

*“It is a privilege to be part of this inspiring community. I hope you will take time to read this report and see the excellent services that are provided and join us in celebrating the successes of our clients as they achieve their goals as part of their personal growth towards recovery.”*

*Pam Edwards, Executive Director*

2011 – 2012



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## 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.

## Our Mission

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

## Our Vision

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

## Our Service Commitment

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; and
- Are flexible and responsive to its environment.

## Our 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 the scope and effectiveness of service delivery; and
- Expand funding sources to provide additional services.

*This year has been a year of change, challenges and achievements throughout the agency, and once again it is a pleasure to take this opportunity to recognize the people who have been central to our achievements and ongoing success. At the centre of this community is the belief that people with a mental illness can recover, that they are valued members of society, and deserve the best possible services to help them succeed.*

## **Our Board and Staff**

# Our Board of Directors

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

## Executive Committee

Darrion Campbell	President
Tony Rushworth	1 <sup>st</sup> Vice President
Wilf Gorter	2 <sup>nd</sup> Vice President
Donna Spence	Treasurer
Pam Edwards	Secretary Ex Officio

## Members At Large

Justine Dooley  
Susan Enefer  
Laylee Rohani  
Ellen Stensholt  
Karla Wagner  
Bill White



# Our Employees

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

## Administration

Executive Director	Pam Edwards
Manager of Client Services	Doug Hohenstein
Manager of Human Resources & Psychosocial Rehabilitation Housing	Lori Mist
Accountant	Angela Treverton
Manager of Housing	Imogen Burr
Business Support Coordinator	Sarah Crawley
Administrative Assistant	Katie Baird
CARF Accreditation Assistant	Kim Maynard

Retired Administration Staff:

Kelly Heard  
Sara Cawsey  
Arlene Chastaney

## Program Staff

### Alzheimer Support Program

*Heather Reid, Manager*  
Janet Connelly  
Michelle Dalzell  
Richelle Grove  
Justin Hardiman  
Trisha Lumley  
Sonya Podgorenko

## Bridge Centre Program

*Darlene Arseneault, Coordinator*

Barb Curtis

## Friendship Centre Program

*Katie Rawluk, Coordinator*

Sheria Brown

Melanie Funk

## SARIN CBT Group Program

*Pam Kilburn, Lead Facilitator*

Sheria Brown

Melanie Funk

## Greenridge Place / Eagle Rock Heights

*Rhiannon Porcellato, Manager*

*Richelle Grove, Director of Care*

Alex Comtois

Alana Connell

Amanda Dumais

Debbie Flint

Janine Hartley

Steve Hummell

John Hylton

Glen Palubeskie

Annika Pawson

Amanda Perkins

Brendan Phillips

Cecilia Tavares

### *Greenridge Casual Staff*

Sheria Brown  
David Chenery  
Jeannine Chudzik  
Jannine Dyson  
Slawomir Jurgeil  
Michael LeBlanc  
Eileen Lowey  
Kim Maynard  
Baylie McKnight  
Spencer Morrison  
Kaitlyn Nohr  
Peggy O'Neill  
Deborah Palubeskie  
Bruce Rees  
Christie Stevenson  
Johanna Westerneng

### **GROW Program**

*Sabine Vanderispailie, Coordinator*  
Trudy McKay  
Ingrid Mercer  
Joe Percival

### **Housing Support Program**

*Lori Mist, Manager of Human Resources and Psychosocial Rehabilitation Housing*  
Katherine Carr  
Kathy Holtby  
Sandra Miller  
Sandy Scafe

## McCauley Lodge

*Grant Enns, Manager*

*Veronica Grealy, Director of Care*

Brian Abbott

Donna Foort

Keith Foster

Kashmir Kler

Alec Lewis

Darian Nightingale

Michael Nagle

Dan North

Edwin Raine

Robin Sales

Jagir Singh Virk

Pam Virk

Julie Willing

Michael Wojas

## *McCauley Lodge Casual Staff*

Louise Bromley

Sheria Brown

Catherine Cadoni

Barb Curtis

Herbert Graham

Charlene Kerr

Scott MacKay

Marcia Meyer

Kuljinder Nijjer

Rennie Parrish

Nicholas Waiganjo

## Networks Program

*Pat Valks, Coordinator*

Karla Barnes

Tracy Hunter

Lauren Mycroft

Natasja van der Lingen

## Education Coaches

Debbie Flint

Will Gordon

## Housing Program

Brent St-Gelais

Alain Deschamps

Anthony Giesbrecht

Les Giesbrecht

Martin Power

## *Agency Casual Staff*

Michael Allen

Sheria Brown

Jeannine Chudzik

Hannah Culff

Michelle Dalzell

Margaret Danylchuk

Kristen Feldman

Melanie Funk

Ocean Lum

Linda Nguyen

Jennifer Perreault

Katie Rawluk

Kathleen Sandborn

*Retired Program Staff:*

Alex Comtois

Alain Deschamps

Anthony Giesbrecht

Les Giesbrecht

Charlene Kerr

Trisha Lumley

Martin Power

Bruce Rees

Cecilia Tavares

Nicholas Waiganjo

# President's Message

This past year has been an extremely busy one for the board and for CMHA. We have continued to move toward a psychosocial rehabilitation model and toward an organisation that is more modern and is responsive to our environment, our funders, and most importantly, to the needs of our clientele.

In keeping with our strategic plan, and building on the work of the last several years, the board has continued to focus on:

- Strengthened recovery services – we are pleased to see the continued growth and recognition in our psychosocial rehabilitation programs.
- Expanding housing services - one of our highest priorities continues to be housing services. Also, as CMHA continues to grow and mature as an organization, the board has done considerable work on examining the state of our facilities and buildings and planning for the future in that regard.
- The board has also been examining the policies of the organization, and developing our brand and profile in the community.
- The board has also been supporting management in contingency planning and risk management to do our best to ensure that CMHA is as prepared as possible for unforeseen future events.

## *Executive Director*

The board approved the permanent appointment of Pam Edwards to the Executive Director position. Pam has done a great job as acting ED and we have confidence that her permanent appointment will continue this performance.

## *Performance Measures*

In order to better gauge and demonstrate our performance, the organization is gathering client outcome performance measures in the form of client and stakeholder surveys. This is pivotal to demonstrating the effectiveness and performance of our programs in order to continually improve them.

### *McCauley Lodge Redevelopment*

Our rezoning application to the City of Esquimalt was approved. We continue to receive great support from the community and funders for this project. Our proposal for the renewal of McCauley was approved earlier this year and we received approval for funding in the amount of \$900,000 from the Capital Regional Hospital District (CRHD). We also received \$95,000 from United Way for fixtures and fittings in the new Lodge and a commitment to the ongoing operations from the Vancouver Island Health Authority.

### *Budget*

We have continued to stabilize the financial outlook of the organisation. This last fiscal year the budget was very close to balanced.

We have increasingly positive working relations with the Vancouver Island Health Authority who are a main source of client referrals and program funding.

### *Thank You*

The members of the board have continued to take 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. It is greatly appreciated.

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

*Darrion Campbell*



# Executive Director's Message

This year has been a year of change, challenges and achievements throughout the agency, and once again it is a pleasure to take this opportunity to recognize the people who have been central to our achievements and ongoing success. In the last year I have seen that the heart of an agency is the community that supports it, the staff, board and volunteers, the people in the surrounding neighbourhood, our funders and donors. At the centre of this community is the belief that people with a mental illness can recover, that they are valued members of society, and deserve the best possible services to help them succeed. When I look at that, I know that CMHA has a strong, vibrant heart at its core.

This year our programs have continued to provide their usual high standards of service, as you can see reflected in the results of our client and stakeholder satisfaction surveys. The positive feedback is a direct result of the quality of work that is done by the staff at CMHA, and reflects their values of dedication and commitment to the success of the people they serve. Each person who comes to CMHA is treated as an individual with unique skills and attributes. Our role is to assist them on the recovery journey, or, in the case of the Dementia Program, support each person to sustain their capacity as long as possible. At all of our programs the staff at CMHA provide people who have a mental illness with an environment that fosters hope, empowerment, opportunities for community integration and also support to find a meaningful role in their life. I would like to take this opportunity to express my thanks to all of the staff at CMHA for their continued hard work and enthusiasm.

It is with great pride that we are now able to see the rebuilding of McCauley Lodge moving forward, with construction anticipated to start in the fall of 2012. As with most large building projects, the McCauley rebuilding project has been a real roller-coaster ride. At many of the difficult times, I have found myself reflecting on the tremendous outpouring of support from the community. At several of the meetings I attended for our zoning application, neighbours came forward to speak of their concern for the residents, wanting to know about the transition plan, and to know that the people who lived in McCauley would continue to be well cared for throughout the process. Their care and compassion for our residents was evident, as they said many times, "they are valuable members of our community. This is their home." The support of these neighbours was a moving and inspiring experience, just to know that so many people cared about the people who live at the Lodge was a truly motivating force to see this project completed.

