



COAST
MENTAL HEALTH
Compassion Courage Recovery



ANNUAL REPORT 2019 / 2020

MESSAGE FROM THE CEO



DARRELL BURNHAM
CEO

It's my privilege to report on the important work of Coast Mental Health (CMH) for 2019/2020. It has been a remarkable year in the organization's 48-year history. We've developed and enhanced several new services supporting recovery, we opened an urgently needed modular housing program in Maple Ridge, and in the final months of the year, we've been put to the supreme test of managing our services in the face of a worldwide COVID-19 pandemic.

I'm so pleased to report that through the strength of our people, and the systems put in place over the past years, we've been able to weather the first few months of the pandemic.

The hard work we've done in the past to build a technical infrastructure has allowed us to quickly transition to virtual communications and remote office spaces. Our development of an intranet has become the go-to online platform for complex information related to the COVID-19 crisis and operating essential services. Our safety systems, which we've developed over the years, have allowed us to review each of our sites and each emerging issue, and respond in an appropriate manner to improve the safety for clients and staff.

These are challenging times, but I am confident that with our outstanding staff, clear mandate and systems, strong leadership from our Board of Directors and the generous support of our donors, we'll be able to operate effectively as we adjust to our new normal. We will emerge with new insights and innovations in much-needed mental health services.

I'd like to also thank our dedicated Board of Directors for their guidance and support throughout the year, our leadership team, and our compassionate staff and volunteers across the organization for their unwavering dedication toward our mission and the recovery of Coast Mental Health's clients. Finally, I am continually inspired by our clients' courageous journey of recovery and their many contributions to the organization's mission.

Stay safe and take care. We'll get through this together, both stronger and wiser.

MESSAGE FROM THE BOARD CHAIR



**KATHLEEN
KENNEDY STRATH**
BOARD CHAIR

To my fellow Board of Directors, the Senior Executive Team, clients, volunteers and staff, thank you for your commitment, compassion, and willingness to stay the course as we weather COVID-19.

As our new normal takes root, I'd like to pause and reflect on some of our accomplishments for 2019/2020:

HIGHLIGHTS:

- We opened Garibaldi Ridge, a 51-unit housing development with mental health supports in Maple Ridge. We now have three sites, providing 151 homes, plus rental subsidies to people living in this community.
- As part of CMH's strategic planning, we also recognize over 40 distinct innovative projects and programs that have been funded through philanthropy via Coast Mental Health Foundation.
- On April 24, 2019, the 21st Courage To Come Back Awards recognized five female award recipients, raising over \$2.5 million in philanthropic donations to support vital programs and services in mental health.
- The Board has also prioritized its efforts throughout the year to accomplish strong fiscal management and effective board governance.
- Our commitment to quality improvement continues by maintaining exemplary status with Accreditation Canada; monitoring over 250 health and safety policies to ensure safety is a top priority for everyone.
- We also discussed the potential of a new Head Office, just as the City of Vancouver announced details on its SkyTrain expansion project across Vancouver's Broadway Corridor. An exciting and visionary prospect for Coast Mental Health.

On behalf of the Society Board of Directors, we appreciate the continued support and feedback from our supporters. And, please recognize that every day you do make a difference.

THANK YOU FRONT-LINE WORKERS AND SUPPORTERS



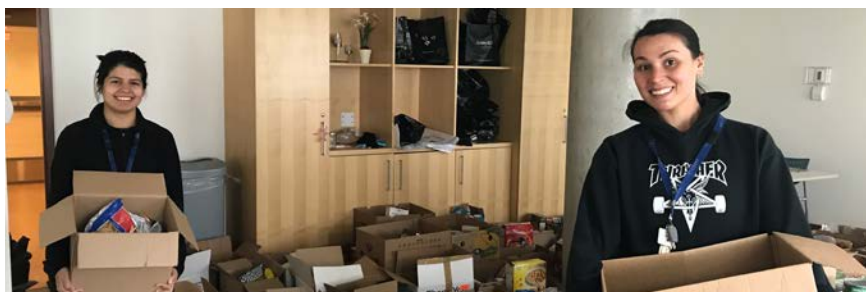
Coast Mental Health front-line workers who helped to keep everyone safe during the COVID-19 crisis.

On March 17, 2020, CMH initiated its Pandemic Plan in response to the global COVID-19 crisis.

