



COAST
MENTAL HEALTH
Compassion Courage Recovery

ANNUAL REPORT 2017 / 2018

MESSAGE FROM CEO



DARRELL BURNHAM
CEO

It's my privilege to report on the work of Coast Mental Health for 2017/18, a year marked by both planned and opportunistic growth, as well as important service enhancements.

This year we opened services in two new communities. New to Coast are the innovative and recently “award winning” STOREYS in Richmond and in Langley, we assumed operations of N.G. Nair Place. With BC Housing's support, we purchased a house to operate as a residential care facility in contract with VCH, and under another contract, to provide needed support for tenants at our Doug Story Apartment building.

We also re-doubled our efforts to better serve youth. Coast's expanded culinary training program is now completely integrated with our Social Crust café and provides more youth training opportunities. Responding to the Fentanyl crisis, our staff are trained to use Naloxone to resuscitate affected clients, saving many lives over the past year alone. As well, we engaged Dr. Michael Krausz, LEEF Chair in Addiction Medicine from UBC, to advise on innovative measures to help assure the best possible support to clients.

Committed to managing our growth without loss in quality, we invested in information technology to improve our systems. With a large gift of technology from Microsoft Canada, we're able to update software and improve our data systems.

I want to thank our Boards of Directors for their guidance and support, leadership team, and compassionate staff and volunteers for their unwavering dedication in supporting Coast's clients.

Finally, I am continually inspired by our clients in their courageous journeys of recovery from mental illness and from their economic and social circumstances.

MESSAGE FROM THE BOARD CHAIR



KATHLEEN
KENNEDY-STRATH
BOARD CHAIR

What an exciting year it has been at Coast! On behalf of the board, it's an honour to support Coast's mission and clients in their journeys of recovery. I'm proud of the work the board has undertaken to ensure Coast remains a leader in community mental health care.

I'd like to acknowledge retiring board directors, Margaret Perry and Jennifer Clarke. Margaret served three consecutive terms in a number of roles, and provided leadership in the development of board reference and policy manuals. Jennifer devoted six years of service, including one term as Board Chair, and was integral in leading our governance reviews.

One memorable highlight from the past year was taking part in the grand opening of STOREYS, an innovative affordable rental housing project complete with social services in which Coast is a partner.

Another exciting initiative was the revitalization of our strategic plan for 2018-2022. The renewal called for the engagement of key stakeholders and the message was clear: *Coast Mental Health has the experience, trust and potential to play a pivotal role supporting recovery for British Columbians living with mental illness.*

Equally clear was that Coast Mental Health's ability to find better ways to help those with mental illness relies heavily on the success of the Coast Mental Health Foundation and a better understanding of how the Foundation makes Coast's work possible.

With a renewed sense of commitment, we have an exciting future ahead of us. Thanks to our generous funders, government and community partners, and extraordinary staff and volunteers, Coast continues to be an innovative leader in community healthcare.



In alignment with Coast Mental Health’s commitment to client-led mental health services, the Planning & Partnership committee responds to the needs of Coast’s clients, and makes recommendations for improvement.

This client-led committee has been in operation since 2003 and includes staff and client representatives from across the organization. We sat down with our client committee members and learned what it means to be a part of this meaningful group.

Q: Why did you join the P&P committee?

A: Mainly to represent our fellow clients and members, and bring their interests and concerns to the table to discuss with other clients across Coast. Being on this committee is a great way to learn more about how Coast works, to help client programming work better, and connect with other Coast clients. Bringing valuable information and insight from participation in other committees to members of this committee also helps connect ideas and strengthen our community.

Q: What have been some of the successes the committee has achieved?

A: We've successfully been able to network with other Coast clients and learn what it's like at the sites they live at or seek services from, as well as gain an understanding of how Coast is managed. As a result of discussions at our meetings, safety measures at Coast have been reinforced and/or introduced and Coast has an updated look and feel, a stronger brand awareness that will help us in our advocacy.

Q: How does the committee commit to representing Coast clients in a fair way?

A: We want to ensure that all members are committed to investing in the interests of their fellow friends and clients at the different sites and not our own interests. The diversity of our group from having representatives from across the organization, as well as our position, will help this committee grow and be of service in helping improve services in the years to come. We're also committed to representing tenants from various buildings, as well as clients in special categories, such as seniors.

Being on this committee is a great way to learn more about how Coast works, to help client programming work better, and connect with other Coast clients.

Q: If clients are interested in joining the committee, but too shy to come forward on their own, how would you encourage them to participate?