The CRHD Board, the Health Authority and the United Way have all been pivotal in the success of the project. Without their support in providing some funding and their commitment to the long term operation of the facility we could not have moved this project forward. We are also grateful for

the support of TD bank in providing the mortgage for both the McCauley project and for the purchase of Greenridge Place and for their commitment to the success of the projects. It has been truly rewarding to work with all of these supporters, and we look forward to continuing with them as partners in the future.

As part of our strategic plan to increase our involvement with housing, we purchased two small, group homes, Greenridge Place and Eagle Rock Heights in May 2011. These side by side facilities provide Psychosocial Rehabilitation, and a home, to 16 young adults with mental illness. It has been a pleasure to begin working with the clients and staff, and we look forward to building on this relationship in the future as Greenridge and Eagle Rock become an integral part of CMHA recovery services. I would like to express my great appreciation for the support and work of the Board of Directors this year. These two major projects would not have been possible without their extensive work and commitment to the agency.

Our volunteers have also continued with their hard work on behalf of CMHA. Our volunteers provide many extras to our clients that could not otherwise be enjoyed, including music, crafts, visiting pets, and much more. Some of the volunteers have been with us many years and are deeply appreciated by staff and clients alike. The programs would not be the same without their much needed support. This year we have also worked with volunteers who have helped us with our research and with Social Media. As a result of their hard work, we now have up to date research and information on mental illness on our website blog, which is viewed internationally, and the information is then sent out on Twitter to a wider audience.

I would like to express my thanks in particular to the Women's Auxiliary this year. These great ladies meet monthly with me to update me on their activities in running the gift shop at the Eric Martin Pavilion. The meetings are always a delight for me, often filled with laughter, and some great stories. In addition they have provided sufficient funds to assist with the McCauley Rebuild, people returning to school, art and craft supplies and some bedding for Greenridge and Eagle Rock. This incredible feat is the result of the sales from the gift shop at the Eric Martin Pavilion, which sells candy and second hand goods, all collected by the Auxiliary. Every penny goes directly to improve the quality of life for the clients. I am constantly amazed by their energy and enthusiasm; they are such a great asset to CMHA. I would like to make a special mention of Ailsa Roberts who died at age 88 after working as a volunteer with CMHA for some 30 years. We will miss her greatly at the meetings; she had a tremendous sense of humour, and was a much loved part of this agency.

It is a privilege to be part of this inspiring community. I hope you will take time to read this report and see the excellent services that are provided and join us in celebrating the successes of our clients as they achieve their goals as part of their personal growth towards recovery.

*Pam Edwards*

# Manager of Client Services' Message

This has been a busy year, and looking back I can't believe all we have accomplished. We have had four major projects as our focus:

- the purchase of Greenridge Place and Eagle Rock Heights,
- the rebuilding of McCauley Lodge,
- our much anticipated 6<sup>th</sup> accreditation with CARF (Commission on Accreditation of Rehabilitation Facilities), and
- a renewed focus on the outcomes of our programs.

## *CARF Accreditation*

CARF is coming to survey our programs in July, and for a good part of the last six months administration and program staff have been involved in preparing for the survey. This will be our sixth survey, and this time the program managers and coordinators are more involved than they have ever been in the process of preparing and assessing their programs. In addition to Networks, McCauley, and Housing Support, which have all been accredited previously, we are having Greenridge/Eagle Rock and GROW surveyed for the first time. I cannot overstate the amount of time and effort the program managers and coordinators have put into their preparation for this, and they deserve thanks and congratulations for it.

## *Client Satisfaction*

This last year has also seen CMHA's greater use of client and stakeholder satisfaction surveys. Every six months clients in all programs are asked what they feel about the services they are receiving, and we are using these results to adjust our programming in large and small ways. The results of the surveys can be seen in each program's report. The results of the feedback and the programs' response to the feedback will be seen in the next round of surveys this fall.

A little more about our satisfaction surveys: we asked clients and other stakeholders to rate our programming on the following six different areas we consider essential to providing quality services.

1. I am satisfied with the services offered by the program
2. I feel safe and welcome at the program
3. Staff help me when I have a question or concern
4. Staff treat me with dignity and respect
5. I can ask for changes to the program
6. I am involved in planning program activities/my service plan

Respondents rated us on a scale from “Never” to “Always.” As you can see, overall satisfaction with the services our programs offer is quite high, with an overall grade of A-, or 87% “Always.”

The opportunities for greatest improvement were the items asking about client involvement in program planning and individual service planning. In response to this, there will be a renewed push to have clients involved in program design and service planning for this coming year.

#### *McCauley Lodge Rebuild*

The rebuild of McCauley Lodge has of course been a major project and I would like to highlight the McCauley Bridging program as an excellent example of client-centred recovery practice. While the residents and staff of McCauley Lodge are preparing to move to a temporary home during the construction of the new lodge, the Bridging clients and their outreach workers have been working hard and have been exceedingly successful in developing the skills and connections required for clients to continue to live independently when the lodge moves from two blocks away to six kilometres away. Fantastic work has been done by the staff and clients there.

Finally I would like to thank all of the staff of CMHA for their hard work and commitment to supporting the recovery of their clients.

*Doug Hohenstein*

*Each person who comes to CMHA is treated as an individual with unique skills and attributes. Our role is to assist them on the recovery journey, or, in the case of the Dementia Program, support each person to sustain their capacity as long as possible. At all of our programs the staff at CMHA provide people who have a mental illness with an environment that fosters hope, empowerment, opportunities for community integration and also support to find a meaningful role in their life.*

## Our Programs

# GROW

## (Gateway to Resources and Options for Wellness)

GROW provides wellness and recreational activities for people with a mental illness. We offer a diverse range of choices, with an extensive menu of activities and groups that our clients can choose from to challenge themselves in their pursuit of wellness.

Building on successes from the past years and combining this with the ongoing enthusiasm from clients and staff we strive to keep our groups interesting for all. Our program works with students from different disciplines and we are very fortunate to have a number of dedicated volunteers.

In the past year we've worked with 330 clients, but on any given day 150 are enrolled in the program and actively participate.

The people referred to GROW most often have goals related to decreased isolation, meaningful activity, a place to go to, to belong, learn something new...and along the process their confidence builds and they want more, they want to go back to school, get a job or get back to work, they want to volunteer. It's nice to observe how they surprise themselves and leave the program with more than what they bargained for.

In feedback from clients we often hear how important it is to feel connected, to be part of, to feel that they have a voice and that they matter. Which is why we think it is important to have a strong connection with the larger community. We use existing resources where possible and we are now also active members of 2 community gardening projects in town.

Just before Christmas we had a professor in psychology from Mexico City visiting us. She was on a Sabbatical and wanted to see what community mental health services looks like in Canada. She spent some time with us and even co-facilitated a cooking group and the clients left with authentic Mexican food. This is what she wrote in an email about GROW:

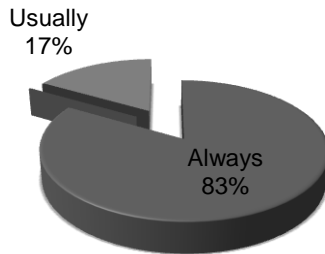
"You gave me your time, your patience, wisdom and talking about your values and philosophy, you taught me to think different about the work with persons with mental health issues. Now I hope I will be able to share all this with the students and colleagues, and "dream" we could here someday do AND THINK like you do about all this... really."

It is a pleasure to see a smile on a face, a hopeful expression that life can be good, that life does not have to be "illness". It can be WELLNESS.

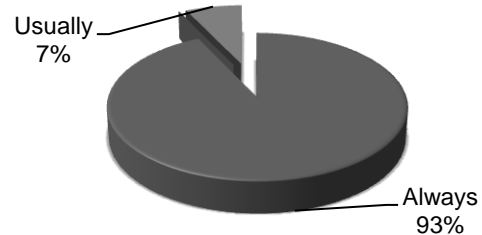
*The GROW Team*

## GROW Client Satisfaction

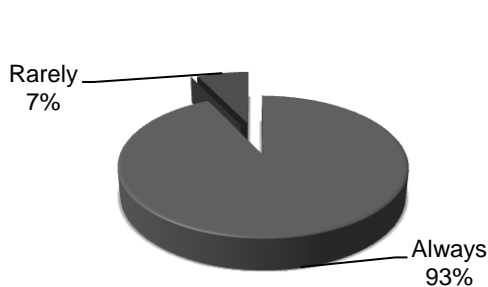
**I am satisfied with the services provided at GROW**



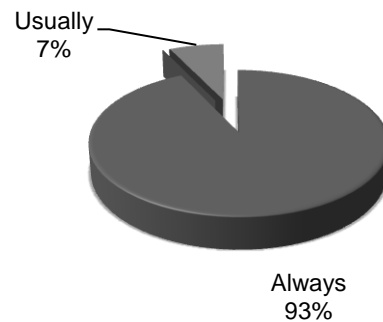
**I feel that the program environment is safe and welcoming**



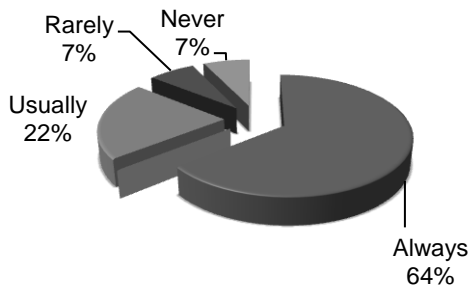
**Staff help me when I have a question or concern**



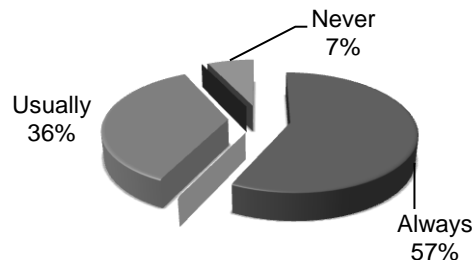
**I am treated with dignity and respect**



**I am part of planning the program and can suggest changes**



**I am given choice in daily program activities**



# NetWorks Employment Solutions

The NetWorks team of 5 Employment Coaches is committed to supporting Mental Health and Addictions clients to find suitable work according to their skills, interests and preferences. We also offer job support services to clients who want ongoing support through the process of establishing themselves in new positions to ensure it is a good “fit” for them. Sometimes clients may progress through multiple jobs over time, learning from each experience, developing skills and confidence to pursue employment that ultimately “sticks.” Work, as it is for most people, becomes a meaningful piece of their lives allowing expression of purpose, growth and contribution.