This included centralizing communication channels and rolling out health and safety protocols and practices across the organization. To date, the organization responded to four mild cases of the virus, and no outbreaks have occurred throughout our 52 facilities.

“I’m proud of our employees who continue to check in with clients to provide assistance with ongoing health care referrals,” says Darrell Burnham, CEO, Coast Mental Health. “It’s important we stay connected with our clients during this crisis.”

During the crisis the organization temporarily closed its in-person programming, redeploying some staff to other sites. While other employees continued their duties using virtual spaces, or by connecting with clients during the meal-to-go program at the Clubhouse and Resource Centre. For sites requiring 24 hours a day / 7 days a week supports, staff rallied together to put protocols in place and adapt to new public health orders, often announced daily by the Province.



Kiran Sangha and Carmen McLachlan, both mental health workers at CMH, fill boxes of groceries to share with tenants during the COVID-19 crisis.

MOBILIZING SUPPLIES AND SUPPORTS

Vital cleaning supplies and personal protective equipment were expedited across CMH sites. For difficult-to-source items, Coast Mental Health Foundation and the Board of Directors engaged with local businesses, community groups and individuals to access in-kind and cash donations to procure key items such as handmade cloth masks, washable scrubs, software upgrades, food donations and more.

MOVING FORWARD

During this challenging time CMH continues to persevere, relying on donors to augment its core funding; many programs are only possible through donations to Coast Mental Health Foundation (CMHF). And like many other non-profit organizations, CMHF's flagship fundraiser The Courage To Come Back Awards has been cancelled. This leaves a large funding gap, as the event usually raises between \$2.5 and \$3.1 million per year for vital programs and services. CMH's leadership team is sparing no effort in finding creative ways to secure the resources it needs to support clients and are always open to suggestions and ideas from its supporters.



Jas Purewal (centre), Associate Director, Development & Properties, CMH, accepts a large donation of surgical masks from Port Moody Rotary Club.

BUILDING HEALTHY COMMUNITIES STARTS WITH HOUSING

Josh has Stage 4 Diabetic Renal Failure and Chronic Kidney Disease. He lives at Alouette Heights in Maple Ridge. While waiting for a suitable kidney transplant donor, Josh keeps himself busy by raising awareness of the health concerns related to diabetes and the need for affordable medical equipment, such as insulin pumps and constant glucose monitors that are urgently needed by vulnerable populations.



Josh shared his personal journey with media during the opening of Garibaldi Ridge that included Hon. Selina Robinson, Municipal Affairs and Housing, Hon. Lisa Beare, Minister of Tourism, Arts & Culture and MLA for Maple Ridge-Pitt Meadows, and MLA Bob D'Eith, Maple Ridge - Mission

On September 10, 2019, CMH successfully opened Garibaldi Ridge in Maple Ridge in partnership with BC Housing and the Province's Rapid Response to Homelessness program.

Garibaldi Ridge is one of three facilities operated by Coast Mental Health, providing 51 homes with support services in mental health to assist a visible homeless population who call Maple Ridge their home.



Garibaldi Ridge offers 51 temporary modular homes with mental health support services.



The community hub is located at Garibaldi Ridge and provides a space for tenants and community partner activities.

“We’ve seen incredible growth across the organization, especially in Maple Ridge, where we now operate three facilities, a total of 151 homes with mental health supports,” says Bruce Smith, Chief Operations Officer, CMH.

In addition to these homes, CMH also manages 108 rent subsidies to support individuals and families living in Maple Ridge, Pitt Meadows and beyond.

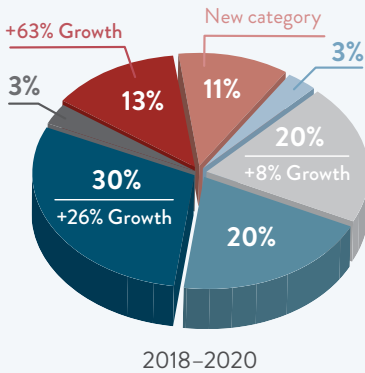
As a community partner of Maple Ridge, CMH provides specialized expertise in mental health services. This includes 24 hours a day/ 7 days a week supports, with a dedicated full-time nurse funded through BC Housing, and a range of inpatient and outpatient supports with Fraser Health.