A: We're a friendly and informal bunch who are understanding to the needs of all committee members, and would be happy to accompany interested members to their first meeting to introduce them to everyone. This is a chance to represent fellow clients from their areas and provide input, opinions, news and contributions to the Coast community.

Without input from client representatives, this committee wouldn't be a success...because the P&P is for a united, forward moving Coast Mental Health.

YEAR IN REVIEW

SPRING TO SUMMER 2017



<< **COAST WEBSITE REFRESH**, enables the ability to share our stories, the impact of our work and inspire others to support Coast, and help give more people the courage to come back from mental illness.

>> **COAST MENTAL HEALTH FOUNDATION** hosts 1,500 people in celebration of the six inspiring recipients of the 19th Annual Courage To Come Back Awards, raising \$1.64 million in support of Coast's programs and services.



<< **COAST RECEIVES A GENEROUS DONATION IN LICENSES BY MICROSOFT**, giving us the ability to update our software to better automate, record and report on client data and outcomes, but most importantly, better support the recovery and safety of 3,000+ clients.

>> **CLARK APARTMENTS CELEBRATES 40 WONDERFUL YEARS OF SUPPORTING COAST CLIENTS**, allowing them to live independently through subsidized rental apartments at this site, while providing them the support to build skills and connecting them with community resources.



FALL TO WINTER 2017– 2018



<< COAST IS PLEASED TO BE A PART OF THE RICHMOND COMMUNITY AS A PARTNER OF STOREYS, an affordable rental housing development where we provide supportive services and programming to people recovering from mental illness.

>> COAST CELEBRATES THE RETIREMENT OF LONG-TIME COAST VOLUNTEER JEANNE KRABBENDAM. For 14 years, artist and Emily Carr instructor Jeanne enriched the lives of clients in our Resource Centre Art Room as a mentor and friend.



<< SOCIAL CRUST CAFÉ & CATERING REBRANDS AFTER CAFÉ RENOVATIONS resulting in increased public awareness to the café and Culinary Skills Training Program, in turn creating new job and training opportunities for youth with mental health and employment barriers.



>> COAST ASSUMES OPERATIONS AT NAIR PLACE. We continue to care for the residents at this licensed mental health residential facility with primary and mental healthcare needs, ensuring that residents' voices will inform the support and care they receive.





In the year since Coast Mental Health took responsibility for Alouette Heights, the supported housing site has undergone a transformation that at its core is about establishing a sense of security and belonging.

Since last spring, Coast has undertaken initiatives to make both the residents and staff feel safer, such as adding buzzers, cameras, and entrance security. The 46-unit building in Maple Ridge is no longer home to an excess of unauthorized guests, and Coast has tracked a decrease in calls to the RCMP and other emergency services plus an 18% drop in incidents.

The changes to the building can be easy to focus on, and a few tenants pushed back against the perceived loss of freedom. But when you talk to manager Jason Payne, you realize the main thrust of the transformation has come from initiatives that are less obvious at first, but emphasize community building – both within the building among its residents, and between the tenants and the community at large.

Jason started at Alouette Heights in April 2017, and since then has implemented a number of client-focused programs, from a weekly music group to an active group that goes on community outings. The community kitchen encourages tenants to get involved through food prep, menu development, and the purchasing of supplies, and even prompted volunteers to form a gardening club to grow produce for its use.

Jason has been a frontline mental health worker for over a decade. When asked what aspects of his new job are most rewarding, he says, “Everything. I love doing it. I really enjoy the opportunity to take some of my knowledge and experience and transferring that over to staff.”

He says the staff at Alouette Heights, including the outreach team, are a strong, diverse group. The outreach program at Alouette Heights began last September. The team of four outreach workers connects people in the community who live in subsidized housing or who may be at risk of losing housing, with life skills and employment services; organizes regular get-togethers so clients can check in and support one another; and holds workshops on topics such as knowing your rights as a tenant.

“We really have a lot of great tenants who have a lot to offer.”

What has also helped build connections between staff, tenants, and community clients is the team’s awareness that everyone has much to learn from each other. “We all struggle with trying to get that engagement with clients, and the understanding that we’re here to help and these are the ways we can help,” Jason says.

“For instance, if you have to do music group and you’re not musically inclined, you can sit down with clients and say, ‘Show me how to play.’”

This year, he hopes to get a few of the tenants involved in Coast’s Peer Support Program (see p.10) and continue to develop Alouette Heights’ relationships with its neighbours by meeting regularly with local organizations.

“We really have a lot of great tenants who have a lot to offer.”



PEER SUPPORT PROGRAM

Reaches new heights.

Coast Mental Health's longstanding Peer Support Program will soon be more accessible to clients who live outside the City of Vancouver.

