

ANNUAL REPORT

2022/2023



50 YEARS
1972-2022



COAST
MENTAL HEALTH

50 YEARS OF COMPASSION, COURAGE, RECOVERY



MESSAGE FROM THE CEO



KEIR MACDONALD
CEO

In 2022, it was both a year of celebration and one of transition for Coast Mental Health (Coast). In October, I was selected as Coast's new CEO and handed the keys from Darrell Burnham who led for an incredible 35 years, creating an organization that now supports approximately 5,000 people a year.

Fiscal 2022/2023 was a milestone year for Coast, celebrating 50 years of providing quality services and supports to people experiencing mental illness. Coast's work has always been guided by a vision of a community that embraces and honours people with mental illness, so they may thrive and contribute.

Mental health has increasingly become a global concern, impacting people from all walks of life. Last year, we received a transformational gift from the BC Government, investing \$2-million through Coast Mental Health Foundation to expand early intervention supports for young adults living with mental-health and substance-use issues.

In recognition of our ongoing commitment to excellence, Coast Mental Health was accredited with *Exemplary Standing* for the third time by Accreditation Canada. This designation is awarded to an organization that has gone beyond the requirements of the accreditation program, and it demonstrates excellence in quality improvements.

After many delays due to the pandemic, renovations and licensing, we were very excited to open Coast Eagle community home, located in the Killarney neighbourhood. Fourteen clients receive 24-hour support including daily meals, weekly housekeeping, and assistance with medications. They also have access to volunteers and peer support workers, along with social and recreational activities.

Coast Mental Health strives to provide a comprehensive range of services with a focus on improving mental well-being. By addressing the unique needs of individuals, we aim to empower people to live fulfilling and meaningful lives. None of this is possible without a team of dedicated staff and volunteers who really are the heart and soul of Coast.

Thank you to Coast staff for their unwavering commitment, expertise, and compassion that has enabled us to continue delivering high-quality services to those in need, and making 'The Difference' in our community.

MESSAGE FROM THE BOARD CHAIR



ANIL SINGH
BOARD CHAIR

On June 10, 2022, Coast Mental Health celebrated 50 years of making ‘The Difference’ in the communities we serve.

Coast began in 1972. One of its first programs offered transportation using a school bus nicknamed Ruby, which provided 30 clients access to daily supports through Coast’s drop-in centre. Since then, Coast has become one of the most respected advocates for those living with mental illness in British Columbia.

Our 50 years of success is due to the dedicated team members who provide safe, high-quality care to each client. The Board and I continue to be humbled and awe inspired when we hear the stories of how staff, even in the face of the pandemic and opioid crisis, found innovative ways to safely continue client care and support. Perhaps the greatest compliment to our employees for their hard work and dedication is, once again, being accredited with *Exemplary Standing* by Accreditation Canada. Our dedicated workforce were instrumental in Coast meeting all 507 standards of excellence in the key quality dimensions that included client focus, safety, work life, and continuity of care. Well done!

We also celebrated the retirement of our long-term Chief Executive Officer Darrell Burnham. Darrell’s career is a journey of extraordinary accomplishments in the field of mental health support and advocacy. He is one of the tireless workers that created a voice for those with mental illness. I credit him with changing the tempo of the conversation from one of quiet whispers behind closed doors to where it is now; open and in the public forum where it can be heard and gain the support it needs.

In October 2022, Keir Macdonald joined Coast as the Chief Executive Officer. Keir will be instrumental in moving Coast forward in its growth, so we can support more people within the mental health community.

With the pandemic now behind us, the Board and I look forward to working with employees and clients through ongoing Open Spaces and Board Liaison sessions that will guide us in delivering our mission.

Celebrating 50 years of making 'The Difference'





COMMUNITY HUBS PROVIDE OPPORTUNITIES TO GIVE BACK



Justin, a member at Coast Mental Health's Clubhouse.

“I have a beautiful life today.”

Those are the words of Justin, a member of Coast Mental Health's Clubhouse. As a member, Justin took part in vocational training opportunities before joining the Clubhouse's street cleaning division three years ago. He works three to four shifts each week.

“It's a great job and a real blessing to me,” said Justin who has been living with schizophrenia for over 20 years. “It's low stress and a way for me to give back and help keep the city clean.”

When the Clubhouse opened in 1982, it was the first membership-

run model in Canada. With member guidance, employment programs to support people living with mental health challenges were set up. Today, these programs support over 20 communities, providing regular employment to over 80 members in fiscal 2022/2023.