Fact: CMH provides 1,371 homes with mental health support services, including 274 monthly rent subsidies for people living in Greater Vancouver area.

“When we transitioned to our first facility in 2017, there were very few services available to support vulnerable populations in Maple Ridge,” says Renay Bajkay, Director, Housing Services, CMH. “Through the support of community partners like, BC Housing, Fraser Health and Wilson Pharmacy, we’ve established regular physicians, nurses, case managers and care workers to support residents of the community.”

2019-2020 HIGHLIGHTS

🏠 SUPPORTED HOUSING



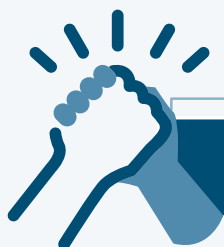
SHARE AND GROWTH OF HOUSING STOCK

- Enhanced Supportive Housing
- Supported Housing
- Monthly Rent Subsidies
- Licensed Care Homes
- Temporary Modular Housing
- Transitional Cottage Program
- Recovery & Rehabilitation Program (Enrollment)

👥 EMPLOYMENT + EDUCATION



ENRICHED SUPPORT SERVICES



4,500 people served
in 2018–2019

5,213 people served
in 2019–2020



474,500 meals
served across CMH facilities

38 Peer Support Workers
currently employed by CMH, with



3,000+ client interactions
occurring every month



33 members of the
Young Adult Program

Learn more about CMH's 2019/2020 social impact at
coastmentalhealth.com.

OUTREACH IS MORE THAN HOUSING



Members of CMH's Outreach Team do regular street walks to provide food and harm reduction supplies to people who are homeless living in Vancouver.

Coast Mental Health believes housing is the first step in addressing homelessness.

Outreach Services are the first and vital link to essential services to lift someone out of a difficult situation and into a home.

Coast Mental Health's Outreach Teams assisted approximately 1,249 people in 2019/2020 across Greater Vancouver and many other surrounding communities. Funding for these programs is provided by BC Housing through the BC Housing Homeless Prevention Program and the Homeless Outreach Prevention Program. Additionally, essential items such as socks, shoes, toiletries and backpacks, are made possible through the generosity of donors to Coast Mental Health Foundation.

OUTREACH IS AN ESSENTIAL SERVICE

Outreach fills an important gap in the health care system by connecting vulnerable people to vital support services. Many of these people struggle with chronic homelessness, poverty, mental health disorders, substance use, trauma, or they're in need of continuity of care after completing a treatment program. Outreach also assists people during a divorce, unemployment, or when experiencing financial difficulties related to an injury or disability.

“Often we support people who have not been housed for many years, so we're providing them with the life skills to manage a home; this includes things like learning how to pay bills, food shopping on a budget, and learning to live with other people,” says Mark Dewitt, a Maple Ridge outreach worker at Coast Mental Health.



Erin Cumyn, Outreach Worker, Coast Mental Health, catches up with Heidi Kendrick and her daughter who receives outreach services in Maple Ridge.

HEIDI'S STORY

After a difficult divorce that led to the foreclosure of Heidi Kendrick's home, CMH's Outreach Team helped her care for her daughter's serious medical condition, assisting Kendrick in finding a local doctor and the health care services to keep her daughter well during a very difficult time in her life.

“I honestly don't know where I would be without Coast Mental Health,” says Kendrick. “I was going through a lot. I was depressed. I'm here today because of Outreach Services.”



RECOVERY AND REHABILITATION PROGRAM UPDATE



Coast Mental Health staff and clients at Brookside, Riverview Lands, Coquitlam

CMH's Recovery and Rehabilitation (R&R) program is a 40-bed provincially funded mental health and alcohol treatment program. Since November 2014, over 200 clients have received treatments and mental health supports.

CELEBRATING CLIENTS' RECOVERY JOURNEY

Thanks to the generosity of Coast Mental Health Foundation supporters, every November, the R&R program holds a gala to celebrate clients' achievements and acknowledge their support networks. Clients receive a certificate recognizing their personal growth and recovery. As part of the fifth R&R Gala in 2019, two special guests attended.



Darrell Burnham, CEO, Coast Mental Health and VIP dignitaries congratulate clients at the 5th Recovery and Rehabilitation Gala in November 2019.