NetWorks staff works with clients to enhance their recovery through pursuing their employment goals, recognizing it is an ongoing process. We provide support every step of the way and want to acknowledge the following successes through this year’s results:

Overall, 59% of clients who actively pursued their goal of either attaining work or being supported in their job attained that goal.

- **79** jobs were attained
- **89%** of those finding work did so within 6 months of starting the program
- **86%** of clients had first contact with employers within 6 weeks of starting the program
- **96%** of clients had their first contact within 3 months of starting the program

Results from Satisfaction Surveys sent to clients completing NetWorks are as follows:

- **100%** said they received “Helpful Information and Support” (up from 91% last year)
- **98%** were “satisfied with services provided”
- **96%** “would use the services of NetWorks again” ( up from 85% last year)
- **96%** “ Would use the same Employment Coach” if they had the chance

## *Success Stories*

- Client with multiple diagnosis considered “ not expected as able to work” negotiated job requirements to fit her specific needs in re-entering the workforce
- Client with multiple barriers to employment, wanting to return to former occupation was offered 3 jobs, securing desired, full time position enabling return to independent living
- Client with severe anxiety symptoms worked in partnership with NetWorks coach and psychiatrist to take incremental steps over an 8 month period to finally secure suitable work



- Client staying in temporary housing attained full time work in desired trade, now working towards professional apprenticeship certification, has bought a car and moved into own apartment

We take our survey results seriously and also send out a Satisfaction Survey to the professionals who refer clients to NetWorks. This year's survey results from our referrers have shown improvement from last year:

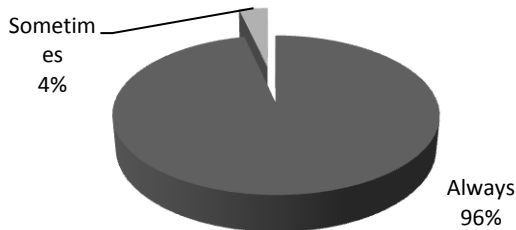
- 100% rated "staff treat me with respect"
- 90% rated satisfaction with NetWorks services
- 90% indicated they were "very likely – certain" they would refer again

We will continue to strive towards the best possible service delivery with our professional partners in our shared commitment to client recovery and quality of life. We look forward to continued success and growth for our clients in partnership with professionals and community partners. Thanks to all for your participation and partnership this last year.

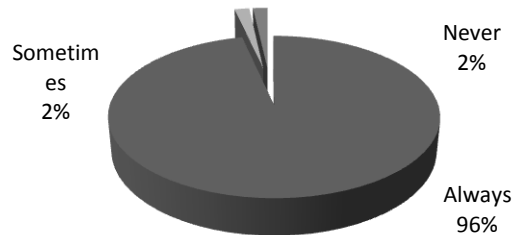
*Pat Valks, Coordinator*

# NetWorks Client Satisfaction

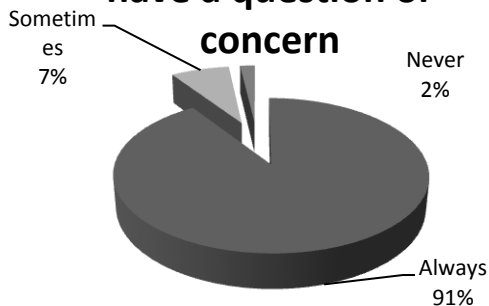
**I am satisfied with the services provided by the NetWorks program**



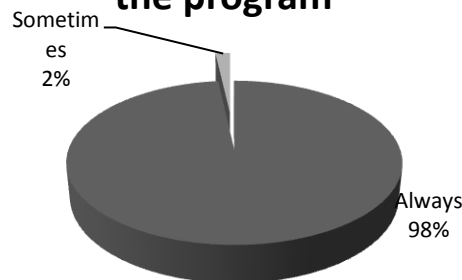
**I feel safe and welcome at the NetWorks program**



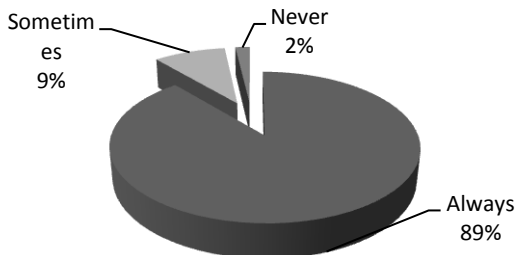
**Staff help me when I have a question or concern**



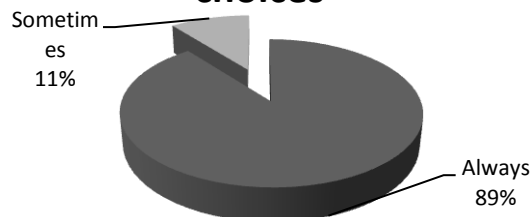
**I am treated with dignity and respect at the program**



**I am part of planning the program and can suggest changes**



**I am able to create and employment plan based on my career goals and choices**



## 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 educational goals.

The Education Coach helps each client form realistic educational goals coupled with a corresponding plan. 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 and courses available at various adult education and post-secondary schools and colleges. It also provides connections to various resources to help the client throughout his or her education journey. In addition, there is regular contact with Case Managers, psychiatrists, and other mental health workers who are involved in the health and progress of individual students.

This past year our Education Coaches have supported many clients through various stages of their educational needs. These stages vary from tutoring services at Literacy Victoria to upgrading to full and part time Camosun College and UVic courses and programs to the completion of a University Degree.

A total of 150 clients achieved their goals over the past year. We would especially like to congratulate everyone who has succeeded with their educational goals:

- Congratulations to a student who successfully completed the Health Care Assistant Program at Camosun and is moving towards employment in her chosen field.
- Congratulations to a student who successfully completed the Medical Terminology Course at Camosun College and passed both the course exam and the VIHA exam. A tough, intense course: Well done!!!!
- Congratulations to a student who completed his UVIC degree after 6 years of University.
- Congratulations to a student who completed his Math 11.
- And congratulations to all students who continue working hard on their education goals.

## *Collaborating with Community Agencies*

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 as well as Client Satisfaction Surveys to clients.

Feedback surveys sent to those referring clients to our Education Coach Program indicated the following:

- ✓ 92.3% rated “excellent” at assisting clients to identify and pursue their educational goals
- ✓ 92.3% rated “excellent” connecting clients with educational supports such as disability services at schools or colleges
- ✓ 100% of respondents rated “excellent” working with you and your team
- ✓ 100% rated “excellent” overall quality of work with clients

## *Client Satisfaction*

Feedback results from our Client Satisfaction Surveys indicate the following:

### **100% of clients**

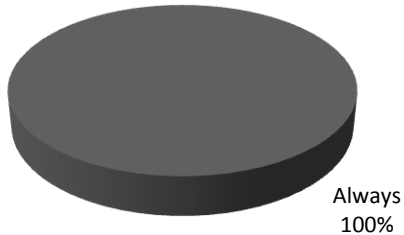
- ✓ Were satisfied
- ✓ Able to voice concerns
- ✓ Found the environment welcoming
- ✓ Feel respected
- ✓ Have a choice of goals/service
- ✓ Were given helpful information and support
- ✓ Would use again

We look forward to continued success for our students and growing partnership in the community in the coming years.

