



COAST

MENTAL HEALTH
FOUNDATION



IMPACT REPORT 2015/2016

WELCOME



Message from the Foundation

2016 has just wrapped up and, with it, my first full year as executive director of Coast Mental Health Foundation, the fundraising arm for the non-profit Coast Mental Health. It has been an exciting and rewarding year – thanks to your support, Coast has been able to help more than 3,800 people living with mental illness realize their potential.

At the Foundation, we are dedicated to enabling donors to directly impact the lives of Coast's clients by providing financial support for Coast's three essential pillars of sustained recovery: Housing, Employment, and Support Services. Through this holistic approach, Coast engages clients in their own mental health care, helping them unlock their strengths and potential.

I hope you enjoy the stories of impact that follow. They are stories of courage and resilience. Most of all, they are stories of how, with support from people like you, recovery is possible.

Thank you,
Isabela Zabava

*Executive Director
Coast Mental Health Foundation*



Message from Coast Mental Health

If there is one thing that I've learned as chief executive officer at Coast Mental Health, it's the importance of having the courage to dream of a better future when it comes to recovery. Thanks to our donors, Coast has been helping clients find their own courage for more than 40 years.

Your support also gives us the courage to dream big as an organization. Philanthropic funding is what allows us to go beyond the essentials and develop innovative programs and services that empower our clients in every aspect of their lives. From employment training to health services and from peer support workers to group fitness opportunities, these are the initiatives that are vital to sustained recovery.

From all of us here at Coast – staff and clients – thank you. Thank you for your ongoing faith in Coast's programs and services. Thank you for your faith in our clients' potential.

Sincerely,
Darrell Burnham

*Chief Executive Officer
Coast Mental Health*

EMPLOYMENT: NINA'S STORY

By the time Nina took time out from school half-way through grade 11 to focus on recovering from depression and anxiety, it was like her education had come to a dead-end. That all changed when she signed up for Coast's Culinary Arts Program.

Nina came to Vancouver with her parents and siblings from the Philippines in her mid-teens. Shy and sensitive, she spoke little English and her high school counsellors soon noticed that she had difficulty focusing and was often upset. Before long, Nina started missing classes. Given the level of her anxiety, her counsellors recommended she leave high school part way through grade 11 and referred her to a mental health youth counsellor. She did not return. At 19, Nina wanted to work but didn't have the skills or education to get a job.

That all changed when her occupational therapist suggested she apply to Coast Mental Health's Culinary Skills Training Program. "It's changed my life: I've gained confidence and found a career path for myself," Nina said.

The Culinary Arts Program is run out of Coast's Pacific Coast Apartments' commercial-grade kitchen. It provides youth with mental illness the training and work experience to prepare them for careers in the food services industry or to go on to further culinary education. The program includes work experience at Café 335, Coast's social enterprise program at 335 West Pender in Vancouver.

Nina graduated from Coast's Culinary Arts Program earlier this year. Her success in the program has

given her a new outlook on education and her own potential.

The Culinary Arts Program and Café 335 are made possible through the generous support of the Diamond Foundation, Coast Capital Savings Credit Union, and the Vancouver Foundation and many other generous donors.

"We strongly believe people with mental illness can work and Café 335 proves just that," said the Diamond Foundation's executive director, Jill Diamond. "The training program offers the support that youth with mental illness require to succeed. This is one of the only programs that offers them career training with added supports."

"Coast Mental Health recognizes that training is only the first step to long-term employment, and



// Before I felt stuck and that I couldn't finish anything. Now I know I can. //


- Nina, graduate of Coast's Culinary Arts Program.

I appreciate how Café 335 allows the students to gain experience in a storefront retail environment to help them hone their skills," added the Vancouver Foundation's director of grants and community initiatives, Dave Doig. "Coast has a proven record of managing successful projects that add value and meaning to the community."

Thanks to the confidence she gained through completing the program, Nina also hopes to complete her high school certificate and possibly pursue further training through Vancouver Community College's culinary programs.

"I've realized that I can learn - that learning can be never-ending and fun," said Nina. "Before I felt stuck and that I couldn't finish anything. Now I know I can."

HOUSING: CROSSROADS COMMUNITY HOME



Thanks to support from The Home Depot Canada Foundation, our Crossroads community home has been given a fresh look, helping ensure it remains a warm and inviting home for years to come.

At Coast Mental Health, we know that safe, stable housing is a cornerstone of recovery for people with serious mental illness. For more than 40 years, support from community, government partners and private donors has allowed us to create safe, inviting places for our clients to call home while they pursue their recovery. Coast's housing and supports range from community homes offering full-service care to semi-supported apartments for those ready to live more independently.