The Mayor of Coquitlam, Richard Stewart, who regularly attends this event was joined by the Honourable Selina Robinson, Minister of Municipal Affairs and Housing.

“I love to see the positive impact of special events we organize,” says Veena Reddy, Rehabilitation Services Manager, CMH. “It’s so wonderful to see families come to the program during important celebrations like the R&R Gala.”

CREATIVE COLLABORATION



Recovery and Rehabilitation clients were inspired to write and publish in Coast Mental Health’s first Book of Poems.

To honour the talent and creativity of clients, CMH published its first poetry book, the *Book of Poems*, through a volunteer-led creative writing group. This collaboration of work—possible thanks to philanthropic support—provides the means to help clients express their perseverance through a creative outlet.

“The success of the poetry program and the book could not have been achieved without the commitment of clients who regularly attended our group, staff who constantly worked to promote the group, and the management team who saw the potential in these clients and supported the opportunity of sharing their creative talents,” says the organizer of the writing group, Kelsey Field, Rehab Worker, Coast Mental Health.



BENEFITS OF A TRUST PROGRAM

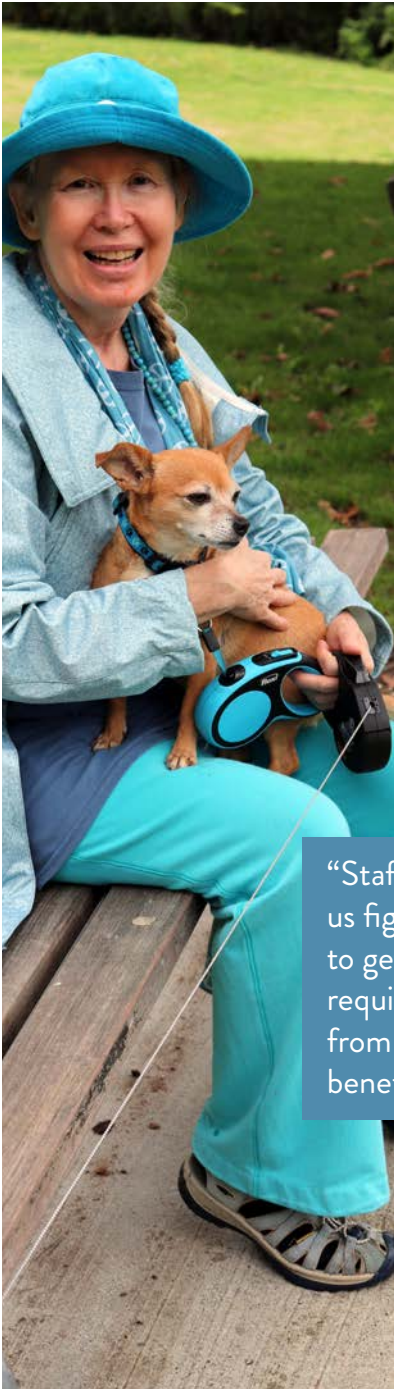


With the help of CMH’s Trust Program, Cleo, Rio and Nugget can have a bright future of health and happiness.

Cleo has had a physical disability since childhood, which affected her ability to work. For Cleo, this meant that her Persons with Disabilities (PWD) benefits needed to stretch to pay her bills—that is, before she became a member of CMH’s Trust Program.

“Our Trust Program allows Cleo to continue receiving PWD benefits, while benefiting financially from her trust fund,” says Alex Northey, Trust Administrator, Coast Mental Health.

Since 1998, Coast Mental Health has been working with clients to administer trust funds, and currently manages in excess of \$15-million in trust assets. Coast Mental Health is authorized under provincial regulation to manage trusts of up to \$1-million.



PLANNING FOR FAMILY MEMBERS WITH DISABILITIES

When Cleo’s mother was preparing her will, the family was concerned that Cleo would not be able to benefit without losing her monthly disability benefits, as people receiving this benefit at the time were unable to have more than \$10,000 in assets outside of a trust (the asset limit for PWD was increased to \$100,000 in 2016). After calling around, Cleo was directed to CMH’s Trust Program.

Cleo no longer worries how she’ll pay for dog food or vet bills for her dogs, Nugget and Rio. With support from the trust administered by Coast Mental Health, she has the financial support she needs to manage her finances.

“Staff at Coast Mental Health helped us figure out what we needed to do to get through all of the government requirements, so I could benefit from the will without losing my PWD benefits,” says Cleo.