Funded almost exclusively by philanthropy through the Coast Mental Health Foundation, Coast's Peer Support Program teaches participants how to use their firsthand experiences with mental illness and the challenges of recovery in roles that support other clients. Since 2009, the program has been offered out of the Resource Centre in downtown Vancouver, and is a twice-yearly, comprehensive 90-hour course that ends with a three-month practicum. There are typically 10 to 12 participants in each cohort, many who are motivated to take part by their desire to give back.

"The philosophy is: I am a person with lived experience and have come to a point in my recovery where I'm able to support a peer as they start to engage in their own recovery journey," program manager Fraser Mackenzie says.

Fraser has led the program for the past five years; in late May, he was joined by peer support coordinator Natasha Kolida, who will take over training at the downtown location so that he can expand the program's reach to Coast sites such as Alouette Heights in Maple Ridge.

The Peer Support Program has flourished under Fraser, who has purposely taken the curriculum beyond the core competencies for peer workers to encompass the unique mental health challenges faced by LGBTQ and First Nations communities. He also developed coursework around grief in mental health and diagnosis, and runs a peer support program specifically for young adults that he helped bring to Fraser Health.

During the course of the program, he makes sure to organize class excursions, such as tandem cycling and rock climbing. He takes every group up the Harbour Centre Tower where they have a 360-degree view of the mountains, parks and bustling neighbourhoods that make up their home town. It can be easy to get stuck within the few-block radius in which you live, he notes. Sometimes, it takes seeing your home from an different perspective to engender a greater sense of community – and what better way to do that than from nearly 500 feet above the ground?

“It’s one person saying to another, I don’t know exactly where you’re at but I’ve been through something similar.”

Fraser’s goal with any cohort is to utilize the wisdom and experiences of the participants in the room to guide the course discussions.

“It’s about feeling comfortable and safe enough to be yourself and to acknowledge you’re with people with whom you have things in common,” he says. “Once that trust is there, you have hope.”

Many of the program’s graduates go on to be employed by Coast, including two who assist Fraser. One recent graduate leads Coast’s gardening program, which was started a year and a half ago by a horticultural therapist, and another peer support worker was readily employed by St. Paul’s Hospital as well as St. Helen’s Residence, where she completed her practicum.

Fraser says the Peer Support Program honours each client’s lived experience as an incredible tool with remarkable strength. “It’s one person saying to another, I don’t know exactly where you’re at but I’ve been through something similar.”



REDUCING MENTAL HEALTH STIGMA

One student at a time.

The staff at Riverview needed just one open mind to jumpstart a new relationship between their clients and local students.

For some time, they had wanted to partner with nearby schools to bring students to the Coquitlam grounds so they could dispel misconceptions about mental health and addiction, but many administrators expressed concern for student safety and were reluctant to visit.

Then last September, a Port Moody secondary school teacher asked to bring about 40 psychology students to Riverview's residential Rehabilitation and Recovery program. The students had such a valuable experience that word spread. Since the initial visit, nearly 200 students from nearby districts have come to Riverview to gain greater insight into what it means to live with mental illness and struggle with substance abuse.

Program director Beata Zaleska says the student visits are a unique opportunity for Riverview to actively involve clients while reducing stigma surrounding mental health. "The very first visit opened the opportunities to us," she says.

Whether the students were in Grade 7 or Grade 12, Beata says they were surprised to meet clients who were friendly, engaged, and willing to share

deeply personal life stories – a response that further emphasized to her how much a program like this is needed.

Tiffany Sayers, who manages the Forensic Cottages Program, says the educational program continues to evolve based on feedback from everyone involved. During a recent visit, staff gave students a tour of both Rehabilitation and Recovery buildings, hosted a mini-education session, and provided opportunities to talk with staff and clients. Each trip to Riverview is followed up a week later by a visit to the students’ school, where students can ask staff questions they may not feel comfortable bringing up on site.

Beata calls the experiences mutually beneficial for clients and students. “I think generally speaking, the clients enjoyed it tremendously,” she says. “They were validated by the fact that students wanted to come here and learn not just about the program, but also very interested in their own personal stories.” She adds that many clients felt compelled to send strong messages to students about the consequences of drug use.

“It was non-scripted, and it was very spontaneous and very genuine.” With continued support from the Coast Mental Health Foundation, the coming year will see the program become a formal ongoing one that takes place every second month. One school has also expressed interest in working with Riverview to create job shadowing opportunities.

Beata also envisions clients receiving honorariums for exercising their communication skills in sharing their stories. And all students leave with resources on stress management and on recognizing the early signs and symptoms of mental illness.

