



**COAST**  
MENTAL HEALTH  
FOUNDATION

GRATITUDE REPORT 2020 / 2021  
RESILIENCE



# WELCOME

Leonard Schein and Isabela Zabava

During the pandemic, you have changed lives. Daily, we are inspired by your selfless support, and by the bravery of our clients. This year has taught us that together, we are resilient.

Coast Mental Health's care is based on three pillars for recovery: housing, support services and employment and education. We start with housing as the foundation that programs build on to help clients recover. Coast Mental Health Foundation connects kind people like you with the programs of Coast Mental Health. This year, your help for community-based mental health has been life-changing.

Thanks to you, Coast never stopped services during the pandemic. You helped us to care for almost 6,000 clients, including over 1,400 people housed at 52 sites. Programs adapted, and key events like the Courage To Come Back Awards changed—but your steady support helped us to be resilient.

When you donate to Coast Mental Health Foundation, you help us plan for growth and excellence, making a difference in the lives of the clients we serve. We are beyond grateful for your help this year.

**Leonard Schein**, Board Chair

**Isabela Zabava**, Executive Director

## OUR GUIDING PRINCIPLES

**Coast's Shared Vision:** A community that embraces and honours people with mental illness, so they may thrive and contribute.

### **Coast Mental Health Foundation**

**Mission:** Coast Mental Health Foundation raises public awareness and resources to promote recovery

and transform the lives of people with mental illness through exceptional and innovative community-based services at Coast Mental Health.





# TOGETHER, WE ARE RESILIENT

The pandemic led to isolation, fear, and increased needs for many people living with mental illness. Your donations helped us offer continuous care for those in need throughout the pandemic.


When COVID-19 restrictions closed our drop-in services, you helped us find new ways to offer support. 500+ front line workers helped clients around the clock. We offered take away meals and daily check-ins. We saw how important these services were when clients we had not seen for decades returned for help. With your generous support, we were able to safely re-open, even when other community resources remained closed.


Alongside the pandemic, the opioid crisis got worse. In 2020, 1,724 people died from increased street drug toxicity, and a lack of supports.

Thanks to you, Coast Mental Health can keep working to save lives through harm reduction and advocacy programs.

You help us provide the essentials for living: a home, food, and friendship. But you also make possible the additional programs and services that help clients find a fulfilling life. Many of our

programs—like the Young Adult Program, Cognitive Rehabilitation and Peer Support—wouldn't exist without your donations. With your support, we are ready to face any challenge.

**33** Programs   
supported by **philanthropy**

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

Would you like to see how your donations are helping clients today?

Please give us a call, and learn more about what we do at Coast.

Meghan Boswell,  
Senior Fund Development Officer:  
**604.785.1910**



# HOUSING

Recovery from mental illness begins with a safe place to live. Coast Mental Health supports people recovering from mental illness and hardship by providing them with housing and support suited to their needs. Your kindness provided our 1,488 residents at 52 locations with healthy meals and support services.



**1,488** clients  
received housing support at



**52** Coast sites throughout  
the Lower Mainland

## UPDATE

Our priority during the pandemic has been to keep our community safe and supported. With your help, our team was able to continue providing constant support for clients. Across our housing sites, visitor restrictions and screenings were put in place. We were also grateful to receive in-kind donations for staff such as personal protective equipment.

To encourage safer behaviour during the pandemic, we helped clients understand the risks of infection, and the need to take precautions to stay safe. We also helped clients struggling with addiction by making sure they did not use toxic substances alone. Thanks to kind people like you, we were able to distribute isolation care packs, so that clients can feel that they can stay home and have their needs met.

Staff chose items to suit the specific needs of each person, and to create a more welcoming place for them to stay home.



## JAKE'S STORY

For folks who have experienced homelessness, housing can be the start of a new life. For Jake, connecting to Coast housing brought community, and a chance to try new things. “I don’t know how to describe it but it sure gives you relief to have a roof over your head—a home.”

