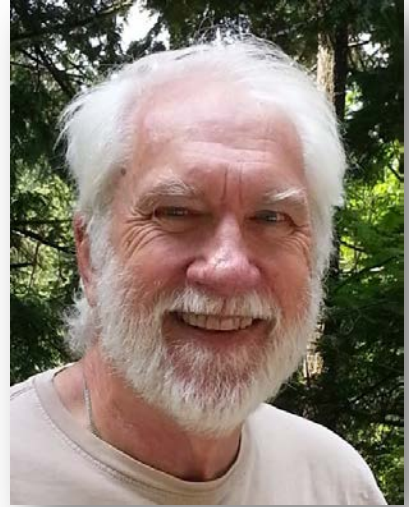
Angela Marston
Board President, CMHA-CVB

Message from the Past President

It has been an honour and privilege to serve on the Board of Directors of CMHA Cowichan Valley Branch. The work of the Society is vitally important and the professionalism, dedication, knowledge and compassion of the staff are an inspiration. I joined the Board in 2012 after serving for a number of years as a director with Social Planning Cowichan and served as secretary for one year and president for two years.

Under the leadership of president Rob Grant we developed a strategic plan to diversify and expand services to meet existing and emerging community needs. That plan still informs the Board of Directors today. As one indication of the increased level of service, when I joined the annual budget was just under \$2 million; it is now nearly \$4 million as we developed new services and expanded older ones. Over that same period we went through the arduous process of becoming accredited with Imagine Canada, bringing our policies and procedures to the highest standard.

I hope CMHA Cowichan will continue to provide essential services to the members of our community facing mental health and addiction challenges.



John Scull
Past President of the Board

Executive Director's Report

“May you live in interesting times.”

Yes, I do believe we do. It is a time of tumult and great potential for change, to see and do things differently. What's happening in our community is a microcosm of what is happening all over the world.

This past year has been challenging for many in the Cowichan Valley – our local businesses, our neighbours, our staff, and those individuals and families accessing our services and programs – all have stories of how difficult things are getting and diminishing hope in the future. Over the last six months a rising sense of frustration has resulted in actions, both supportive and harmful, that are symptomatic of the problem.



However, the problem is not just the opioid crisis or the housing crisis or the homelessness crisis, or stigma and fear. These are just some of the ways by which life draws our attention to the underlying problem. These are solvable, if we can get at their root. At their root is the problem of ‘othering’ and belonging, of reconciling identity, diversity and difference. This is a barrier to addressing the crisis we face.

If you watch TV or read the newspaper you will see examples of people being turned back, being turned away, of one group denying of the belonging of others. Not in my back yard is a common refrain. Our anxiety and fear naturally increase as we feel our own sense of community and belonging threatened. In response, we ‘other’ another, unconsciously seeing them as not human, as less worthy of respect and dignity. When we distance our empathy or compassion for another, research shows that we won't have to feel as bad or guilty about the way we've treated them in thoughts or actions.

Here is an interesting experiment you can try in the privacy of your own mind. When you see someone who is homeless, notice what comes up for you. Then ask yourself, “I wonder what kind of vegetables that person likes?” Again, notice what comes up for you. You may notice a shift in perspective, the person is human again.

How can we stop or even slow down the ‘othering’ of those we see in and around our community? How can we become conscious of reacting with ‘not like me’ or ‘not one of us’ and move to ‘maybe that person is a friend and family member of those we know in our community?’ Maybe we can start where we are and ask ourselves, ‘What does it mean to be a good neighbour?’

To me, it means respecting you and valuing the time invested in getting to know you and how you see the world. As I do this, I also come to know more about myself through knowing you. You will not be an ‘other’ when I recognize you as a person, as my neighbour. I will not be able to treat you with indifference.

From this place, I want to explore together the issues that we face. I want to acknowledge our differences without letting them build barriers and I want us to move forward recognizing the opportunities that lie ahead to do things differently. Most of all, I want to see how we can move to yes in my backyard.

James Tousignant, Ph.D.
Executive Director, CMHA-CVB

Human Resources

The Year in HR

Wow, what a whirlwind this year as HR Manager has been! Since stepping into the position just over a year ago, our numbers have fluctuated pretty steadily between 80 – 90 staff and I have been fortunate enough to speak with most at one time or another.

Navigating a large scale investigation and being involved in several adversarial processes early on in my tenure in this position highlighted the importance of streamlining and centralizing all employee processes from hiring to the end of employment, as a way to protect the reputation of CMHA CVB, the staff and the clients. With these processes now in place, problems and concerns can be run through procedural, legal and ethical filters to ensure we are Employment Standards compliant and that we have all required documents and certifications such as Criminal Record Checks for Vulnerable Sector, WorksafeBC Bullying and Harassment Prevention and Safety compliance, Foodsafe, and the applicable First Aid Certifications. Creating centralized processes based on CMHA CVB Board policies and the codes of Conduct and Ethics, has helped employees understand they can expect to be treated in a respectful, compassionate, professional manner and, in turn, know the same is expected of them in their interactions with clients, staff and management making for a more stable, confident employee base.



Cheryl Baldwin, Manager
of Human Resources,

In the past year, I've also focused on the ethical ramifications and practical manifestation of the CMHA-CVB's Board of Directors' code of conduct, policies and procedures. I believe that sharing the mission, vision, and goals of the board with staff helps them see the bigger picture, which leads to decisions made from a place of both confidence and compassion.

One of my ongoing (and most surprising) challenges has been finding staff for the more specialized areas such as Therapists for Disordered Eating, Child and Youth, and Family Capacity. After receiving dozens of resumes from applicants lacking the necessary qualifications, I have had to become more creative about building networks and when and where to place postings.

Traditionally, front-line non-profit workers put their heads down and push through days of extreme highs and lows witnessing trauma and experiencing the emotional and physical fallout of working with people with housing, mental health and addiction issues...until they burn out.