“Having a job has given me confidence and increased my self-esteem,” said Justin. “It gives me purpose and a reason to get up. The money I earn means I can eat out with friends and go to movies.”

Our employment counsellors are there for Justin every step of the

way. For the Street Clean Team that can mean walking the route with a member until they are sure they understand the work. Coast recognizes the importance of employment as part of a sustained recovery, and we strive to expand these services across the communities we serve. As an organization, we are committed to providing more employment opportunities to people who would otherwise face barriers because of their mental illness.

Before joining the Transitional Employment Program, Clubhouse members like Justin volunteer with one of three units: food service; environmental; and communications and reception.

“These are pre-vocational programs specifically for people challenged with mental illness who want to build up their employment skills,” explained Clubhouse Program Manager Simone Frey. “I’ve seen members gain confidence and move towards more independence. They are part of a community and are able to give a service rather than receive one. The Clubhouse allows a person to feel needed and to have a purpose.”

The Clubhouse is always innovating. In 2018, we established a Young Adult Program, through the support of our generous donors. In 2021, we started working with the YWCA

to provide job-seeking skills to Coast clients and the public. More recently, Clubhouse members can access a new donor-funded Cognitive Remediation Program that teaches resiliency to support sustained recovery.

Coast’s community hubs like the Clubhouse as well as its Resource Centre provide people with mental illness a sense of belonging.

“Having a job has given me confidence and increased my self-esteem.”

Justin
Clubhouse Member

“When I’m not working, I’m here for lunch,” said Justin. “I have a beautiful life and Coast Mental Health has a big part to do with that.”



ONE SIZE DOESN'T FIT ALL:

PROVIDING HOMES WHERE THE NEEDS ARE



Hooper Apartments was named in recognition of Jackie Hooper, a founding board member of Coast Mental Health.

Fifty years ago, Coast Mental Health was a fledging organization supporting former psychiatric facility patients who had been moved into boarding homes.

Along came Jackie Hooper, who had herself been hospitalized, with the drive and vision to transform the Society. She was instrumental in Coast's purchase of a building that became the first supportive housing apartment in Canada for people with mental illness.

That first project was a revolutionary, if humble, beginning. Today, we have 53 facilities throughout Metro Vancouver: a total of 1084 homes, plus 251 rent subsidies, across a continuum of housing that includes fully licensed community homes, supported housing and

supported independent living, and our forensics cottages and programs at səmiq̓wəðelə, formally known as Riverview Lands.

What has remained constant during this growth is that we remain a client-focused organization.

"Everyone is an individual and we all have different needs," said Executive Director, Program Services, Renay Bajkay. "Some clients need more support in moving through the housing continuum. Coast has been a leader in this regard. The latest example is low-barrier housing. We

weren't doing this 15 years ago, but that is where the need is today."

Coast's housing models are customized for different client groups. Tenants might be young adults, seniors, or any age in between. The services at each site vary depending on the level of support tenants need.

David lives at Journey's Apartments, a community home for young adults. Staff are available 24/7 and use a psychosocial rehabilitation model for supports. They help with medications, building life skills, and offering cooking lessons, mindfulness training, and other services. Tenants have a voice in the programs offered.

"I came here from the hospital. Journey's is a great place for people with mental illness; it's like a rehabilitation centre," said the 27-year-old, who lives with schizophrenia. "This place has really helped me."

Close by at Coastview Apartments lives 66-year-old Delores. She moved into her supportive housing home about eight years ago, coming here from low-barrier housing. Delores has been living with a bipolar disorder since she was a teen, but her illness went undiagnosed until 2006. Coastview housing with supports include most meals, laundry, light housekeeping,



Delores calls Coastview Apartments home.

and a medication program.

"We've been able to accomplish so much in our first 50 years by listening to what clients tell us," said Renay. "That's what makes us nimble and innovative. It will stand us in good stead as we continue to add to our housing continuum."

"My home means safety, security, affordability. Without this opportunity I would probably have been hospitalized and would be more medicated than I am. Living here has improved my quality of life. I don't feel so isolated, and I know there's someone looking out for me."

Delores
Coastview Apartments

ON THE FOREFRONT OF SOLUTIONS:

COAST MENTAL HEALTH'S ROLE IN BATTLING THE DRUG POISONING CRISIS



Based on first appearances, Phil had it all: a graduate degree; a job with the federal public service; and a fiancée.

But below the surface, Phil was falling apart. In his late twenties he was diagnosed with schizophrenia. His relationship broke down. To cope with stress, he turned to drugs and alcohol.