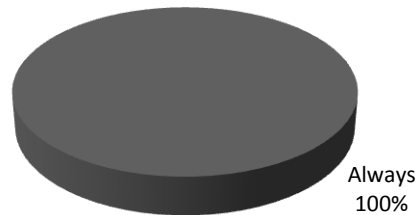
*Debbie Flint and Will Gordon*

## Education Coach Client Satisfaction

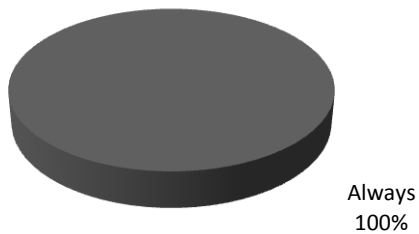
**I am satisfied with the services provided by this program**



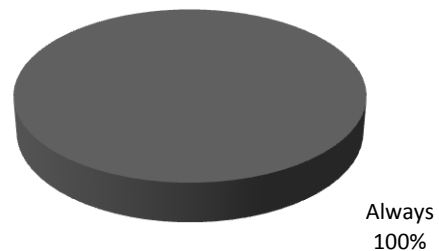
**I feel safe and welcome at the program**



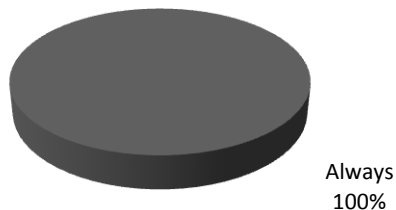
**Staff help me when I have a question or concern**



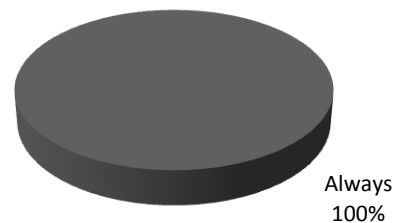
**I am treated with dignity and respect**



**I have an opportunity to voice my preferences**



**I am included in the planning of my goals**



## Supported Housing

The supported Housing Program has continued to work with all our clients in subsidized housing to help them gain independence. Certainly for some of our clients this has been a journey and they are making small progressive steps.

We started the year with plans to continue to improve how we deliver the services and the goals we would set for ourselves. We had made changes at the end of last fiscal year and equalized the caseload of the three housing coaches. One coach was assigned the VIHA funded clients in the Meerstille and Newbridge Apartments. The satellite caseload was allocated between the other two coaches. The Clinical Lead worked with all new admissions.

After some reflection and based on the independence/stability factors of the caseload, it was decided that the caseload would be divided equally between the four staff. The needs of the clients in the apartments appeared larger than those of the satellite program. We had several clients that clearly needed significantly more support. Therefore, in April we divided the entire caseload by the four workers, so staff had an equal amount of residents in the apartments and in Satellite. The Clinical Lead decided to revert to a housing coach as it was felt that would be a better use of her time.

The clients in the program, with the support of their coaches, have increased their goal achievement in meaningful and unprecedented ways.

Clients have certainly moved to different levels of housing. This trend, which started last year, has only grown during this year. In addition a very significant number of the clients have been successful in obtaining volunteer work: this has been accomplished by sitting with the coaches identifying their interests, their fears and what they need to make this a reality for them. From there the coaches either help them scout out possible placements by either going with them or preparing them how to proceed in approaching the organization. For some who feel that they need help going to the organization, the coaches have gone with them or have also connected them with volunteer Victoria.

In the spectrum of assisting people to have both hope and success in being an active part of the community another significant outcome has also been achieved. Our clients, again with the help of the coaches, have been successful in finding part or full time work. Some have done so on their own after lengthy support with their coach, while others have had assistance to write or review the resume to target the types of workplaces they feel they wish to pursue. Sometimes the coaches have

known of openings and have matched the clients up to specific places. There have been a few of our clients that have also felt confident enough to pursue the Networks program and or return to education with the support of the Education Coaches. Although these steps may seem small to many of us, to these clients the achievements are huge.

The goals accomplished this year in linking people to the community, actively helping them to try new things or to focus on changing various areas of their lives, deserve to be noted. As Martin Luther King said, “Just take the first step. You do not have to see the whole staircase”

The staff have really made significant gains in helping our clients meet some of the goals they have set with their housing coach. The following are some of the successes over the year:

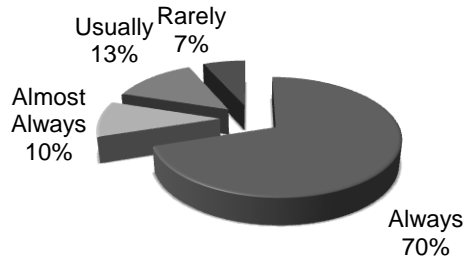
- 6 clients moved from either Meerstille or Newbridge to Satellite
- 7 clients moved from Satellite to independent housing.
- 29 clients got volunteer jobs
- 23 clients got paid employment
- 119 clients take medication on their own
- 8 clients have completed Super Meals or Super Clean courses
- 29 clients have enrolled in other programs.

This has been a very successful year for the program and our clients in meeting goals and milestones in their lives. Our staff certainly feel very gratified by their individual and collective roles in assisting people to realize their potential.

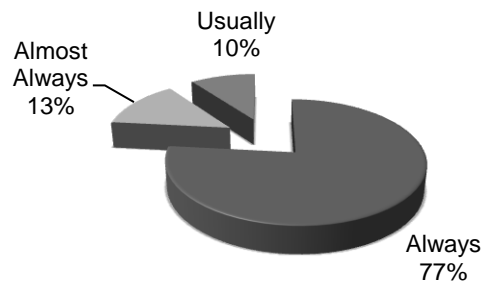
*Lori Mist,  
Manager of Human Resources and Psychosocial Rehabilitation Housing*

# Meerstile Apartments Client Satisfaction

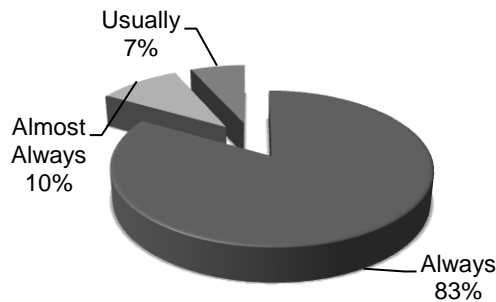
**I am satisfied with the services provided by the housing coach**



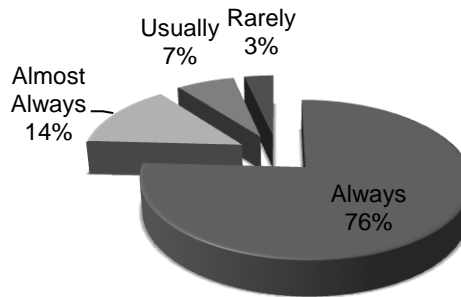
**I feel safe and welcome in the Meerstile building**



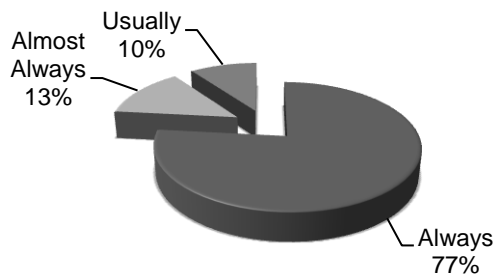
**Staff treat me with dignity and respect**



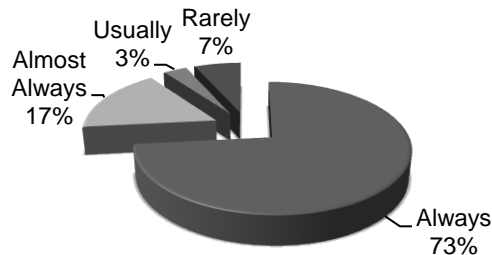
**I can ask for changes in the support I receive**



**Staff help me when I have a question or concern**



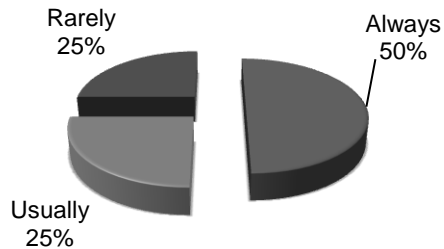
**I choose my goals and work with the housing coach to achieve them**



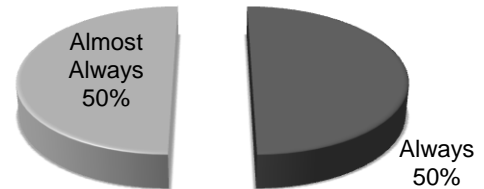


# Newbridge Apartments Client Satisfaction

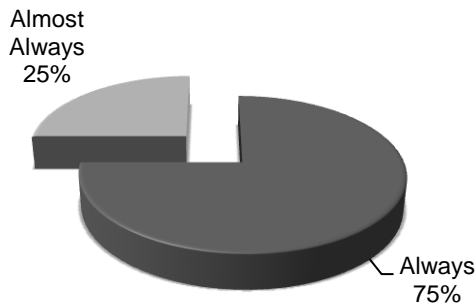
**I am satisfied with the services provided by the housing coach**



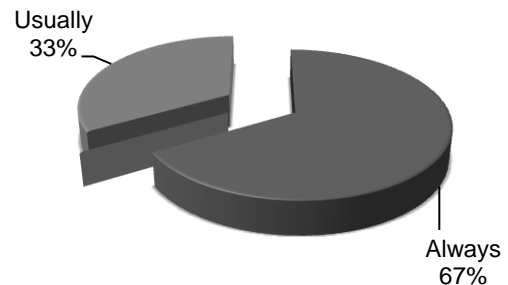
**I feel safe and welcome in the Newbridge building**