At CMHA-CVB, we have an opportunity to create compassionate, trauma-informed HR policies to promote and encourage mental health within our own staff, as befits an organization based on these goals and values. Admittedly this requires funds, which becomes challenging when there is

little to no budget for larger meetings, staff-wide professional development, etc., but my longer term vision is for CMHA-CVB to be an employment leader in our own community - and the larger world of non-profits - exemplified by the mental health and well-being of our staff. My dream is to see resources and monies put into building staff resiliency with things like ongoing resiliency building activities, mental health workplace practices, i.e. meditation groups, mental health check-ins and/or a weekly drop-in group where staff can go to debrief.

A resilient employee stays longer, is more positive, creative and knows how to ask for and get support. They become excellent role models for our clients, who are in varying stages of recognizing and building resilience themselves. The results ripple out...

Undertakings in the past year:

- Created protocols and procedures around the processes for hiring, staff concerns, disciplinary actions, sick leave, workplace injuries and terminations
- Created centralized and specialized Performance Review procedures, training and forms for all staff and departments
- Trained management and team leads on staffing protocols and procedures, ethical guidelines, codes of conduct for dealing with power imbalances and working with diverse, multi-dimensional, multi-barriered staff and clients, as well as effective communication and strategies for problematic situations
- Created, researched and implemented ongoing resources for staff to increase their feelings of resilience and strength and skills as well as acknowledging that this kind of front line work needs additional supports (ie ongoing use of the Mobile Response Team)
- Put people and supports in place so that employees within each team and program understand:
 - the mission and values of CMHA-CVB
 - the mission and goals of their program
 - their position and the expectations of that position
 - who they report to and what to do if they need help and/or support
 - there are free resources available for grief, burnout, personal or work issues
- Designed and presented WorkSafeBC Bullying and Harassment Awareness Workshops as per Worksafe BC
- Provided ongoing resources for staff to increase their feelings of resilience, strength and skills
- Implemented an Occupational Health & Safety committee
- Hired Catherine Macey in March 2019 (Admin Assistant) who has made a substantial difference to the workload of HR, by eliminating redundancies between departments and creating and streamlining information sharing between HR, Admin, and Finance

Goals for the upcoming year:

- Create a welcome package for new staff to include more specific explanations regarding holiday pay, pay stubs, vacation pay, timesheets etc. to expedite processes for admin staff
- Finish creating detailed job descriptions for all positions
- Provide further leadership training to managers and team leads in the following areas: recognizing and working with traumatized staff, professional boundaries, conflict of interest, etc.
- Update volunteer systems that take into account both ethical considerations, organization reputation, and safety in volunteer recruitment, education, training to maximally and properly utilize volunteers to create a positive experience on all levels for the volunteers, staff and the programs of CMHA-CVB .

Community Engagement & Fund Development

In February of 2019, the CMHA-CVB filled the Board created position of Manager, Community Engagement and Fund Development. The role of the Manager is to foster community engagement and develop fundraising initiatives to build trust and inspire action in the area of mental health and addictions. This is being achieved by using business and community outreach, traditional media and by creating and growing social media networks.

Since February, key activities of this position have included:



Anne Marie Thornton, Manager of Community Engagement & Fund Development

Fundraising & Events

- A summary of funds raised and donations to date is included in the table below:

Source	Donated \$	Donated Goods or Services
100 Warmland Women	\$8,100.00	
Gordon n Gordon	\$1,000.00	
West Coast Seeds		\$250.00
100 Men Cowichan		
Soap4Hope		\$250.00
Furniture (Bunk Beds, etc for Butterfly Project)		\$200.00
QMS to Good Food Box	\$500.00	
Size 12E Shoes		\$50.00
Island Ford	\$5,000.00	
Mill Bay Dental		\$100.00
Valley Voice bi-monthly		\$800.00
Tim Hortons (MHW)		\$116.00
SaveOn Foods (MHW)		\$50.00
Catalyst Paper (MHW)	\$100.00	
Starbucks (MHW)		\$120.00
Duncan Kinette Club (MHW)		\$250.00
2018/19 Totals	\$14,700.00	\$2,186.00

- **Events:** A large fundraising event is in the early stages of planning for January 2020. This will be a Montreal Canadiens Alumni Hockey game at the Cowichan Community Centre on Sunday, January 26th. Combining a series of sponsorships and ticket sales, this event is expected to raise between \$20,000 and \$50,000 for the CMHA-CVB.

Social Media

- **Facebook:** In February 2019, the CMHA-CVB Facebook Page had 128 followers and infrequent posts resulted in very low engagement (less than 100). At the time of this report, the FB page has seen an increase of 140% to 600+. To achieve this result, relevant content is posted an average of 3 times each day. Posts include event information, news articles, program news, thank you messages to supporters and more. Average weekly reach is now from 1500 – 8000 weekly.
- **Twitter** followers has increased from 569 to 616. Impressions were as follows:
 - February 2019: 2338 impressions
 - March 2019: 4148 impressions
 - April 2019: 3017 impressions
 - May 2019: 6320 impressions
- **Instagram** account created in April. Presently 114 followers
- **Constant Contact** email communications. A series of distributions lists have been created and communications created using the Constant Contact app. Messages can be sent directly to staff, board members, government officials, media contacts or all. To date, 223 contacts have been added to the database. At the time of this report, nine campaigns have been created. These include employee newsletters, media releases, event invitations and more. Open rates average between 54 and 86%. The industry average is 20%

Community Engagement

- **Mental Health Week, May 6-12, 2019:** A working group was established and a series of Open House Events were planned. Posters and social media events were created and 'boosted' on FB to increase reach from April 15 until date of events.
- Members of the community, staff, media, and government officials were invited through Constant Contact. A media release was sent out May 2. The results were as follows:



Date	Event	FB Reach (Paid + Organic)	Attendance	Naloxone Training
06-May-19	Bikeworks Open House	5300	22	
07-May-19	Resiliency Training Workshop for Staff	692	12	
8-May-19	Overdose Prevention Site Open House	9600	52	27
09-May-19	Resiliency Training Workshop for Staff	2482	9	
10-May-19	Open Door Open House	7900	50	
11-May-19	Community BBQ at Open Door	583	100	
12-May-19	Warmland Open House	8500	35	15
	Totals	35057	280	42

Community and Business Support for Mental Health Week:

Community Group/Business	Support	Value
Knights of Columbus	BBQ supplies for May 12	300.00
Duncan Kinnette Club	Cake, Mustard, pop	250.00
Valley Voice	Article	400.00
Cowichan Citizen	Community Events	0.00
SunFM Radio & News Mentions	Community Event Announcements	0.00
Save On Foods	50 gift card for cupcake supplies, fruit	50.00
Tim Hortons on Trunk Rd (coffee, timbits for May 6 & 10)	coffee + 2 x 100 timbits	116.00
Starbucks (coffee for May 8)	coffee for OPS event	120.00
Catalyst Paper Private and Public Workers Local 2	\$100 donation	100.00
BC Nurses Union	hot dogs & buns for May 12	100.00
Cowichan Green Community reFresh	oranges for naloxone training	5.00
Total Value of Support		1,441.00

Media

- The Valley Voice: A free bi-monthly column about CMHA-CVB programs has been negotiated for the year. The May 2019 issue was used to highlight Mental Health Week events. The next issue in July will focus on the Open Door Youth Services Centre.
- A media release was distributed to local media outlets in advance of Mental Health Week. This resulted in coverage by the Cowichan Valley Citizen, The Discourse, SunFM Radio and the Valley Voice.

Additional Tasks

Other key activities have included:

- Partnering with Human Resources to create and distribute a month staff newsletter,
- Updating the CMHA CVB website
- Updating this annual report, and
- Creating an internal communication workspace using Slack.

Child and Youth Programs & The Child and Youth Mental Health Team

Submitted by Natasha Toth:

CMHA's Children, Youth and Family programming has gone through a bit of an organizational shift over this last year, to adapt to the growth and changes made specifically to our youth programming. The Integrated Youth Services team was formed and encompasses the following programs: the U-Fix it Bikeworks and Artworks program, The Youth Outreach Engagement Program, The Open Door Youth Service Centre project, and the collaborative Malahat Girls and Boy's Groups. CMHA's Family Capacity Program and Sexual Abuse Intervention Program (SAIP) continue to fall under Counselling and Therapeutic programming stream.

The present report is meant to provide some background to, and highlights of, these programs, as well as offering some glimpses into how the work of our incredible staff is making the Cowichan Valley a better place for children and youth.



Child & Youth Program Staff

The Open Door Youth Services Centre

Submitted by Natasha Toth

The Open Door is a new program offered to people 25 and under in order to meet their basic needs. Since the renovations- Open Door is now fully equipped to support youth in a multitude of ways and we only hope to grow it from here.

Currently- Open Door provides a safe space for youth to shower (one at a time, no bags allowed in the shower room, basic toiletries provided), laundry facilities, nurse on site with no appointment needed. Prescriptions available, also offering some paediatric care for youth mothers.

Open door also offers light snacks (muffins, pizza pops) and basic coffees, teas and hot chocolate. The Open door gladly accepts donations from the community in order to facilitate these services. Our kind neighbours in the Cowichan Valley provide the Open Door with treats as well as clothing donations and feminine hygiene products.

You can tell that the Open Door is valued by all staff as well. Multiple staff have made donations (clothing, towels, hair dryer, soaps, blankets, water bottles, etc) in order for the program to be as efficient as we have all hoped it would be.

Since the program has only been running since December the statistics are limited, however; Between December 3rd- March 26th the Open Door had been used:

- 15 times for food
- 10 for shower facilities
- Laundry once
- Nurse visits 8 times
- Warm-up (looking to get out of the cold and given a warm drink) 7 times
- 10 times people have come in looking for clothes/ extra blankets.
- And 10 times people have come looking for support/other services.



Child & Youth Services Team at the Open Door

As the word of this program spreads we are seeing more and more youth access the space. Initially there was concern of younger youth accessing Open Door while there were more marginalized and older youth at Open Door, however; this is yet to be a problem.

Recently; we have had youth access who was directed by school counsellors in order for them to get better support/ take a break from school. (Youth accessed looking for support in eating

disorder). A separate youth has come to Open Door in order to complete her homework, as she found the environment at home too draining on her. She no longer has to go to Summer school.



Youth Creating Art at the Open Door

We've had multiple mothers come to the space/call seeking support for their children and wanting to connect their kids with counsellors and better support. Currently, parents and new youth are given the information of outreach and age depending- Bikeworks as to ensure that the youth feels as though they have wrap around support from CMHA in multiple ways.

Open Door is excited to grow and change with the needs of the youth in the neighbourhood as well as supply a sense of community. The whole team looks forward to the future. We are all consistently looking for ways to grow and make the program the very best that it can be.

BikeWorks & ArtWorks Program

Submitted by Natasha Toth

Youth Outreach Engagement Program (YOEP):

Youth Outreach has quickly become a reliable service to many of the youth in the Cowichan Valley. The team is passionate about their position in the community and are finding new ways to support youth constantly. The project is ever-changing in order to better meet the needs of the clients and provide the best outreach care possible.

We serve people from 13-25 and sometimes beyond depending on the situation. We regularly see 10-15 core youth every week (either by appointment or in passing), regularly meeting “new youth” (high school programs, working alongside Warmland, OPS and Bikeworks), provide outreach to the local schools, as well as a few young mothers in the community.

Our statistics show that we have regularly provided services to over 100 youth in the Valley in the past year. These numbers will only increase due to difficulty lack of access to affordable housing, the continuing opioid epidemic, families moving to and from the Cowichan Valley, and age of youth (aging in/out of care).

Outreach was formed out of CMHA staff seeing the need in the community for a mobile care unit. These roots we are proud to build on and continuously provide compassionate support and pride ourselves on meeting our client’s where they are at (literally and figuratively).

Outreach is always taking the initiative to integrate themselves into clients care, to advocate and consistently shift the program to meet the needs of client with a focus on harm reduction.

Bikeworks/Artworks:

Bikeworks has been a fixture in downtown Duncan for many youth over the years. Countless youth have come through the door and found a sense of belonging. Either by participating in bike mechanics or art projects the youth know that Bikeworks is a safe space for them and gives them a chance to open up or decompress from the day. Many youth choose this space as a gathering place to grow bonds with their classmates, friends and also the CYC workers.