“My mental health and addiction problems overwhelmed me,” remembered Phil. “I made some half-hearted attempts at recovery and spent two decades in and out of institutions. It wasn’t until my dad died in 2019 that I became serious about recovery. I attended the Burnaby Centre for Mental Health & Addiction, and from there I was able to access Coast Mental

Health’s Rehabilitation & Recovery Program (R&R) in October 2020.”

The R&R Program works with people who have concurrent mental health and addiction concerns. It is a vital part of addressing B.C.’s growing opioid crisis. Within two of Coast’s facilities, Hillside and Brookside, clients receive ongoing treatments and supports to enhance their success with reintegration with the community. As they progress through the program and approach discharge, staff ensure that supportive housing and access to mental health care are in place for them.

With B.C.'s toxic drug supply and the risk of overdoses within B.C. communities, Coast Mental Health had to implement supports quickly to keep people in its care safe.

In addition to Coast's drug treatment program, we were also partners in the Vancouver Best Practices in Oral Opioid Agonist Therapy collaboration, which was launched in partnership with the BC Centre for Excellence in HIV/AIDS and Vancouver Coastal Health. In 2017, 20 health-care teams across Vancouver joined forces with a goal of improving care for clients living with opioid use dependency.

From this initiative came the Young Adult Opioid Agonist Therapy program that was piloted through a partnership between Coast Mental Health and the Vancouver Foundry. The clinic provided treatments that include Suboxone and methadone to treat opioid dependency, reduce drug-related harms, and support long-term recovery.

In 2021, we joined forces with psychiatrist Dr. Bill MacEwan to offer a one-day-a-week clinic for residents living in our Maple Ridge sites. Clients receive an immediate connection to the supports they desperately need, and Dr. MacEwan has knowledge of the needs and processes to help them manage

their mental illness and substance use disorders. We see our clients' primary, mental, and physical health improving because they have access to programs.

That's certainly true for Phil. He is living in supportive housing and looking forward to furthering

“Coast helped me get my life back on track. I'd like others to know there's always hope. There are a lot of people who care.”

Phil

his education and rejoining the workforce. He participates in community-based mental health programs, co-facilitates R&R programs, and volunteers with various government committees to provide lived experience insights.



Phil, a graduate of Coast Mental Health's Rehabilitation and Recovery Program.

Young Adult

Mental Health Programming

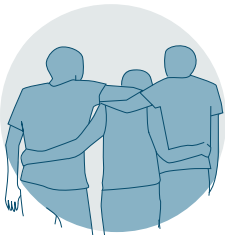
Young adults, aged 19-30, who live with mental illness are often faced with a unique set of challenges: transitioning out of care, risk of homelessness and addiction, and a lack of life skills. Designing programs specifically for youth addresses the continuum of need for people living with mental illness. These initiatives were made possible thanks to the generosity of donors to Coast Mental Health Foundation, including a transformational \$2-million grant from the Ministry of Mental Health and Addictions.



Maple Ridge Youth Outreach Program

new service

Young adults are assigned a youth worker who provides case management support. Weekly groups and age specific drop-in sessions are available to help participants connect with local communities services.



Young Adult Clubhouse Program

expanded service

A drop-in member-based program offering pre-employment training and support for youth with severe mental health challenges. Three additional employees were hired, opening times were extended, and new services like professional counselling, art and music therapy were offered.



Rabble Rousers

Participants discuss their lived experiences in recovery and undertake community initiatives to educate and inform others on how mental illness affects young adults. Last year, Rabble Rousers launched "They Called Me Mental" podcast, which can be found on most podcast platforms.



Cognitive Rehabilitation for Youth

expanded service

This program is facilitated by a dedicated social worker to provide clients with access to a suite of therapies. These include Cognitive Remediation, Dialectical Behaviour Therapy, problem solving techniques and physical activities.



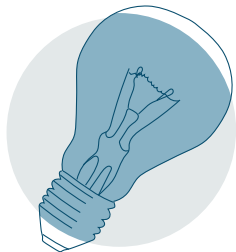
Young Adult Peer Support Training Program

Connecting young people with lived experience, ages 19-30, with the support network and skill sets they need to develop a career and pass on the gift of recovery.



Culinary 101 Camps

Giving participants the culinary skills, teamwork skills, and knowledge needed to succeed at an entry level in the food service industry.



Youth Services Strategy

new initiative

Working in partnership with UBC's Department of Psychiatry to identify recommendations to better support youth mental health services at Coast Mental Health.