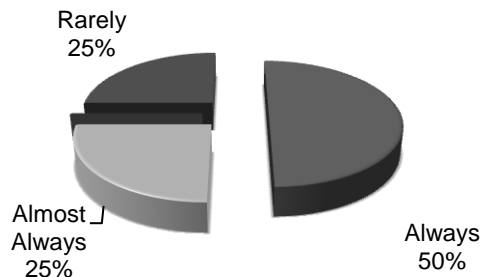
**Staff treat me with dignity and respect**



**Staff help me when I have a question or concern**



**I choose my goals and work with the housing coach to achieve them**

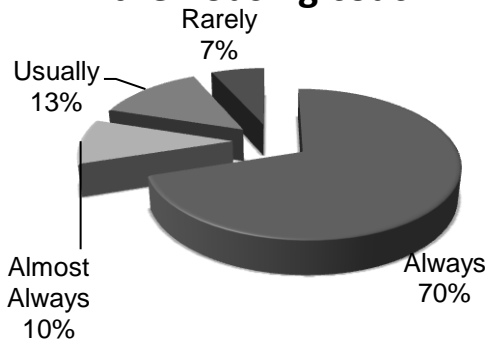


**I can ask for changes in the support I receive**

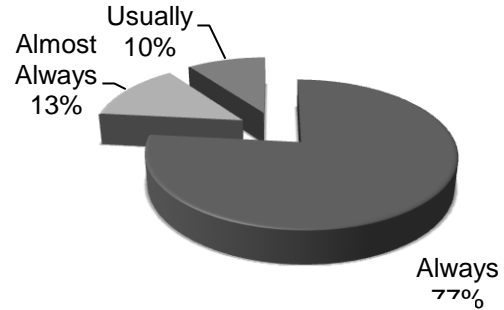


# Satellite Apartments Client Satisfaction

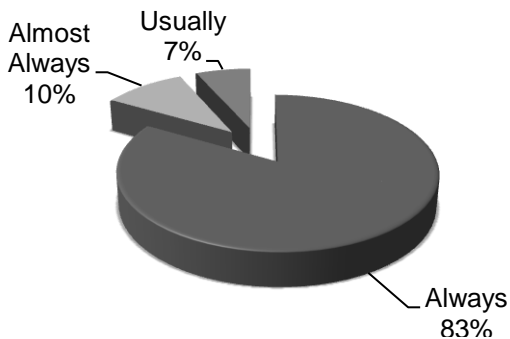
**I am satisfied with the services provided by the housing coach**



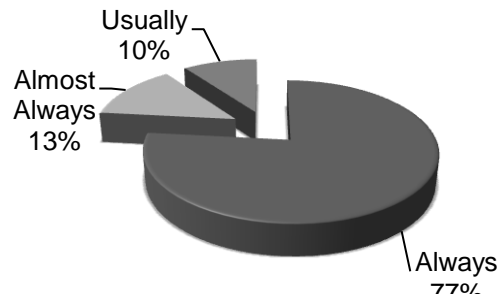
**I feel safe and welcome in the Satellite buildings**



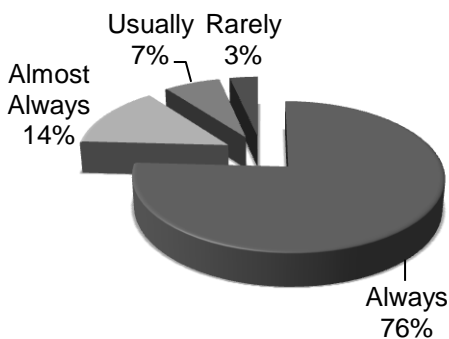
**Staff treat me with dignity and respect**



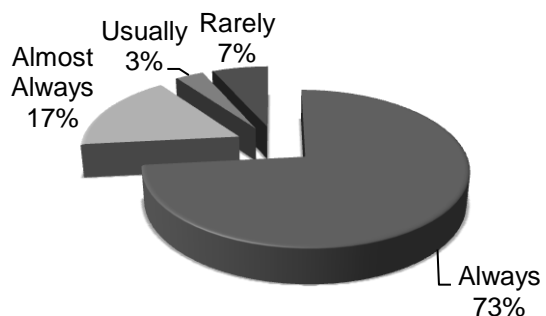
**Staff help me when I have a question or concern**



**I can ask for changes in the support I receive**



**I choose my goals and work with the housing coach to achieve them**



## Greenridge Place and Eagle Rock Heights

Greenridge Place and Eagle Rock Heights have been exciting new additions to the CMHA family of services since coming on board in May of 2011.

Our facilities provide services to sixteen young adults, both male and female who have been diagnosed with persistent mental illness and may be struggling with substance misuse issues. Working closely with VIHA, under the mental health and addictions umbrella, we provide strength-based, individualized residential care that is client-centered and places a heavy emphasis on recovery, rehabilitation and skill building.

Our multi-disciplinary team includes a registered psychiatric nurse, a clinical counsellor with a specialty in addictions and an accomplished team of mental health workers with a diverse array of skills.

By implementing the principles of psychosocial rehabilitation, we promote hope and wellness and assist with capacity building using informed consent and shared decision making processes that strengthen independence and empowerment. We recognize that successful community integration is central to recovery and we acknowledge the importance of social interaction and the value of developing and maintaining healthy relationships.

Programming includes a life-skills training component that provides our residents with a wide range of learning opportunities and experiences and focuses on assisting individuals with basic to more complex activities of daily living.

Our Education and Employment Coach assesses individual goals and readiness and facilitates education and employment planning including; resume writing, interview practice and assistance with the application process.

### Highlights from 2011/2012:

- The successful integration of an art therapy program that has been extremely well received by all of our residents thanks to a generous donation from the Women's Auxiliary
- Attending the H.E.A.R.T. Awards and proudly watching as four of our residents received awards for outstanding achievements in health and fitness, securing successful employment and maintaining sobriety

- Witnessing the excellent contributions of our four Camosun College practicum students who effectively built therapeutic relationships with several of our residents
- The successful completion of Motivational Interviewing training by four of our staff team members
- **In our First Year, we have had:**
  - 6 new admissions
  - 5 residents returned to school
  - 6 new jobs successfully obtained
  - 7 graduates to independent living
  - 7 new volunteer jobs successfully obtained
  - 157 lbs. lost through our exercise and nutrition program

**Our Client Satisfaction Survey Results indicate that:**

- 71% mostly or always feel safe and welcome
- 71% are mostly or always satisfied with the services we provide
- 79% feel that they are mostly or always included in their goal planning
- 78% mostly or always feel that staff treat them with dignity and respect
- 86% mostly or always feel that staff are available when they have questions or concerns
- 86% feel they can mostly or always voice their preferences regarding programming and activities

We want to thank our remarkable staff team for their ongoing dedication to the work, their commitment to providing programming excellence to our residents and for their resilience during the at times tumultuous transition from a privately owned and operated facility to the non-profit sector.

We also want to recognize the value of family input and the contributions of family members and other stakeholders, our colleagues in the community and within our agency for supporting us through this process.

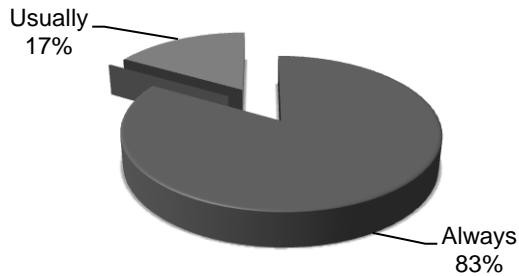
Most importantly, we continue to be inspired by our clients who despite facing challenges and barriers carry on in the pursuit of achieving their goals and fulfilling their aspirations and have so graciously allowed us the privilege of bearing witness to their courage and their magnificent accomplishments.