Often, youth have become alumni of the program- after growing up and aging out of Bikeworks services, many choose to return as volunteers helping a new wave of youth and show them the ropes of the program.

Bikeworks shop also proudly supports families. Any youth under 7 must be attended by an adult, but it's often a gathering place for families. They can come together in a safe space and spend time together with equipment that may not be necessarily available to them outside of the shop.

The community has been a large support for the program. We receive bike donations daily as more and more youth want to learn about the bikes and explore their mechanical abilities. With children receiving a bike up till the age of 10- and then having the option to work for one themselves, it gives the youth a sense of responsibility and accomplishment when they are able to roll out of there on their brand new to them bike. For that feeling alone, Bikeworks should be celebrated as an integral part of many of the lives it touches in Duncan.



Bikeworks clients receive food from Youth Outreach Worker Matt prepared by Duncan Christian School students.

Family Capacity Program

Submitted by Karin Stotzer BA, CHT



The Family Capacity Program is composed of two components:

- Therapeutic sessions for individuals and couples
- In-Home Parenting Support.

Clients receive therapeutic counselling sessions to help manage, or eliminate, any personal barriers to parenting such as: unresolved family of origin and attachment issues, trauma, anxiety, depression or other mental health concerns, substance use/addictions, boundaries, grief and loss.

In home support assists parents in managing daily parenting challenges by providing practical solutions such as: establishing self-care routines, creating schedules and organization, implementing communication and assertiveness

skills, setting and following through with consequences, practicing self-regulation and grounding strategies.

The two facets of the program work together to provide continuity of care tailored to the unique needs of each family; the interaction and coordination of services between these two staff members is crucial, and provides synergy in client's meeting their goals.

The Family Capacity Program continues to be in high demand with a waitlist of 6 months and more. Families are referred to the program by the Ministry of Child and Family Development, Cowichan Tribes, family doctors, paediatricians, psychologists, school counsellors, as well as friends of families who have accessed the program themselves.

This past year has seen a dramatic increase in families accessing the program who have children with special needs, sometimes unaware to the parents. These parents have been also supported in navigating the system to get public or private assessments required receive funding (the funding then enabling families to access specialized support for their children such as speech and language pathology and occupational therapists).

The most recent change for the program is therapist Chloe McKinnley leaving her position the end of April. The Canadian Mental Health Association is presently in the process of hiring her replacement.

The program continues to take into consideration all family dynamics to meet the complex needs of parents and their children in dramatically changing times. Client satisfaction and positive family outcomes are areas in which the program has received much positive feedback. It continues to thrive and be a valuable resource in the Cowichan Valley since its inception 13 years ago.



Sexual Abuse Intervention Program (SAIP)

Submitted by Sarah Duncan

Hello to the board of the Canadian Mental Health Association Cowichan Branch. Thank you for all you do to keep this great organization going. I know it is much appreciated by our amazing community and it is appreciated by me.

My name is Sarah Duncan. I have been in the Sexual Abuse Intervention counsellor since February of this year. I am happy to be in the position and although a great learning curve for me, I feel settled in my role and excited to be offering the service in the community again after the several months of the position being open.

The goals of the community based sexual abuse intervention program is to provide a range of appropriate, timely, and accessible assessment, treatments and support services families with children and youth who have been sexually abused, and children under the age of 12 with sexual behavior problems.

My role is to work with children, youth, and their families to help alleviate trauma related symptoms which will help reduce the likelihood of adverse long term consequences of child sexual abuse trauma. The position is nondiscriminatory in its accessibility to young people and their families; I work hard at being accessible to all divers-abilities. Personally I work from a strength based, culturally relevant, collaborative, holistic perspective always striving to meet the families where they are at in their healing journey and I do this through offering support through differing therapeutic lenses, psycho-education, art activities and nature based activities.

The clients vary in ages form young children age 4 to teenagers up to 19 as well as their parents and caregivers. I do focus a lot on working with the whole family (caregivers) as I strongly believe that healing from trauma should not be a journey walked in isolation

My experience working with families through the nonprofit sector is that things tend to slow down in the summer. I am looking forward to having the time to be more creative in my work. Alongside one to one or family counselling, I have partnered with Darlene Tully, a child and youth mental health clinician from Cowichan Tribes, and created a nature based group for children (females) between the ages of 9-13. The program pair's nature based activities with storytelling and other expressive arts approaches to strengthen coping and resilience in children who have experienced trauma, sexual abuse. The program is designed to prevent/treat post-traumatic stress disorder. This is just the start of many things I will be bringing into the program here on Festubert St. As I continue to offer the one to one and family counselling I will also be building on community resilience, partnering with other agencies, maybe even doing workshops. Please stay tuned throughout the year for growths and changes in the SAIP program.

I am excited to be able to bring my work style, approaches, and passions into the work I do here at CMHA. Passion supports good work ethic, motivation, purposefulness, joy and work satisfaction, and working with people in the capacity that I do, these things become even more important in the work environment.

Again, Thank you so much for doing all that you do.

All the best,

Sarah Duncan

Rainbows

Submitted by Jessica Thom



Rainbows is a 12 week long, grief and loss group for children. It is staffed by volunteers, and offered at no charge.

This branch has been offering the program for about 12 years, and every year is a little bit different. This year we were able to offer one Rainbows program. Rainbows has been and remains one of the few support programs for children who are struggling with grief and loss following divorce or death. We are proud to be able to offer it, and deeply grateful to the volunteers who make up the heart of the program.



Malahat Girls Group: Circles of Care - Circles of Courage

Submitted by Jessica Thom

The Malahat girls group started in October 2016 and is now in its 3rd year! With one year left in this funding cycle we are looking forward to continue to work with some amazing individuals in our quest to create a safe, supportive, nurturing learning environment for girls ages 9-14. We currently have 10 consistent members.

This group meets weekly with female identifying participants from the Cowichan and Malahat community, ages 9-14 and is characterized by energy, enthusiasm, friendship and exploration. This program is unique because what started out as a very undefined, organic space has grown into a consistent structure that allows participants to experience consistency and continuity while still allowing for input, and adaptability. This allows us to have set activities and themes to build from while also being able to incorporate issues, needs, or interests that arise from the group during group time.