“One day, I’d like to buy a house and have a yard for my dogs, and the Trust Program is helping me plan for this goal, as well as assisting with my monthly expenses,” says Cleo.

ART IS THERAPY



West Vancouver Memorial Library Art Project Roadshow exhibit June-July 2019.



Ken

Seema

Jerry

Coast Mental Health organized its first Art Project Roadshow featuring 16 talented member artists.

Between May and October 2019, up to 40 paintings travelled to 11 community spaces across Vancouver, West Vancouver, North Vancouver, Richmond, Maple Ridge, Surrey and Langley.

WHY WE NEED COMMUNITY-LED ART PROGRAMS

The Art Project Roadshow increased awareness of CMH's programming in the communities across Greater Vancouver, while highlighting the talent and creativity of members who sometimes struggle to participate in the local arts community because of unintentional barriers to entry.

Art is also therapy—a powerful tool for self-discovery and healing. Thanks to philanthropic support through Coast Mental Health Foundation, participants at the Resource Centre Art Room and art programs across many other sites enjoy space and materials dedicated to expressing their creativity. It’s also a place to connect with other artists, or access supports through on-site mental health teams. “We designed the Roadshow to bring attention to the barriers that prevent many of our members from participating in community-run initiatives, such as a local art exhibition,” says Tracy Rapanos, Director, Community Services, Coast Mental Health. “Building healthy and inclusive communities means developing programs that accommodate a diverse group of people to ensure no one is left behind.”

“Building healthy and inclusive communities means developing programs that accommodate a diverse group of people to ensure no one is left behind.”

Tracy Rapanos, Director,
Community Services, Coast Mental Health



Janice ‘Jujube’ Jacinto is a member artist at Coast Mental Health’s Resource Centre Art Room.

MEET AN ARTIST-IN-RESIDENCE AT THE ART ROOM

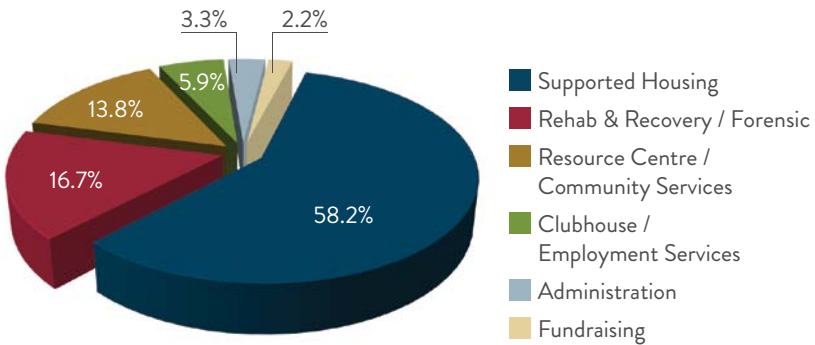
Jujube is both a visual and spoken word artist. In her early 20s she struggled with mental illness, causing a manic state, during which, her doctor told her she would never live a normal life again. Today, she creates vibrant and uplifting art at CMH’s Resource Centre.

“My artwork is playful, inclusive and childlike,” says Jujube. “I lost a lot of my childhood, but I now express that side of me through art.”

FINANCIALS—STEWARDSHIP

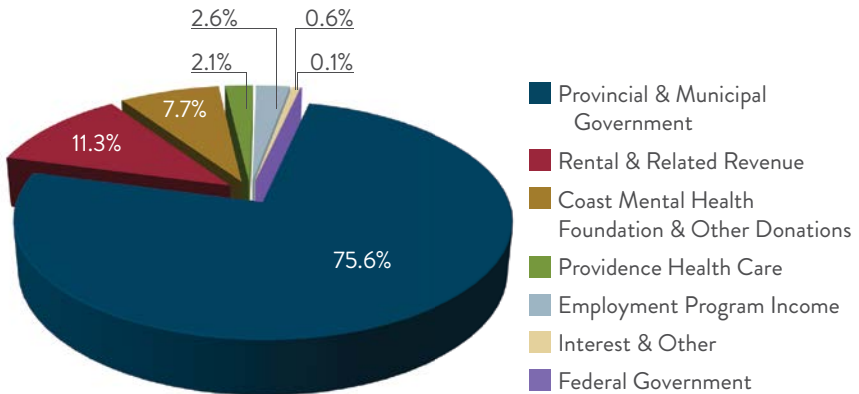
Coast Mental Health is committed to ensuring the effective and responsible management of resources. This work is made possible by government and other funding partners, while private philanthropy through Coast Mental Health Foundation drives the development of new or enhanced client-centered recovery programs and services.