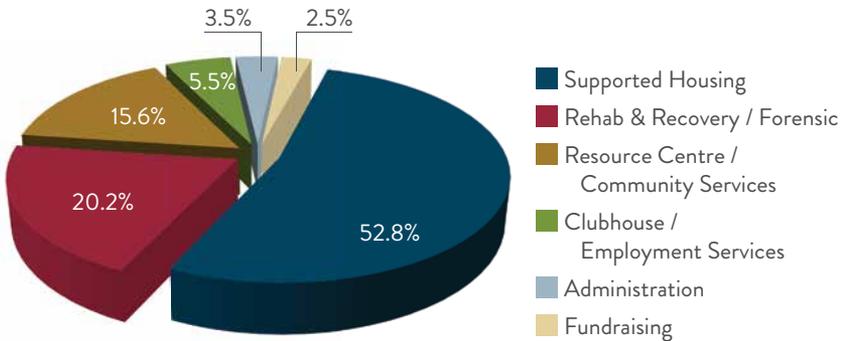
“It was non-scripted, and it was very spontaneous and very genuine.”

“We know that in every student group that is coming to visit us there’s at least one person – at least – that’s already experiencing mental illness,” Beata says. “And we always wonder if having this tour and talking about mental illness is going to help this person.”

FINANCIALS—STEWARDSHIP

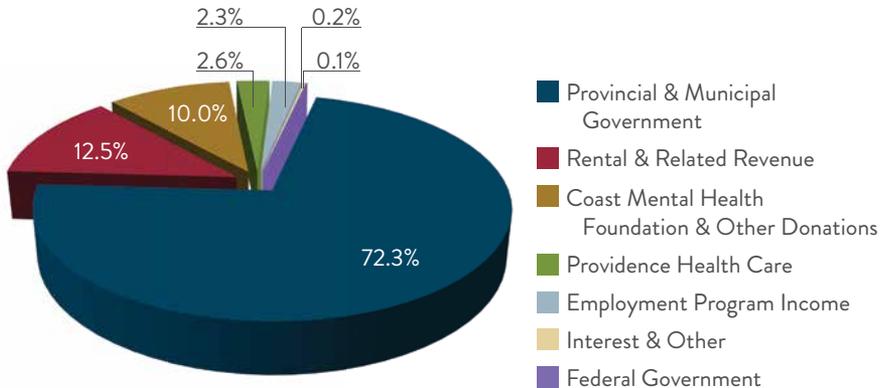
Coast is committed to ensuring the effective and responsible management of resources. Much of our work is made possible by government and other funding partners while philanthropic support from Coast Mental Health Foundation drives the development of our innovative client-centered recovery programs and services.

SUMMARY OF COSTS – FY2017/2018



TOTAL COSTS: \$32,201,382

SUMMARY OF FUNDING SOURCES – FY2017/2018



TOTAL FUNDING: \$32,407,107



IN MEMORIAM

Dale Hayden

Dale came to Coast Resource Centre in 2003 with a wealth of experience working at Triage Emergency Shelter. It was evident from the start that he held great compassion and respect for our clients.

Dale never shied away from the difficult work and was able to engage with our most vulnerable and difficult-to-reach members. When he moved into leadership roles, he created a safe environment and was well respected.

In his last years with Coast, Dale's keen administrative skills were paired with his client skills as he took on a reception role as the 'face of Coast' where he welcomed guests and worked with Trust clients.

He'll be remembered for his warm smile, sense of humour, deep humility and care for our clients. We'll miss him very much.

Tracy Schonfeld,
Director,
Community Services

Christopher McPartlin

Beloved friend and colleague, Christopher passed away unexpectedly in January 2018. He touched many lives in the Recovery & Rehabilitation program and community.

Chris started working for the program as a peer support worker when we opened doors in October 2014. I remember the first day he introduced himself to the team when Sparrow (his dog) jumped out of his bag.

He was always willing to volunteer when it came to client care in the program. Chris always had a smile on his face, a sense of humor, passion for his job, and commitment to the program.

He left us broken-hearted but his strength and wisdom inspire us to keep his legacy alive. He's missed and will always be remembered by everyone.

Veena Reddy,
Rehab Services Manager,
R&R Program

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NEED HELP?

If you or someone you know is having a mental health or substance use crisis, call 911 or go to your local hospital emergency room, or call the Crisis Line at **310-6789** (no area code needed).

If you can't see a way out, call the Suicide Hotline NOW.

Suicide Hotline:
1-800-SUICIDE
(1-800-784-2433)



COAST
MENTAL HEALTH

Compassion Courage Recovery

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