The foundation of the group was originally built on three areas, they are: The Circle of Courage model by Larry K. Brendtro, Martin Brokenleg and Steve Van Bockern, the former art and girl empowerment program girlSpoken and the traditional teachings of the Malahat First Nations. Though we have moved away from using the girlSpoken material the use of the Circle of Courage intertwined with cultural knowledge and teachings continues to be our foundation. We have also identified 5 areas related to resiliency that help to shape and direct our content, they are: Communication, Critical Thinking, Culture, Self-Confidence, and Connection. We use all of these areas to direct our discovery of what it means to nurture resiliency for girls in the period of early adolescence.

We will continue to build on these ideas again in September while inviting more guests and taking advantage of more opportunities to engage with the wider community.



Creating community-based self-help strategies to improve mental health for all

Submitted by Robyn Guidon

Bounce Back® Reclaim Your Health is a free self-directed program available for individuals (ages 15 and older) experiencing anxiety and/or mild to moderate depression. The program consists of telephone coaching together with workbooks based on Cognitive Behavioural Therapy principles to help participants learn skills to manage inactivity, unhelpful thinking, worry, avoidance and improve overall well-being and quality of life. Participants work through workbook material on their own and are supported by a telephone coach to discuss how they are understanding the material and bringing the learning and skills into their life.



This year Bounce Back welcomed two new coaches, said good-bye to one and one is currently on leave; at this moment we have 4 full time coaches. As our previous contract is finished, we've been waiting for funding to be renewed before being able to hire a new coach.

While our program continues to expand, our Bounce Back online video (introducing the program and helpful tips) is now available in Mandarin, Cantonese, Punjabi, Arabic and Farsi, and the hardcopy DVD is now also available in Punjabi, Mandarin, and Cantonese.

Recently we attended the Rural Health Conference in Nanaimo – this is a great opportunity for us to spread the word about Bounce Back to doctors who are looking for services to help their patients in smaller communities.

Our youth program has new swag! We have numerous postcard sized hand-outs (I meditated today, I got out of the house today, I made it to practice today, I got 8 hours of sleep last night) along with water bottles, brochures and cell phone card holders as part of their *Celebrate Everyday Victories* campaign.

Cowichan Valley Statistics for last fiscal year

- 1213 referrals received
- 1170 DVDs sent
- % would recommend program to family/friends – 78.26%
- % improvement in depression symptoms – 89%
- % improvement in anxiety symptoms – 83.5%

Warmland House

Submitted by David Mitchell

Vision

A safe, supportive environment, that helps clients help themselves in their transition to stable housing; where all individuals treat themselves, their neighbours and their Surroundings with respect.

Values

Inspiration & Hope –friendly, supportive, persistent encouragement to clients to discover and explore their strengths and capacities, opportunities to change, improve their health and lifestyle stability, and move forward.



Caring & Compassion – flexible, supportive working relationships between staff and clients built on trust, respect, honesty and dignity. Recognizing the importance of coming from a place of wise heart – passion, dedication and discernment, “believe in them, laugh with them, and be present to their suffering; respect them”

Stability & Boundaries – a structure of legitimate and carefully articulated expectations and responsibilities for both staff and clients. For example, “Good neighbours don’t interfere with the ability of others to enjoy or feel safe in their housing. Good landlords don’t tolerate substance use in common areas or drug dealing on the property.”

Collaboration & Partnership – access to a continuum of in-house and referral client centred supports and services tailored to each client to assist them in becoming self-sufficient and better able to address their barriers to employment, addiction and health, where possible.

Community & Belonging – where all individuals treat themselves, their neighbours and their surroundings with respect.

Facility

Warmland House shelter offers a place of belonging to the most vulnerable men and women in the Cowichan Valley by providing a home that is safe, warm and dry. We serve the working poor, impoverished elderly, physically and mentally challenged, addicted and the homeless. We serve breakfast and dinner to our clients daily, lunch any time that the local food bank is closed as well a community barbeque once a month organized by the Knights of Columbus. Some of our other

services include hot showers, free clothing, toiletries, short term storage and long term lockers, outreach services, free tax service.

Our shelter offers 30 shelter beds and an additional 24 minimal barrier transitional housing studio apartments as well as an additional 10 extreme weather beds for when weather conditions are deemed severe enough to present a substantial threat to the life or health of homeless persons. Our Moving Forward Program allows for our clients to move from a shelter bed to a tenant of one of our studio apartments and/or to one of our many leased apartments that we hold within the community. This program has proven to be a successful way to integrate people into the type of housing that they can manage.

Our Client & Tenant Support Services provide assistance with financial and legal aid, acquisition of identification documents, housing, life skills, physical health and hygiene, socio or cultural connections, harm reduction, mental health referrals, training and employment.

Warmland House's adult outreach team works as a member of an integrative team that provides assistance and support to adult men and women. This team monitors clients by methods such as observing health conditions and environment as well as arranges, plans, escorts and accompanies as necessary, designated/marginalized individuals on appointments, errands, and other activities. The team also creates linkage to other community resources and program and assists.

Additional In-House Services

- Family practice nurse practitioner
 - Fridays from 2-6pm
- Foot care clinic
 - 3rd Tuesday of every month

Moving Forward Program

As mentioned above, CMHA - CVB Warmland House provides transitional housing opportunities and not landlord / tenancy rental arrangements. Opportunities to secure transitional housing are based on commitment to a personal growth plan (Moving Forward Plan) developed in tandem with staff. Stable housing is part of any moving forward plan and part of an individual's participation in Warmland's (Moving Forward Program Initiative).

Moving Forward Plans are part of the larger "Moving Forward Program Initiative" that supports individual clients who choose to improve their personal living conditions. With the support of outside community agencies, health services, housing and in-house client support services, prospective residents are encouraged to commit to a personalized plan of personal growth and improvement.

The plan itself is regularly reviewed, modified and adapted by staff and other outside professionals (with regular client input) in an effort to aid individuals in keeping on track with their commitment to an overall change in their life circumstance.