*Richelle Grove, Director of Care*

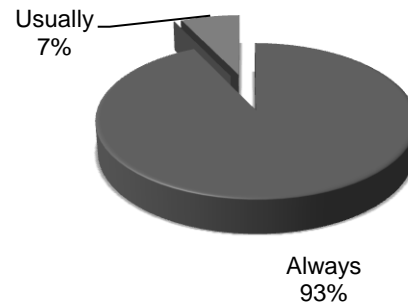
*Rhiannon Porcellato, General Manager*

# Greenridge & Eagle Rock Client Satisfaction

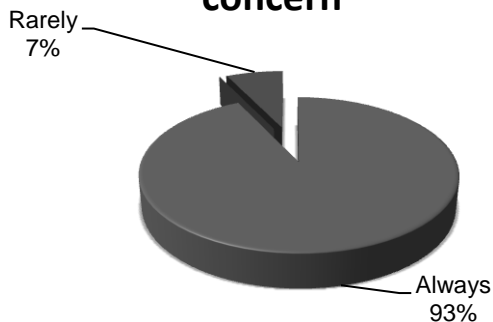
**I am satisfied with the services provided by this program**



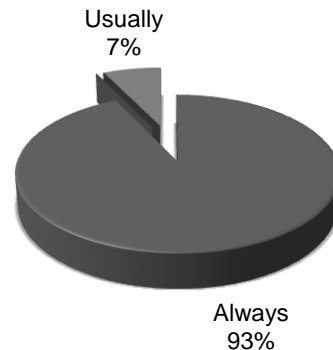
**I feel that the program environment is safe and welcoming**



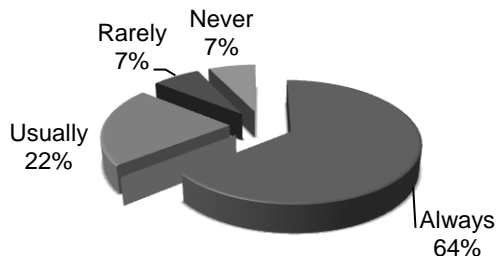
**Staff help me when I have a question or concern**



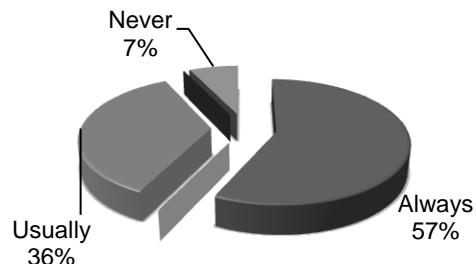
**I am treated with dignity and respect**



**I am part of planning the program and can suggest changes**



**I am given choice in daily program activities**



# 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 in 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 welcome and a caring community when needed. Residents of the Lodge and outreach clients are 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 field. Social events occur throughout the year with events such as the Friends of Music who have a weekly concert at the Eric Martin Pavilion (EMP) and the Christmas get-together.

This year has been full of anticipation about the move and ultimately the re-build. Staff and clients alike are full of questions and ideas about a new and improved McCauley. It has been decided that we will be moving to the EMP while construction takes place. Much planning must and has gone into the process. Site visits and planning meetings have been helpful. It's been great to see how eager staff and clients are to get involved both with ideas and participation.

The past two satisfaction surveys Oct 2011 and Mar 2012 show a consistent sense of overall satisfaction coming in with an A and –A respectively. We are looking to see improvement in areas of the voicing preferences and a sense of being included in personal goal planning. We went over survey results with residents looking for input on how we can improve.

It was good to welcome a new client to our outreach program this past year. It has also been very encouraging seeing strides taken by many of the outreach clients towards more independence as we prepare for the move. Clients have been able to access the better meals program and have really been enjoying the independence they bring. Many thanks to the outreach team workers who have been consistently working toward preparing for the changes to come.

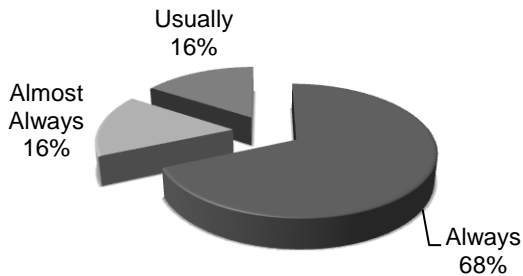
It has been a year of looking forward to a new facility on the horizon, as well as looking back at the rich history of McCauley Lodge. Staff now, as then, are committed to providing a safe, secure, caring environment for our residents. It is a pleasure to see how everyone comes together to do whatever is needed to make things work best for the clients. Many thanks to all our dedicated staff, family members, volunteers and care professionals who help make McCauley Lodge a place of which we can all be proud.

*Veronica Grealy, Director of Care*

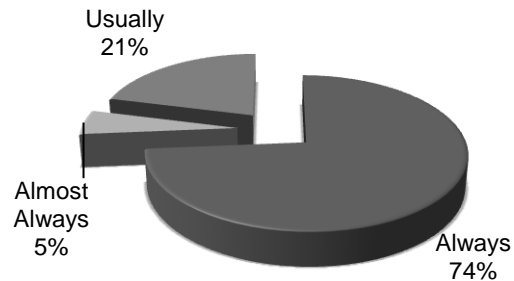
*Grant Enns, Manager*

# McCauley Lodge Client Satisfaction

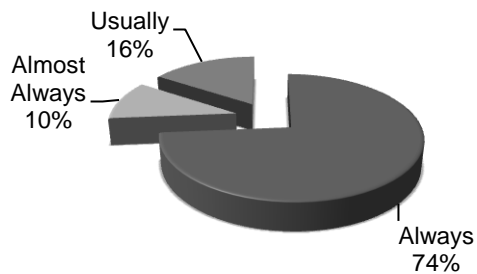
**I am satisfied with the services offered by McCauley Lodge**



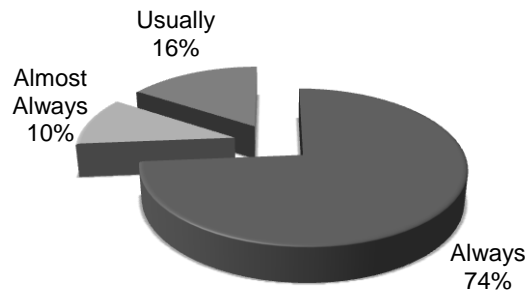
**I feel safe and welcome at the lodge**



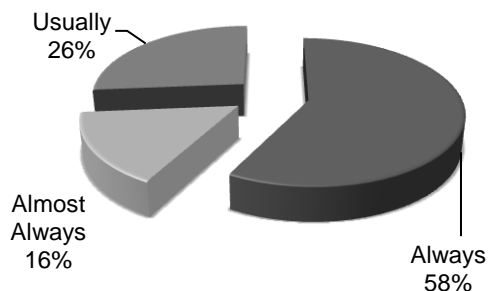
**Staff help me when I have a question or concern**



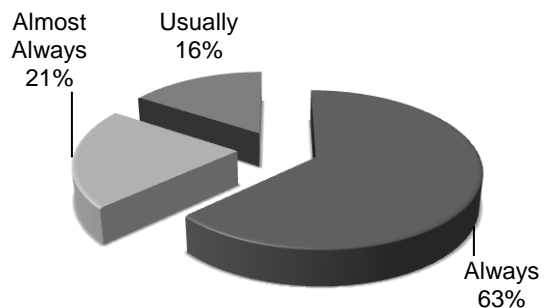
**I am treated with dignity and respect**



**I have an opportunity to voice my preferences**

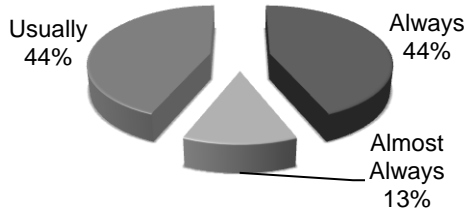


**I am included in the planning of my goals**

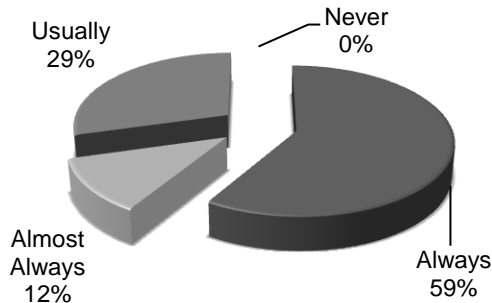


## McCauley Bridging Client Satisfaction

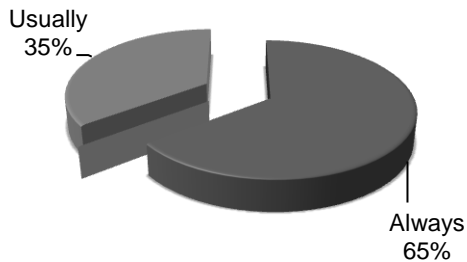
**I am satisfied with the services provided by McCauley's Bridging program**



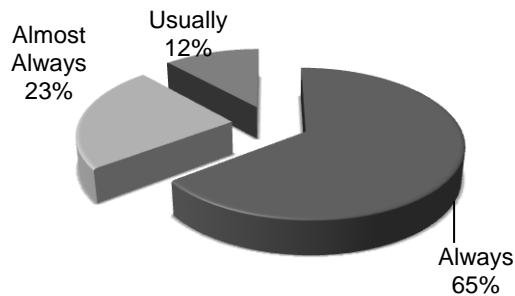
**I feel safe and comfortable with the outreach workers**



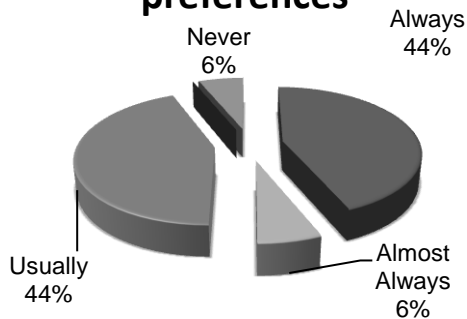
**Staff help me when I have a question or concern**



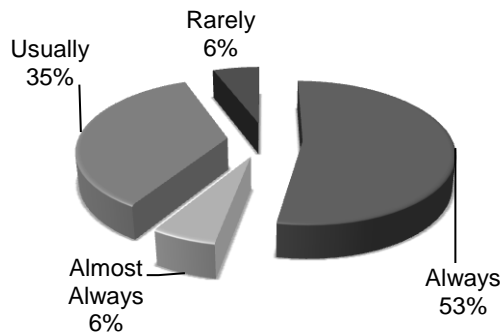
**I am treated with dignity and respect**



**I have an opportunity to voice my preferences**



**I am included in the planning of my goals**





## The Friendship Centre

This has been another great year for the Friendship Centre. 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 in their transportation to and from the program by utilizing HandyDART, public transportation or their own vehicles. Also, 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 scheduled to attend on each day. Members actively participate in the monthly calendar and meal planning and help to direct the flow of daily activities, outings or discussion topics. Some popular activities have been word games, bingo, and crafts. As a group we also like to explore our community through trips to the Royal BC Museum, Imax, the bug zoo, bowling, government house and ferry trips to the Gulf Islands. This year we have started Theatre Games with the Saturday group, and it has been a big hit! The activities help to build friendships among the members, stronger socialization skills, increased self-esteem and lead to a more active and healthy quality of life for our members.