SUMMARY OF COSTS – FY2019/2020



TOTAL COSTS: \$43,485,759

SUMMARY OF FUNDING SOURCES – FY2019/2020



TOTAL FUNDING: \$43,409,821

OUR PARTNERSHIPS:

GOVERNMENT/ MUNICIPALITIES:

- Health Canada
- B.C. Ministry of Health
- B.C. Ministry of Mental Health and Addictions
- B.C. Ministry of Municipal Affairs and Housing
- B.C. Ministry of Social Development & Poverty Reduction
- B.C. Ministry of Advanced Education, Skills & Training
- City of Burnaby
- City of Coquitlam
- City of Langley
- City of Maple Ridge
- City of Richmond
- City of Surrey
- City of Vancouver

PROVINCIAL AGENCIES:

- BC Housing
- Burnaby Centre for Mental Health & Addictions
- Foundry
- Fraser Health Authority
- Heartwood Centre for Women
- Interior Health Authority
- Northern Health Authority
- Provincial Health Services Authority
- Vancouver Coastal Health Authority
- Vancouver Island Health Authority
- Work BC

BUSINESS IMPROVEMENT ASSOCIATIONS:

- Cambie Village
- City of Vancouver
- Chinatown
- Collingwood
- Commercial Drive
- Downtown Vancouver

- Dunbar Village
- Fraser Street
- Gastown
- Hastings Crossing
- Kerrisdale
- Kitsilano 4th Avenue
- Marpole
- Point Grey Village
- Robson
- South Granville
- Strathcona
- Victoria Drive
- West Broadway
- Yaletown

NOT-FOR-PROFITS AND COMMUNITY GROUPS:

- Atira Women's Society
- Affordable Housing Societies
- Canadian Mental Health Association
- Heritage Housing Cooperative
- Inner City Youth, Providence Health Care
- Jewish Federation – Yaffa Housing Society
- Little Mountain Neighbourhood House
- Leveller's Housing Cooperative
- McLaren Housing Society
- Mole Hill Society
- More Than A Roof Society
- Open Door Group – Thrive Program
- Pathways Clubhouse
- Providence Health Care
- St. Georges Society
- St. Margaret's Anglican Church
- S.U.C.C.E.S.S
- Tikva Housing
- Turning Point Recovery Society
- West End Neighbourhood House

LIBRARIES AND COMMUNITY CENTRES:

- Carnegie Branch
- City Hall Library Langley - Cultural Centre
- City of North Vancouver Branch
- Douglas Park Community Centre
- Fraser Valley Regional Library - Maple Ridge
- Kitsilano Community Centre
- Mount Pleasant Branch
- Mount Pleasant Community Centre
- Murrayville Library
- North Vancouver Lynn Valley Branch
- Richmond City Hall
- Surrey Library - City Centre Library
- West Vancouver Memorial Library
- Vancouver Square Library

ACADEMIC INSTITUTIONS:

- Douglas College
- McGill University
- Simon Fraser University
- Sprott Shaw Community College
- University of British Columbia
- University of Victoria
- Vancouver Career College
- Vancouver Community College

LOCAL BUSINESSES:

- Alliance Maintenance
- Avia Employment Services
- Cleaning Solutions
- Good Bye Graffiti
- Joey's Restaurant, Burnaby
- Lions Gate Risk Management Group
- NexGen Hearing
- Paladin Security
- Wilson's Pharmacy



Make a difference in the lives of people living with mental illness by supporting Coast Mental Health Foundation

[Donate Today](#)

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 cannot see a way out, call the Suicide Hotline NOW!

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

BOARD OF DIRECTORS 2019/2020

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Krista Blaikie | Treasurer
Byron Thom | Associate Director/ Secretary
Peter Gibson | Director
Christopher Bettencourt | Director
Stephen Butz | Director
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Warren Todd Trippel | Director
Sandra Yuen MacKay | Director
Wendy Harris | Director



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Compassion Courage Recovery

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