An individual may choose to leave the Moving Forward Program at any time, and/or may be asked to leave if it has been determined the individual is not committed or moving forward with their individual strategy. These persons may at this point return to the night-to-night shelter spaces, or move on to other accommodations or living arrangements.

Clients and residents who leave Warmland always have the opportunity to return in future and meet with Warmland staff to again gain access to the programs and services available through Warmland Shelter & Outreach Program.

Emergency Shelter Data

The following tables describe the use of the emergency shelter over the period April 1, 2018 to March 31, 2019. **Occupancy**, or how full the dorms were during this time, is the focus of the table below. Every day is a new day at the Emergency Shelter as clients are required to “sign-in” each night.

Emergency Shelter “Occupancy”

To set a context, if all 30 beds in the emergency shelter were filled every night of the year occupancy would be 100%. For the period of April 1, 2016 to March 31, 2017 the average monthly occupancy was 99.6%.

- 10,974 nightly stays (not unique clients) for Warmland House Emergency Shelter, 2018/19 fiscal year;
- 9123 nightly stays for males, or 83%
- 1851 nightly stays for females, or 17%

Occupancy Profile	# of Nights all 30 Shelter beds 100% full	# of Nights all 30 Shelter beds 90% full	# of Nights all 24 Male's Shelter beds 100% full	# of Nights all 6 Female's Shelter beds 100% full	# of Nights clients turned away (no EWS)	Total # of clients turned away (no EWS)
Apr. 2018	23	3	25	15	3	5
May 2018	11	14	22	3	0	0
June 2018	7	7	4	13	1	1
July 2018	20	6	16	24	6	14
Aug. 2018	21	9	28	3	12	32
Sep. 2018	27	3	27	11	23	87
Oct. 2018	30	1	30	7	19	76
Nov. 2018	29	1	25	20	17	100
Dec. 2018	31	0	25	18	5	12
Jan. 2019	27	4	31	0	3	6
Feb. 2019	28	0	24	17	0	0
Mar. 2019	23	6	21	25	7	14

The Extreme Weather Shelter (EWS)

Warmland House is sanctioned by BC Housing to initiate the “Extreme Weather Response Program” during periods of winter weather which threaten the health and safety of homeless individuals. When merited, established provincial protocols are initiated by the Warmland General Manager and an additional 15 shelter spaces are made available. Typically this program runs from November through to March.

Factors taken into account to initiate the protocols included:

- Temperatures near zero with rainfall making it difficult or impossible for homeless people to remain dry and/or
- Sleet/freezing rain; and/or
- Snow accumulation; and/or
- Sustained high winds; and/or
- Temperatures at or below -2 Celsius
- Forecast of three or more days of consecutive winter rain
- Feedback from clientele of the various facilities may also be considered

Extreme Weather Response Shelter added an additional 15 beds on qualified nights as follows:

- EWS activated a total of 78 nights.
- 859 client beds, (not unique individuals) were occupied during the 2018/2019 EWS season.
- 668 nightly stays for males, or 78%
- 191 nightly stays for females, or 22%

EWS Occupancy Profile	# of Nights the EWS activated	# of Nights the EWS occupied	Total # EWS beds occupied	Total # of EWS beds occupied by Females	Total # Turned Away from EWS
Nov. 2018	13	13	118	28	1
Dec. 2018	18	18	175	66	0
Jan. 2019	11	11	69	10	0
Feb. 2019	25	25	336	57	0
Mar. 2019	11	11	161	30	1

Transitional Market Housing

As part of Warmland’s commitment to client transition and moving forward, several Cowichan Valley apartment units are sub-leased by the CMHA-CVB.

Clients are placed in these units when they come available, and usually after spending some time working towards success through their individualized Moving Forward Plan (see above). In most cases men or women have moved from a shelter space, to the bunk-house, to an apartment and eventually to a market housing unit.

Warmland's Housing program staff and Outreach Support work diligently during the initial months of tenancy to ensure a smooth transition for both the landlord and new tenant. Warmland has seen great success with this program, with clients eventually renting the apartment on their own, and Warmland being given another suite to sublet within the building.

Listed below is a table of those market-housing units currently sub-leased to the CMHA-CVB. Many of these units are provided for families whose children are in the care of the Province as a result of inadequate housing. This new housing support will help them to re-establish their families.

Unit	Numbers of Units	Numbers of Residents
Dingwall Apartments	7	15
Log House	5	5
Pine Ridge Manor	1	2
Villa Palm Dale	2	3
Prevost (Isabella)	1	4
Cairnsmore & Government Apartments	2	2
Cavel Apartment	1	2
Total	19	33

Client and Tenant Support Services

The main goal of Client and Tenant Support Services at Warmland House is to provide support to the community of individuals residing at Warmland House. Support is primarily in the areas of client safety and harm reduction, mental health, financial and legal aid, acquisition of identification documents, housing, addiction, life skills, physical health and hygiene, socio or cultural connections, training and employment. Tenant Support has the additional goal of helping tenants to transition out of Warmland House's transitional apartments, becoming landlord friendly. The Support Services program is also available to homeless individuals within the Cowichan Valley accessing the services on a "drop in" basis.

Some of the more common activities of Support Services include, assisting people with applying for Income Assistance, offering to provide letters of reference to those who have proved competence in work-related activity or housing arrangements with us. Advocacy is provided, on request, individuals experiencing difficulty navigating the steps required by government agencies and outside resources in order to access needed support.

Referrals are regularly made to appropriate companies, agencies and persons who may be able to help clients. Where communication is a challenge, Support Services initiates contact and then gradually transferred back to the client when the groundwork to access the support is laid. Should a client decide to attend a drug and alcohol treatment program, support is provided to help clients overcome personal and circumstantial difficulties in order to make the goal a reality.

Providing opportunities for clients to gain life skills and increase their involvement in healthy, stable life-style choices is another goal of shelter support. Such activities include organized activities that develop vocational skills, housekeeping skills, budgeting skills, gardening skills and more. This is accomplished through a blend of external programs and workshops offered at Warmland House and skill-based activities and opportunities offered by support staff.