Crossroads, one of our eleven full-service licensed residential care homes, has been a home for up to eight youth at a time since 1991. For a quarter of a century, Coast clients have called Crossroads home as they develop the life skills necessary to function as an adult, take responsibility for their own growth and

recovery, and prepare to transition to more independent living.

After twenty-five years, it's no surprise that Crossroads had recently begun to show its age. Fortunately, The Home Depot Canada Foundation stepped in this year to contribute to much-needed exterior renovations that will ensure this house is a place our clients are proud to call home for years to come.

The Home Depot Canada Foundation's contribution is part of its Orange Door Project, which is committed to bringing housing and hope to homeless youth in Canada.

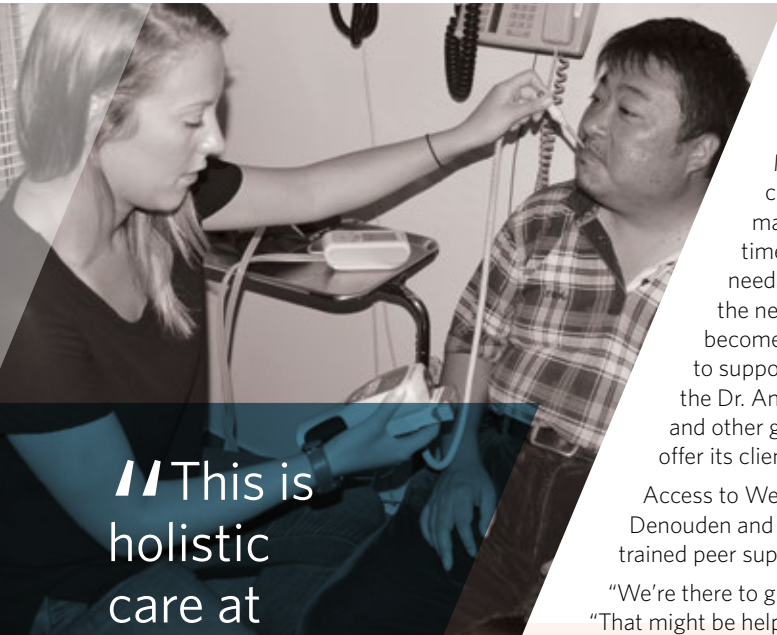
"The renovations at Crossroads are important in facilitating the recovery of the people who depend on Coast's services and programs," said The Home Depot Canada Foundation's general manager, Paulette Minard. "We are proud to support Coast's work as part of our shared goal to help many young people reach their full potential in life."

While Crossroads' operational costs are covered by Vancouver Coastal Health, we rely on support from private donors and organizations like The Home Depot Foundation to provide all the extras that ensure facilities like Crossroads are more than just a roof over our clients' heads. Their generous contributions play a meaningful role in our clients' recovery.

// We are proud to support Coast's work as part of our shared goal to help many young people reach their full potential in life. //

- Paulette Minard, general manager, The Home Depot Canada Foundation.

SUPPORT SERVICES: ACCESS TO WELLNESS



“This is holistic care at its best.”

– Jaime Denouden, volunteer nurse for Access to Wellness.

There’s always a line-up at Coast’s Resource Centre on Monday afternoons. That’s when nurses Jaime Denouden and Kaitlin Dalton Gibson offer empathy and expertise to help Coast clients manage their health.

Managing your physical well-being can be a challenge when you’re also managing mental illness at the same time. If you add a chronic illness that needs regular monitoring as well, then the need for ongoing healthcare support becomes more urgent. Fortunately, thanks to support from Coast contributors like the Dr. Ann Worth Charitable Foundation, and other generous donors, Coast is able to offer its clients weekly healthcare check-ups.

Access to Wellness is run by nurses Jaime Denouden and Kaitlin Dalton Gibson and highly trained peer support workers.

“We’re there to give them support,” said Kaitlin. “That might be helping them learn how to manage an illness like diabetes or determining if they need to see a doctor. Part of our work is advocating for the clients. Many are intimidated by the healthcare system and don’t know what information is pertinent. We’ll accompany them to Emergency or a doctor’s appointment if necessary and make sure they don’t fall between the cracks.”

“This is holistic care at its best,” added Jaime. “These are people who don’t always feel they have a voice but they are comfortable at the Resource Centre. We’re able to give them

the reassurance they sometimes need in order to take care of themselves.”

Jaime and Kaitlin also offer monthly information sessions with Coast’s peer support workers. Here they disseminate information about any number of health topics that the peers then share with the clients they meet with. Topics range from understanding the difference between colds and flu, the importance of exercise, and incentives to quit smoking. The nurses also welcome suggestions and have led sessions on timely topics such as what to do to prevent fentanyl overdoses.