PARTNERSHIPS MAKE THE DIFFERENCE



The Rabble Rousers' mural project.

Over our 50-year history, Coast Mental Health has developed deep and trusting partnerships that are key to our success.

We work with all levels of government as well as with academia, other housing providers, community groups, and individuals passionate about building mental health services.

As a non-profit housing provider in community health, Coast collaborates with a number of agencies, such as BC Housing and Vancouver Coastal Health. We work with both partners to provide homes and support services that are designed specifically for people with mental illness.

Coast has an in-depth understanding of community-based mental health issues and works with many stakeholders to shape B.C. policy. With assistance from approx. 5,000 clients, members, and tenants, we encourage policy changes and further investments in mental health supports.

Caitlin Johnson, Vancouver Coastal Health's manager of Mental Health and Substance Use Supported Housing explains how she works with Coast.



Local government and community partners open Garibaldi Ridge in 2019.

“Coast Mental Health is integral to many aspects of our work,” said Caitlin. “Our clients have challenges gaining and retaining housing; they need services to stay housed that go beyond what our staff can offer. I have the highest regard for Coast’s programs; I view them as a wrap-around organization for mental health.”

Dominic Flanagan agrees. As the former manager of mental health and addictions with VCH as well as, more recently, the executive director of strategic initiatives at BC Housing, he has partnered with us for over 20 years.

While the provincial government is responsible for housing and health initiatives, municipalities also have a role to play, often as advocates for their communities.

“As a local government leader, I see the need for housing and programs for people with mental illnesses on a daily basis,” said

City of Coquitlam Mayor Richard Stewart. “The former Riverview Hospital site, now known as *səmiq̓wəʔelə*, is within our city. Coquitlam doesn’t have a NIMBY attitude towards mental health services. The City wants to see the site used more this way and that’s our key connection with Coast. I feel comfort knowing there are organizations like Coast who care so much and are there to help people who are often ignored.”

“Coast has always been innovative and willing to work collaboratively. When partnerships work well, they can inform government policy and direction. They can point out what’s missing and build credibility in the community.”

Dominic Flanagan
Consultant

TRANSFORMING LIVES THROUGH SUPPORTED HOUSING



Osman receives guidance from a house manager while applying for a job.

Behind a yellow picket fence in Vancouver's Mole Hill community sits Watson House. And, behind its front door, lives are being transformed.

The eight-bedroom restored heritage house is a refuge for young people ages 19 to 30 in the early stages of mental illness. Half the beds are allocated to clients of Vancouver Coastal Health's Early Psychosis Intervention (EPI) program, which provides early identification and treatment before symptoms become too unmanageable and disruptive.

Twenty-five-year-old Osman is a Watson House EPI referral. He came to the home directly from a three-month stay in hospital after being diagnosed with schizophrenia.

"For me, Watson House is a safe

place," he said. "The staff are always there for me. I've found peace and I'm ready to take on more challenges. I learn something new every day."

Osman's family lives far away and is not able to visit easily. They stay in frequent touch by phone.

"It was hard when Osman first started showing symptoms because I recognized that he needed a lot more help than we could offer," said his sister Hani. "To see him accepting help from others is very reassuring. His confidence has grown substantially since moving into Watson House and he's become

a leader of his own care. We are so appreciative of Coast Mental Health for the help they have given Osman.”

a greater sense of freedom. It’s nice knowing he’s in a safe place and that he’s supported.”

Tenants are the lifeblood of Watson House. With help from staff, they plan meals, go grocery shopping, and cook. It’s also up to them to keep the home clean. Over the two years they generally spend there, they learn life skills that will help them move on and live more independently.

Cameron moved to Watson House from a home where he received additional supports. Prior to that, he spent two years in hospital. For him, Watson House is a stepping-stone to more independent living. He first noticed signs of schizophrenia eight years ago; those drove him to impulsive actions including drug use.

“I was homeless and started using crystal meth,” said Cameron, who has avoided drug use for five years. “I really like living here; it’s nice to have a place to feel comfortable.”

Cameron’s sister is also grateful to Coast Mental Health for the changes she’s seen in Cameron.

“It’s hard to have transformation on your own,” said Amber. “I’ve noticed that Cameron has a better quality of life since moving into Watson House. He’s connecting with others and has

“For me, Watson House is a safe place. I’ve found peace and I’m ready to take on more challenges.”