The Good Food Box program for example, is one of Warmland's vocational and social skill developing activities in which a group of volunteers who are part of Warmland's clientele, come together for one day, under the direction of a former Warmland client in order to assemble and distribute 100 - 300 or more, boxes of seasonal vegetables, to paying customers in the community of Duncan. Healthy social interactions and a shared meal for those involved are great rewards.



Students of Queen Margaret's School support the Good Food Box Program

Community Donations & Support

Warmland House continues to be the recipient of numerous voluntary donations from the community. Through the generosity of people living in and around the Cowichan Valley, we regularly receive shoes and clothing of all kinds and sizes, as well as toiletries, bedding, blankets, towels and dishes for use in the transitional apartments. Our thanks will never be enough for the bounty we receive from the community every single day.

Warmland has also had a connection with the youth of our community. Several times over the past year, children as young as 8 and 9 have come to Warmland with a parent and dropped off money they have raised for the residents of Warmland. Many times they have had a birthday party and, in lieu of gifts, have asked their guests for a cash donation for those “living at the shelter”. On two such occasions, the money proved ample to sponsor a special breakfast for the residents. It is hard not to be moved by such selfless giving on the part of these young people.

Finally, we would like to say a very special thank you to Flagship Ford for their \$5,000 donation to the CMHA-CVB’s Lend-A-Hand Fund. The donation will provide funds for various outreach and in-house needs that typically would not be covered by any other funds. Without this and other donations from within the Cowichan Valley, Warmland residents and clients would not have access to (in some cases) some of the basics that we all take for granted; something as simple as a pair of socks.

Final Thoughts

There are miracles taking place here every day. Warmland is more than a building; it is a refuge in a world for some who have nowhere else to turn. Warmland is a place to feel safe, to take stock, rebuild, a place to call home - a community. And that is what makes Warmland different. It’s not an institution, a set of rules and policies. It is not fear based, it is welcoming.

Above all else, Warmland is about people who care. Warmland is the team that daily brings their passion, compassion and empathy to bear upon this place. They give a “hand-up” and bring hope every single day to some of the most vulnerable in the Cowichan Valley. They save lives and give hope everyday... they just don’t realize it. In the words of one resident “... this place saved my life...” I’m sure he’s not alone.

Overdose Prevention Centre

Submitted by Melissa Middlemiss

In 2016, a Ministerial Order was issued under the Emergency Health Services Act and Health Authorities Act in response to the opioid crisis. The order allowed for the establishment of temporary overdose prevention services. In response, as part of a program funded by Island Health and operated by the Canadian Mental Health Association Cowichan Valley Branch, the Duncan overdose prevention site (OPS) was established in September 2017. Since opening its doors, the Duncan OPS has had over 31,000 visits, and has reversed over 250 overdoses, with no fatalities. Although the site was initially intended as a temporary fixture, ongoing and increasing need has resulted in the lease being extended. The current lease expires Nov. 30, 2019.



The OPS offers clients a safe, supervised environment to utilize pre obtained street drugs. Currently, clients have access to a ten-seat injection space, and a four-seat inhalant use space. Trained staff monitors both areas. After injecting or using inhalants, clients move to the recovery room, where they can have water and continue to be monitored by staff.

In addition to monitoring drug use and intervening when necessary, the OPS offers access to harm reduction supplies, naloxone distribution and training, safe disposal of used supplies, education pertaining to safer drug use and overdose prevention, drug checking using fentanyl test strips, and referrals to mental health and substance use services and other health and social care organizations. Moreover, staff at the OPS offers clients connection and support. Staff recognize that the clients seeking services offered at the OPS are a marginalized population that has, and continues to face intense stigmatization. Therefore, OPS staff offers compassionate care, while listening to clients without judgement. The non judgemental environment at the OPS helps clients develop trusting relationships with staff which in turn, facilitates connection to key services and programs that clients might not otherwise access.

O.P.S Statistics 2018-19

- 26,683 client visits for consumption. New client visits, 235. Returning client visit total is 26,448.
- 4111 visitors came to the site to pick up Harm Reduction Supplies.
- 170 witnessed Overdose events. Overdoses' resulting in death is zero!
- First responders were called to assist 29 times, with only 10 clients taken to the hospital.

O.P.S. has saved the lives of:

- 16 youth under the age of 19
- 119 people ages 19-39
- 34 people over the age of 40
- 1 client, Unknown Gender age range 19-39

Overdosing is not gender specific:

- 101 Male's
- 68 Female's
- 1 client of Unknown Gender

OPS Site Usage per Quarter	Returning Clients	New Clients	Total Clients Visits for Consumption	Overdose Events	Visit for Supplies only (did not use)
QTR 1	5,494	80	5574	58	1,079
QTR 2	6,833	69	6,902	42	981
QTR 3	6,699	47	6,746	28	988
QTR 4	7,422	39	4,461	42	1,063
Totals	26,448	235	26,683	170	4,111

OPS Site Overdose Events per Quarter	Males	Females	Under age 19	Ages 19-39	Over age 40
QTR 1	35	22	8	42	7
QTR 2	21	21	5	28	9
QTR 3	19	9	1	22	5
QTR 4	26	16	2	27	13
Totals	101	68*	16	119**	34

* One (1) unidentified Gender – age range 19-39

** One (1) unidentified age range, gender female

Sobering and Assessment Centre

Submitted by Melissa Middlemiss

The Sobering and Assessment Centre, commonly known as SAC, provides six emergency beds for those who are too intoxicated to find services elsewhere, have no-where else to go and just need a safe place to sleep.

SAC is situated at 2579 Lewis street Duncan BC, in the east wing of Warmland house—an emergency homeless shelter. SAC opened its doors on Dec 20, 2016 and has operated twenty four hours a day, seven days a week, since opening. Since then, it has served 373 unique individuals in 3,145 visits. SAC is funded by Island Health, and managed in partnership with the Canadian Mental Health-Cowichan Valley Branch (CMHA-CVB).

Although the RCMP frequently bring clients to SAC (those who do not *really* need to be in cells), and Cowichan District Hospital also sends clients down to the SAC (freeing up hospital beds) most clients now bring themselves to the SAC.