Todd Trippel, one of Coast’s peer support workers, attends all the Access to Wellness peer support information sessions. He shares what he learns with clients at Coast’s Riverview programs as well as with Coast tenants who are part of the Supported Independent Living program.

“Kaitlin and Jaime are giving me more tools for my tool box,” he said. “They cover a wide variety of topics; everything from hygiene to crisis de-escalation. They ask us what we’d like to learn about and are there to support us if needed. I’m then able to use that information in the community.”

EMPLOYMENT: CHAD’S STORY



“When my friends get together after a day when we’ve all been working, I’m just one of the guys.”

– Chad, Coast Clubhouse member.

Located in an unassuming building in Vancouver’s Mount Pleasant neighbourhood, the Coast Clubhouse is having a big impact on the lives of people with mental illness.

Coast’s Clubhouse is a hub of recovery. Every day, thanks to the generous support of donors, members come in to take advantage of recreational activities, enjoy nutritious, low-cost meals, or use the laundry facilities. But that’s just the beginning. The Clubhouse is also a place where members can gain the skills to change their lives for the better.

It all starts with the Clubhouse Goal Plan. Each of the Clubhouse’s more than 400 active members has the opportunity to work side-by-side with Clubhouse staff to develop a Clubhouse Goal Plan. These plans help members focus on their strengths rather than their illness and get started on a path leading to pre-vocational and vocational training and, for many, employment.

Chad is one of the Clubhouse’s many members whose life has changed for the better after developing and sticking to a goal plan. Chad joined the Clubhouse specifically because he needed work experience. He was able to join Coast’s street cleaning Transitional Employment Program,

which provides training, income, and a work reference in temporary positions. He started with Coast’s street cleaning crews in September 2015 and now works five days a week.

“I needed a job, so it was important to me to demonstrate at the Clubhouse that I could be punctual, reliable, and committed,” said Chad. “This job means I have extra money for groceries. And I can afford to go to the movies every other Tuesday. I felt really good when I was able to tell my dad that I didn’t need the extra money he’d been sending me every month.”

Chad took part in one of the Clubhouse’s three development units: environmental, food services and communication. In many cases, the skills members gain lead to additional income that can significantly improve their quality of life. All of the members benefit from increased self-confidence that comes from learning new skills and gaining confidence in their own abilities, ultimately contributing to better mental health.

“Being with Coast has given me more confidence and a better sense of self-worth. When my friends get together after a day when we’ve all been working, I’m just one of the guys.”

SUPPORT SERVICES: KATRINA'S STORY

Sharing lived experience of mental illness and addiction fosters recovery in support workers and their clients.

If you ask Katrina, the people who have been most helpful to her recovery are those who have had similar life experiences and have opened up and shared their experiences with her. That's why she jumped at the chance to take part in the Young Adult Peer Support Training Program and learn how to support other youth by sharing her lived experience with mental illness.

The Young Adult Peer Support Training Program is a partnership between Coast and Providence Health Care's Inner City Youth Program that is made possible by a grant from the Wolrige Foundation, the Intact Foundation and other generous donors. The program is entirely supported through donor contributions. Thanks to the support of these foundations, Coast has been able to provide an intensive training program and hire the successful young adults as peer support workers.

Both the Peer Support Worker Program and the more recent Young Adult Peer Support Worker Program tap into our young clients' wealth of experience and understanding of mental illness and addiction. Their firsthand knowledge allows them to forge a bond with the youth they work with, accelerating recovery for themselves and their clients. "Struggling with mental health or addiction issues can be very isolating and reintegration is a huge part of recovery," said Katrina who took the Young Adult Peer Support Training program in 2015. "Becoming a

youth peer support worker has been a crucial piece for me moving forward with my life."

Program co-facilitator Sarah Irving loves how the program helps Coast's young clients discover their potential. "My favourite part of the program is seeing young people recognize the skills they already have and the passion they have for working with others," she said. "The training outlines key components of being a peer support, which builds confidence in their

abilities to give back to the system that many of them have accessed. At the end of the three-month training, the young adults end up with a paid practicum and finally with a job placement as a peer supporter in the community."

Today, Katrina works part-time with the Granville Youth Health Centre and is studying at Langara College with the goal of eventually working with traumatized children.

“Becoming a youth peer support worker has been a crucial piece for me moving forward with my life.”

- Katrina, Young Adult Peer Support Worker.

HOUSING: CHASE'S STORY

It's a million dollar view from Chase's Pacific Coast Apartments (PCA) home, but it's the smile it puts on his face that is truly priceless.

Before moving into his place at Pacific Coast Apartments two years ago, Chase bounced around Metro Vancouver and was even homeless for a time. Finding a safe home has been a stepping-stone for Chase and a vital piece of his recovery.