We are sorry to say goodbye to Katie Bloy Friendship Centre Coordinator for four years. She is missed by staff and clients alike. I have accepted the position of Program Coordinator, and am enjoying the work tremendously. The position of coordinator has gone from a two day position to a one day position.

The client satisfaction surveys done this past year allowed our members to have a voice and anonymously give their input and offer suggestions to programming. The results are as follows:

<i>Overall Satisfaction with the services of the program</i>	92%
<i>Members feel safe and welcome</i>	96%
<i>Staff are helpful and answers questions</i>	95%
<i>Members are treated with dignity and respect</i>	96%
<i>Members can ask for changes to programming</i>	77%
<i>Members included in service planning &amp; goal setting</i>	75%

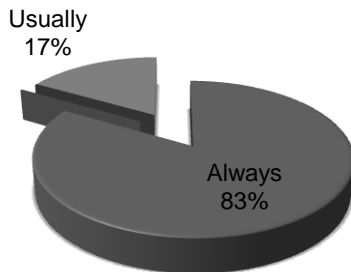
The biggest change has been an increase of 15% with the question, “*Members can ask for changes to programming*”, up from 62% to 77%.

Mona continues to be a loyal and competent volunteer here at the Friendship Centre. She is a great help with set up, cooking in the kitchen and she spends time one-to-one with our members. The Friendship Centre has two dedicated Activity Workers: Melanie Funk and Sheria Brown. We are looking forward to our continued growth and development as a program.

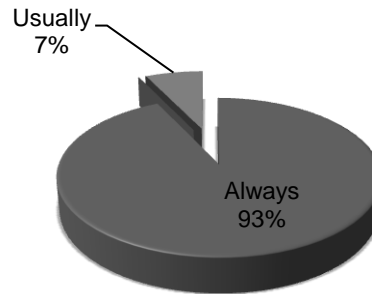
*Darlene Arseneault, Program Coordinator*

## Friendship Centre Client Satisfaction

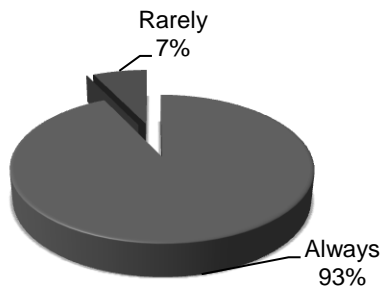
**I am satisfied with the services provided by this program**



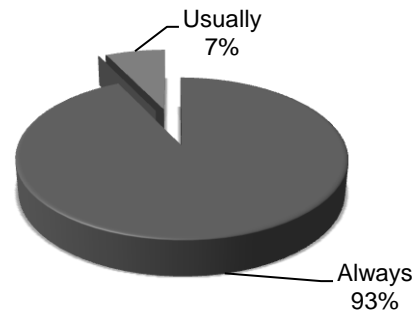
**I feel that the program environment is safe and welcoming**



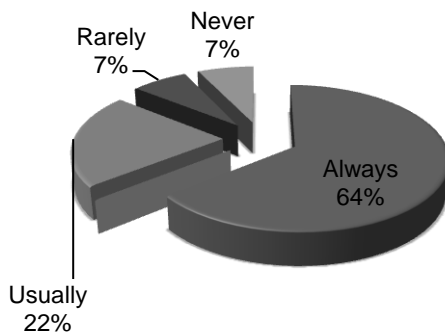
**Staff help me when I have a question or concern**



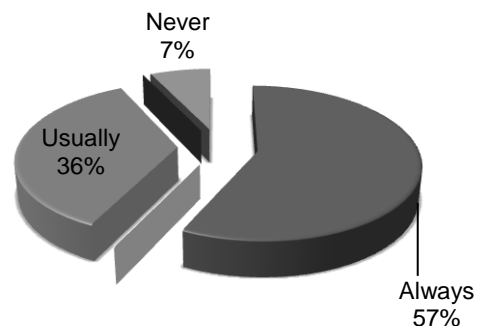
**I am treated with dignity and respect**



**I am part of planning the program and can suggest changes**



**I am given choice in daily program activities**



# The 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.

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 to increase quality of life. This year we introduced Karaoke, Current Events, Learning how to Cook, Baseball and Games Day. We connected with the community every Thursday, visiting art galleries, local businesses, tourist attractions, going out for coffee, and even inviting dance groups to come and perform. This year we invited Flamenco dancers and Irish dancers.

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. In 2011 we initiated an increased Community Liaison position. We said goodbye to Katie Rawluk, as our Community Liaison worker, and she is sorely missed.

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

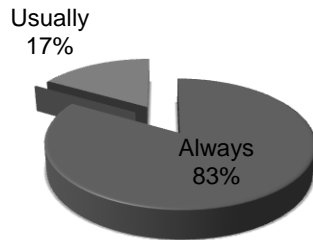
- Satisfaction with Services of Program- 83%
- Feel Safe and Welcome- 87%
- Staff are helpful and answer questions- 83%
- Treated with dignity and respect- 91%
- Can ask for changes to programming- 81%
- Included in service planning/goal setting- 78%

We are looking forward to continuing our ventures in the coming year and building on our successes and continuing to work to provide opportunities to build quality of life, successes and interdependence in a safe and caring environment.

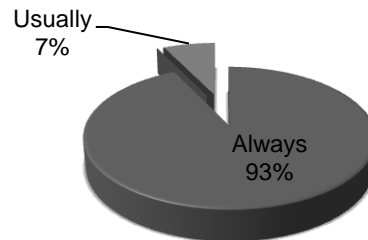
*Darlene Arseneault, Coordinator*

## Bridge Centre Client Satisfaction

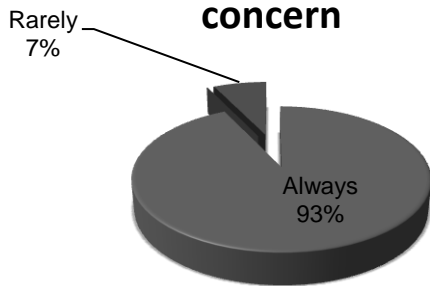
**I am satisfied with the services provided by this program**



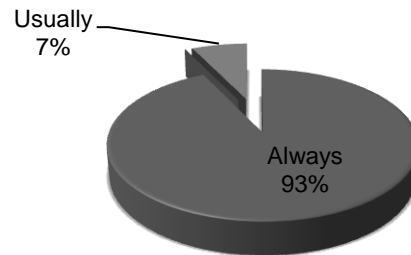
**I feel that the program environment is safe and welcoming**



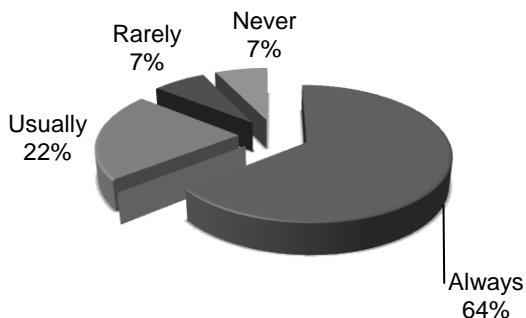
**Staff help me when I have a question or concern**



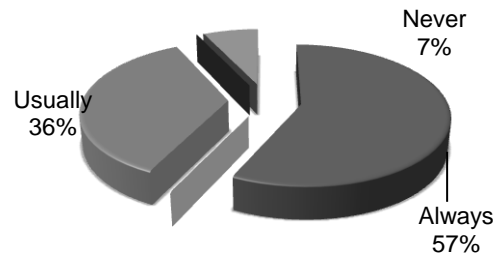
**I am treated with dignity and respect**



**I am part of planning the program and can suggest changes**



**I am given choice in daily program activities**



# Alzheimer Support Program

The Alzheimer Society of Canada states that Alzheimer's disease is the most common form of dementia. Some common reactions and feelings about living with Alzheimer's disease:

Denial	Anger	Anxiety	Guilt	Frustration	Hurt	Humour
Sadness	Depression	Loneliness	Acceptance	Hope		

## 2011-2012

The Alzheimer Support Program has served more than 30 clients. The program operates on a Monday to Thursday schedule.