SAC is a non-judgmental, culturally sensitive, gender neutral and non-coercive sleeping program. Clients can leave at any time. SAC uses a compassionate but structured approach. Both out at the gate and in the office, Staff do an assessment of the client's needs and their suitability for the program. Clients who present with urgent medical needs are sent up to the hospital either by taxi or ambulance. All staff at SAC have level-two first aid.

Clients are expected to do a complete set of vitals and change into scrubs. Clients are expected to be able to walk talk and follow directions. Clients are not permitted to bring any possessions into the dorms. Clients are given a blanket and assigned a bed and a locker. The client's belongings are locked up and the clients are shown their bed. Client's respiration and condition are monitored hourly or more frequently as needed. Clients on alcohol may sleep for up to 24 hours; those on other substances may stay up to 30 hours. If at any time the client becomes a danger to themselves or others the RCMP will be called. If at any time the client's medical condition changes they will be sent to the hospital.

SAC has two dorms. One holds four beds, the other two. Generally the larger dorm is used for male clients and the smaller dorm for female clients. SAC can accommodate youth between the ages of 17-18. Youth are not housed with adults. All beds are assigned on a first come—first served basis. If youth clients present after adults are already in the dorms, then youth must be turned away and the RCMP contacted. If a non-gender or trans-gender client presents they may be assigned a bed in the dorm with which they most identify.

Clients may have a nutritious drink and snack upon departure. Clients can shower and have clothes laundered. Sac provides, through donations, soap and shampoo, toothbrushes, toothpaste, razors, hand lotion, feminine hygiene products, socks and some extra clothing on a limited basis. Although SAC is only a sleeping program it does intend to connect clients with services in the community.

Many clients have, in the past, through contact with an in-house nurse, accessed detox services and treatment programs. Unfortunately, SAC has no longer the services of an in-house substance-use nurse for referrals to detox. Clients can only seek detox support by going on their own to a walk-in clinic open between 10am-1:30pm located 2.6 km away (approx. ½ hour walk). SAC supports meeting clients where they are, and when they are, ready for change. Returning an in-house nurse to SAC would be an important service to SAC clients.

Stays per Quarter	Total Accepted Visits	Total Male stays	Total Female stays	Unique Male stays per QTR	Unique Female stays per QTR	Client's Self Referred	Clients Referred by Community
QTR 1	452	325	127	69	26	359	93
QTR 2	420	306	114	60	29	375	45
QTR 3	436	325	111	66	38	371	65
QTR 4	397	341	56	73	25	327	70
Year Total	1705	1297	408	167	77	1432	273

- 244 Unique Individuals
- 1705 Accepted Stays
- 1297 Male Client stays
- 408 Female Client stays

The top 10 Unique Males stayed a total of 637 times, making up 49% of all male stays.
The top 10 Unique Females stayed a total of 245 times, making up 60% of all female stays.

Our People

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▪ Kim Ayer	Child & Youth Worker
▪ Lindsey von Westarp	Child & Youth Worker
▪ Luke Thornton	Child & Youth Worker
▪ Madi Walter	Child & Youth Worker
▪ Matthew Schuetze	Child & Youth Worker
▪ Melody Kassiri	Child & Youth Worker
▪ Ray Anthony	Child & Youth Worker

- Lucy Morton Bounce Back Administrator
- Robyn Guidon Bounce Back Team Lead
- Malanya Hanson Bounce Back Coach
- Sarah Lazenby Bounce Back Coach
- Jo-Anne Sutherland Bounce Back Coach
- Andy Wenting Bounce Back Coach

Warmland Staff

- Darlene Slater Tenant Support
- Donna Dunnigan Outreach Worker
- Jean Flynn Outreach Worker
- Jason Bell In-House Client Support
- Lawrene Collins Tenant Support
- Lisa Redmond Admin/Kitchen Manager
- Rena Rae Kitchen
- Stacy Middlemiss Community Action Team
- James Rempel Shelter Team Lead
- Aneil Perwal Shelter Worker
- Cindy Roberson Shelter Worker
- Matt Elford Shelter Worker
- Melissa Oczkowski Shelter Worker
- Terry McDonald Shelter Worker
- Cindy Young Relief Shelter Worker
- Desiree Buchan Relief Shelter Worker
- Darlene Woolls Relief Shelter Worker
- Jenn Tallis Relief Shelter Worker
- Jordie Farrow Relief Shelter Worker
- Kandase Walt Relief Shelter Worker
- Karla Snider Relief Shelter Worker
- Kelly Ronningen Relief Shelter Worker
- Kyra Morrison Relief Shelter Worker
- Sandra Doerksen Relief Shelter Worker

- Aaron LaFlam Clean-Up Peer Worker
- Brenda Talbot Clean-Up Peer Worker
- Chelsea da Silva Clean-Up Peer Worker
- Chris deWit Clean-Up Peer Worker
- Curtis Armstrong Clean-Up Peer Worker
- Darrell Tkachuk Clean-Up Peer Worker
- Darwin Hopkins Clean-Up Peer Worker
- Kevin MacKay Clean-Up Peer Worker

- Donald Smith Maintenance / Handyman

Sobering & Assessment Centre Staff

- | | |
|-----------------------|---------------|
| • Murray Mann | SAC Team Lead |
| • Brandy-lee Williams | SAC Worker |
| • Mistee McPeake | SAC Worker |
| • Susan Johnny | SAC Worker |
| • Tracey McDill | SAC Worker |
| • Wendy Stokes | SAC Worker |

Overdose Prevention Site Staff

- | | |
|-----------------------|---------------|
| ▪ Amberly St.Laurent | OPS Team Lead |
| ▪ Alexis Cage | OPS Worker |
| ▪ Hannah Day | OPS/SAC |
| • Asia Sherart | OPS Worker |
| • Charlene Kozakevich | OPS Worker |
| • Dawn Day | OPS Worker |
| • Shannon Kiedaisch | OPS/SAC |
| • Lisa Perpeluk | OPS Worker |
| • Melissa Murphy | OPS Worker |
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| • Sean Redmond | OPS Worker |
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