Osman
Watson House

Coast operates several community homes across Greater Vancouver. People with mental health challenges like Osman and Cameron can access supports and rebuild the skills needed for more independent living.



Cameron learns to make a nutritional meal at home

2022-2023 HIGHLIGHTS

OUTCOMES AND SOCIAL IMPACT

SUPPORTED HOUSING



1,084 homes + **251** rent subsidies provided at
53 facilities operated by Coast Mental Health



2 new facilities offer **44** additional spaces (temporary/permanent) to people in need



~5,000 people served through housing, psychosocial rehabilitation and recovery, employment and education programming



A total of **725** employees at Coast Mental Health, with many front-line workers employed across our housing facilities

2022-2023 HIGHLIGHTS

OUTCOMES AND SOCIAL IMPACT

EMPLOYMENT & EDUCATION



207 clients/tenants/members employed across Coast Mental Health's facilities



26 people completed training in the Peer Support Worker Program with **92%** graduating to work contracts within Coast Mental Health



147 student placements (nurses, social workers, community health workers) were completed in 2022/2023

2022-2023 HIGHLIGHTS

OUTCOMES AND SOCIAL IMPACT

ENRICHED SUPPORT SERVICES



45 programs funded through philanthropy



94 lives saved through **overdose reversals** and **first aid** provided on site



26% increase with our meal program in 2022/2023

Currently, we offer **38** meal programs across Coast Mental Health



169 participants accessed the **Cognitive Rehabilitation Program**

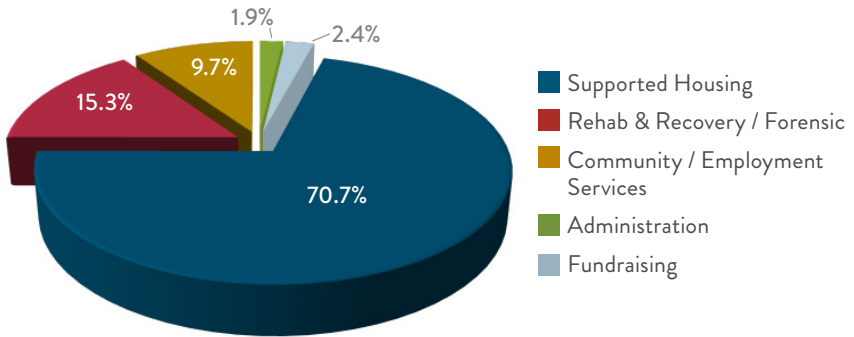


241 members participated in Coast Mental Health's **Young Adult programming**

FINANCIALS—STEWARDSHIP

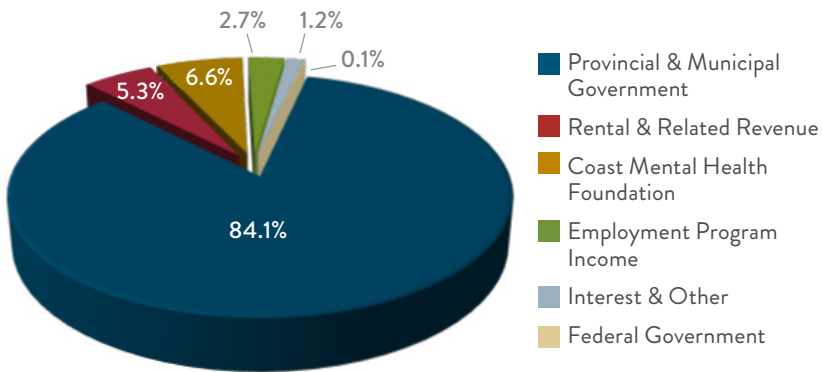
Coast Mental Health is committed to ensuring the effective and responsible management of resources. This work is made possible by government and other funding partners, while private philanthropy through Coast Mental Health Foundation drives the development of new or enhanced client centered recovery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

SUMMARY OF COSTS—2023



TOTAL COSTS: \$51,821,747

SUMMARY OF FUNDING SOURCES—2023



TOTAL FUNDING: \$51,589,662

OUR PARTNERSHIPS:

GOVERNMENT/ MUNICIPALITIES:

- Health Canada
- B.C. Ministry of Health
- B.C. Ministry of Mental Health & Addictions
- B.C. Ministry of Housing
- B.C. Ministry of Social Development & Poverty Reduction
- BC Ministry of Post-Secondary Education and Future Skills
- City of Burnaby
- City of Coquitlam
- City of Langley
- City of Maple Ridge
- Maple Ridge Fire & Rescue
- Ridge Meadows Royal Canadian Mounted Police
- City of Richmond
- City of Surrey
- City of Vancouver