Clients are referred to the Alzheimer Support Program to address the following needs:

- Provide caregiver respite
- Increase activity levels
- Reduce Isolation and Improve Socialization
- Monitor Mental and Physical Health

A key service point is our client-centered approach. Staff works very hard to develop programming and daily activities that focus on each client's individual strengths, referral needs and abilities. Above all, our staff works to instill and maintain client's self-confidence, dignity and respect.

While clients are attending the day program, the caregivers and family members are afforded respite, as caring for someone with dementia takes a tremendous toll on the physical and emotional health of the primary caregiver. Providing respite for caregivers and families is one of the Alzheimer's Support Program's primary goals.

Alzheimer's can also affect a person's physical abilities and mental acuity. The staff at the Alzheimer's Support Program ensures our environment is safe for the clients. Located near Elk Lake, clients have access to Elk Lake for daily walks as well as a large garden for summer activities and barbecues. During inclement weather, clients join in an indoor exercise program and activities. Inside or out, the program acts as a vehicle for socialization and reduces isolation. At the Alzheimer Support Program we have an onsite Chef whose focus is on client nutrition. He prepares protein forward meals, while managing low sodium and sugar content.

### Highlights and Achievements:

- This year the Alzheimer Support Program recognized an increase in sustainable referrals.
- The feedback received from our clients and caregivers was very positive resulting in receiving an “A” grade on our April 2012 client and caregiver survey.

### Below are a few testimonials from the caregivers:

*“Thank you for your wonderful service for my mother”*

*“Thank you for being such an important part of the quality of Mom’s life”*

*“My husband has been a Pathways client for some two years. He enjoys it immensely and comes home in the best of spirits. I’m sure this is due to the caring staff and their Mr. Music volunteer. Pathways is a high spot of the week” “My thanks in addition to his!”*

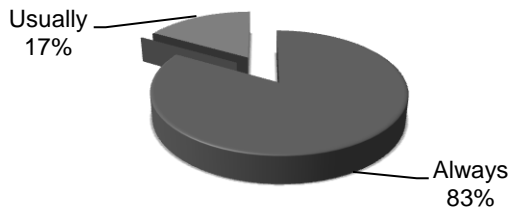
We are very proud of this year’s achievements, accomplished by the dedicated staff and volunteers jointly committed to enhancing client’s quality of life.

This is my first year with the Alzheimer Support Group and I would like to thank everyone - clients, caregivers, management, staff, and volunteers - for the opportunity to work and succeed with you. It is an honour and a privilege.

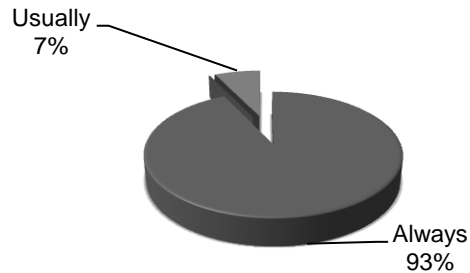
*Heather Reid, Manager*

## Alzheimer Support Program Client Satisfaction

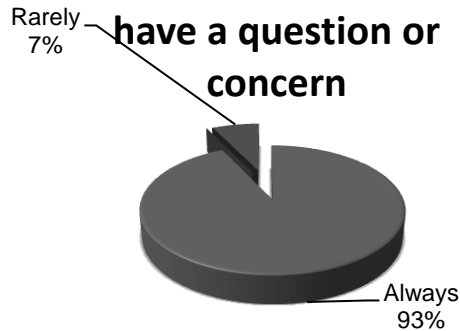
**I am satisfied with the services provided by this program**



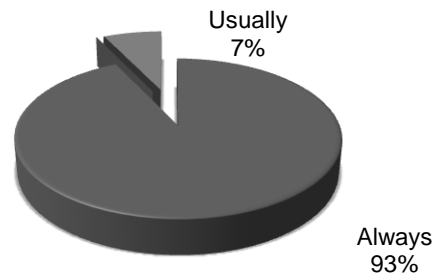
**I feel that the program environment is safe and welcoming**



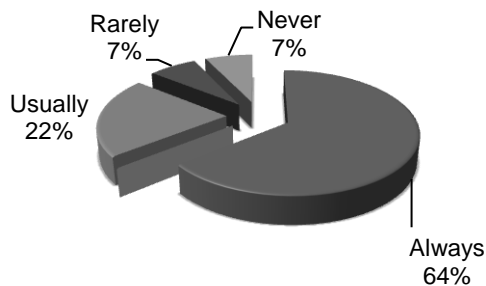
**Staff help me when I have a question or concern**



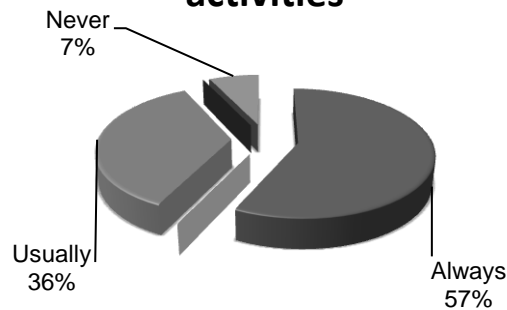
**I am treated with dignity and respect**



**I am part of planning the program and can suggest changes**



**I am given choice in daily program activities**





*Our volunteers have also continued with their hard work on behalf of CMHA. They provide many extras to our clients that could not otherwise be enjoyed, including music, crafts, visiting pets, and much more. The programs would not be the same without their much needed support.*

*I would like to express my thanks in particular to the Women's Auxiliary this year. They have provided sufficient funds to assist with the McCauley Rebuild, people returning to school, art and craft supplies and some bedding for Greenridge and Eagle Rock. This incredible feat is the result of the sales from the gift shop at the Eric Martin Pavilion, which sells candy and second hand goods, all collected by the Auxiliary. Every penny goes directly to improve the quality of life for the clients. I am constantly amazed by their energy and enthusiasm; they are such a great asset to CMHA.*

## Our Volunteers

## Women's Auxiliary and Eric Martin Pavilion Gift Shop

This year I am combining the Women's Auxiliary (WA) and Eric Martin Pavilion (E.M.P.) Gift Shop reports. At the present time the auxiliary's only source of funds are the gift shop and donations.

The gift shop is still doing well as there has been an influx of workers to E.M.P. As well, our steady customers keep coming. Our plans are to keep the gift shop open during the stay of McCauley Lodge's people who will be moving to E.M.P. in August.

The gift shop still stocks the same items: clothes, jewellery, cards, toiletries, new and used books, snack food etc. Our biggest sellers are clothing and jewellery. We have a new source of greeting cards a lady has been making and donating beautiful hand-made cards.

The auxiliary lost one of our long time members this year: Ailsa Roberts. She was a very dedicated worker and a joy to have with us. She always kept us laughing. She dedicated nearly 35 years to Mental Health areas. Ailsa ran the jewellery stall at our many bazaars with the help of daughters Sue and Jane. Sue and Jane are still a great help to us bringing lots of donations to the gift shop. Jane supplies us with very nice jewellery: new and used.

Many thanks to our auxiliary ladies and out volunteer staff at the gift shop: some who have been there for years, I am please to be working with and meeting so many wonderful people.

Our income this year was \$8116.40.

Our donations were \$7,000.00.

We hope that when "you" are thinking of giving donations that you think of us. We cannot function without them.

Thanks so much to all.

*Arlene Baker, President of Auxiliary and Manager of Gift Shop*

*As always, we want to thank our funders, donors, members and partners for their belief in our work and their support over the past year. It is greatly appreciated.*

## **Our Supporters**

## Our Supporters

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

- Vancouver Island Health Authority
- Capital Regional Hospital District
- TD Bank
- 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
- Private donations and memberships

In common with many not-for-profits, our association has struggled at times to secure adequate funding for our programs. We have continued to stabilize the financial outlook of the organization. We are pleased to show a healthy financial position in the table below.

## Our Financial Statement

## Summary of Financial Results

\$000's	06/07	07/08	08/09	09/10 (restated)	10/11	11/12
Revenues	4,957	4,932	4,999	5,229	4,571	5,487
Expenditures	4,938	4,953	4,968	4,553	4,541	5,416
Recoveries from (repayments to) BC Housing	(12)	(5)	15	(9)	(2)	27
Excess (deficiency) of revenues over expenditures from regular activities	7	(26)	46	667	28	98
Gain on sale of capital asset	--	--	743	--	--	--
<b>Total excess (deficiency) of revenues over expenditures</b>	<b>7</b>	<b>(26)</b>	<b>789</b>	<b>667</b>	<b>28</b>	<b>98</b>
Invested in capital assets	1,123	1,046	948	873	908	1,259
Internally restricted	164	--	761	1,253	1,245	888
Externally restricted	837	956	992	1,073	1,060	1,103
Unrestricted	(320)	(224)	(135)	35	48	94
<b>Total closing fund balances</b>	<b>1,804</b>	<b>1,778</b>	<b>2,565</b>	<b>3,234</b>	<b>3,261</b>	<b>3,344</b>

*Donna Spence, Board Treasurer*