Pacific Coast Apartments are managed by Coast Mental Health. Thanks to support from Coast's donors, youth like Chase not only have a place to call their own, they also have access to programs to support them in their recovery. In addition, dinner is prepared for the residents every day, to help build community and promote a balanced diet. 14 of the building's 96 units are dedicated to serving youth with mental illness.

"Having access to the support staff who work here has really helped me," he said.

For Chase, having his own home means safety and peace of mind. Thanks to his newfound sense of security, he's had the confidence to focus on building his independence and planning for his future.

Chase was one of the first cohort of students to participate in Coast's Culinary Arts Training program that is offered in the commercial-grade kitchen at PCA. He went on to work in the adjoining Café 335, which is also operated by Coast.

"I knew nothing about cooking and just took the course for fun," he said. "Now I'm doing prep work and dishwashing. I'm proud of my

accomplishments and of having worked my way out of my earlier situation."

Now 24, he has a part-time job working in the food concessions at BC Place. The view from his apartment window may be inspiring but it's nothing compared to Chase's own story of recovery.

“I'm proud of my accomplishments and of having worked my way out of my earlier situation.”

- Chase, Coast Mental Health client.

PERFORMANCE REPORT

As a result of our donors' and partners' generosity in 2015/2016, Coast Mental Health Foundation was able to help British Columbians overcome mental illness by contributing funding to a variety of Coast services and programs, including youth and adult peer support workers, education and job training, work experience through Coast social enterprises like Café 335, low-barrier access to meals, laundry and shower facilities, and social and recreational opportunities through our Resource Centre and Clubhouse.

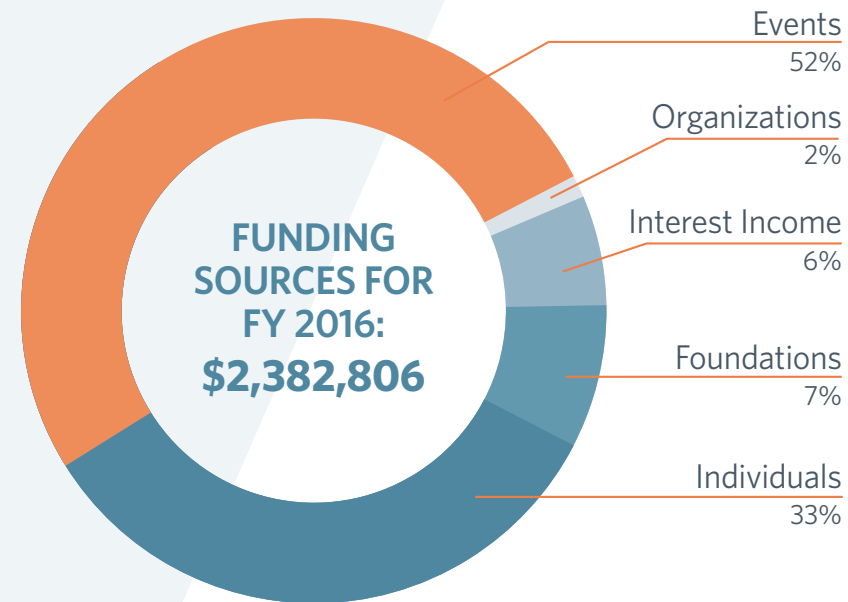
But there is a lot more work to be done.

Every year, throughout the Lower Mainland people with mental illness are unable to access the help they need to pursue recovery. Without more innovative, community-based programs, their needs will remain unmet - and their potential unrealized.

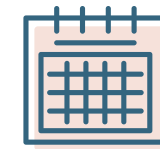
We're grateful for your ongoing support as we look for more opportunities to help people recover from mental illness.

Thank you to all our donors and partners who have made it possible for Coast Mental Health Foundation to support some of the most innovative mental health recovery programs provided by Coast Mental Health.

For further information, we would be pleased to provide a copy of our audited financial statements.

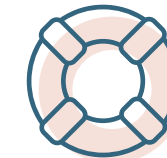


YOUR SUPPORT. OUR IMPACT.



44

number of years Coast Mental Health has been helping people recover from mental illness



3,800+

number of clients helped by Coast each year



1,000+

number of people housed by Coast each year



380+

number of meals served by Coast each day



8,100+

number of hours volunteered by Coast clients and supporters each year



150

number of people who got jobs through Coasts employment program in 2016



37

number of clients who advanced their educations in 2016



400+

number of financial trusts managed by Coast each year



100+

number of clients employed by Coast Social Enterprises in 2016

THANK YOU



COAST

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Coast Mental Health Foundation

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