PROVINCIAL AGENCIES:

- BC Housing
- Red Fish Healing Centre
- Foundry
- Forensic Psychiatric Regional Services
- 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

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

BUSINESS IMPROVEMENT ASSOCIATIONS:

- Cambie Village
- City of Vancouver
- Chinatown
- Collingwood
- Commercial Drive
- Downtown Vancouver
- Dunbar Village
- Fraser Street
- Gastown
- Hastings Crossing
- Maple Ridge
- Kerrisdale
- Kitsilano 4th Avenue
- Marpole
- Maple Ridge
- 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
- Easter Seals Society
- Foundry BC
- 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
- Open Door Group – Thrive Program
- Pathways Clubhouse
- Providence Health Care
- Salvation Army Ridge Meadows Ministries
- St. Georges Place Society
- St. Margaret's Anglican Church
- S.U.C.C.E.S.S
- Tikva Housing
- Turning Point Recovery Society
- West End Neighbourhood House
- YWCA

ACADEMIC INSTITUTIONS:

- Douglas College
- McGill University
- Rhodes Wellness College
- Simon Fraser University
- Spratt Shaw Community College
- University of British Columbia
- University of Victoria
- Vancouver Career College
- Vancouver Community College

EQUITY, TRUST,
TRUST, CHOICE, EMPLOYMENT,
YES, IN MY BACKYARD!
EMPLOYMENT, RECOVERY,
RESILIENCY, WELLNESS,
TRUST. CHOICE. EMPLOYMENT.

Join us in advocating for community-based mental health supports and services in your backyard.

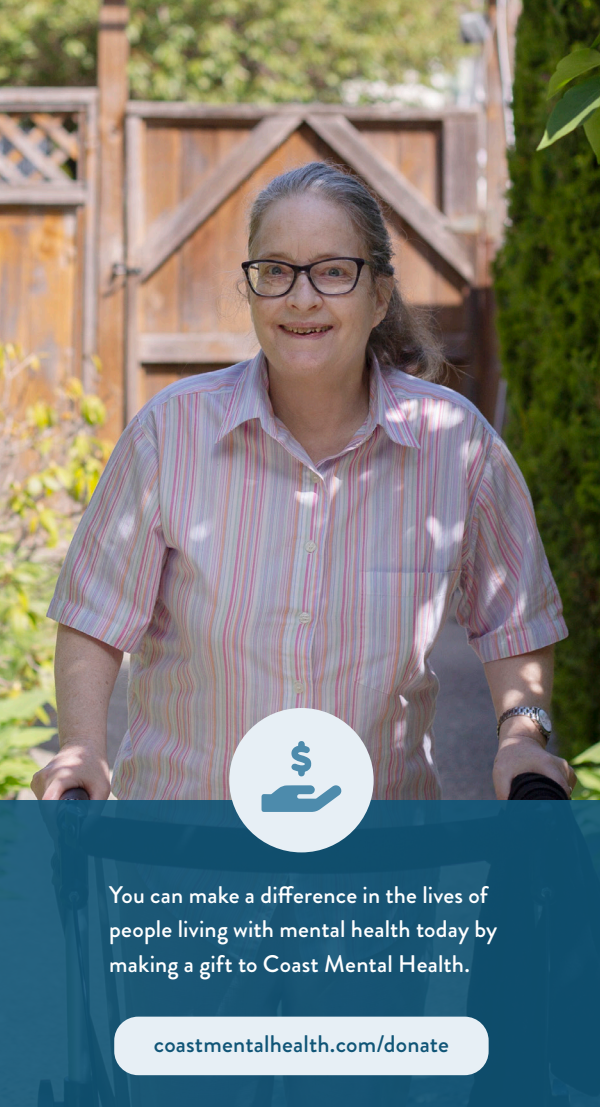
We encourage you to say, 'YES, IN MY BACKYARD!'

When communities build infrastructure to support a diverse group of people, these services encourage **equity, trust, choice, collaborations, employment opportunities**, as well as **recovery** and **resiliency** of its residents.



Scan here to get involved today!





You can make a difference in the lives of people living with mental health today by making a gift to Coast Mental Health.

coastmentalhealth.com/donate

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)

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- Derek Smith | Director
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50 YEARS
1972-2022

 **COAST**
MENTAL HEALTH
10 YEARS OF COMPASSION, COURAGE, RECOVERY

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