“All the main staff are fantastic people. Like Carolina at Ananda House, she would make birthday cakes. You know, it made you feel like a human being. It made you feel nice. And Graham ran a reading group and gave us all kinds of readings and poetry. It almost felt like a kind of university. Very special. I really got a lot from that.”

With the help of kind people like you, Coast distributed personalized isolation care packages to help clients feel at home this year.

“I got a cardigan. It got me through doing income taxes outside this year (because of COVID-19). It was real nice to receive.” Your support helps clients like Jake build security and happiness from home.

“You know, it made you feel like a human being. It made you feel nice”

# SUPPORT SERVICES

Your support connects clients to a range of services and programs so that they can imagine a life beyond mental illness. Your generosity helped us continue offering peer support and hope during the pandemic. Thanks to you, over 5,800 clients were able to build their confidence and learn new strengths this year.



Total of **5,892** clients served in 2020/2021



**40** young adults participated in Coast Mental Health's Young Adult Program



**1,200** clients received personalized isolation care packs across 40+ sites

## UPDATE

This year, you helped thousands access the support they needed. We offered healthy take-away meals in our meal programs. Staff distributed soap for handwashing and other basic supplies. A new appointment system let clients safely use laundry and shower services. And our new tele-health pilot program connected clients with health care.

Social programs help clients to develop healthy relationships and skills. It was a challenge when the Resource Centre had to close temporarily. To stay connected, we moved smaller group activities outside. We also did phone check-ins, and delivered treats clients missed—like takeaway coffee! Today, we continue to offer COVID-safe activities. With your help, we hope to keep expanding our programming to meet the growing need.



Groups moved outside to stay connected while being safe

## RESILIENT YOUTH

The pandemic heavily impacted our youth programs. Clients felt isolated, and frightened to leave their homes for fear of catching COVID-19. But with the steady support of kind people like you, and the resilience of our youth, we are rebuilding hope and confidence together.

The pandemic shifted our focus to ensuring clients had access to food and social supports. One staff member shared about a new member: “He was shaking and smiling as he ate lunch in the dining room. He told me he had not eaten in four days. We were able to provide him with a grocery card so he could pick up groceries. He was so grateful. Now he comes in any day he is not working, and he participates and socializes.”

“He told me he had not eaten in four days. Now he comes in any day he is not working, and he participates and socializes.”

Projects that encourage connection and collaboration can make a positive difference to someone struggling with their mental health. Our Rabble Rousers social group is now planning a mural about their experiences. One participant said: “I love that we can just come here and be creative and send a positive message to other people.”

# EMPLOYMENT AND EDUCATION

Education and employment programs help clients to see a better future. Education programs develop confidence by teaching job skills, and employment programs help clients support themselves with meaningful work. With your support for these programs, clients can build a fulfilling life as they find their place in the community.



**30** people completed training through Coast Mental Health's **Peer Support Workers program**



**106** employment opportunities for clients were created across Coast Mental Health's facilities

## UPDATE

The pandemic was very disruptive to this programming. But with your help, participants are back to finding their way. Our street cleaning team initially lost contracts. Now, many of those contracts have returned and exciting new contracts secured. When the Peer Support programs reopened, they reported hundreds of client interactions despite limited staff and hours. They were even able to complete a peer support training that COVID-19 interrupted, training thirty new peer support workers over the year.

Our culinary students are making remarkable headway. Despite cuts to employment and learning opportunities, half of our students secured jobs in the community. You can be proud of how resilient these young people are, and of how your support is helping them make a fresh start.





## WING'S STORY

Imagine a future in which people can face mental illness with hope instead of fear. Your donations to innovative projects like our Peer Support Worker program help connect young people with a support network and to learn new skills.

“And this gives me a purpose and a structure in my life,”

“I feel a sense of gratitude to have this space here for me to work with supportive people. I don't know where I'd be without this place.” says Wing. Initially, Wing received peer support herself. Today, she's a Peer Support Worker. She's facilitating art recovery, Bingo, and other programs that help young adults build structure into their lives. “And this gives me a purpose and a structure in my life,” says Wing.

Peer support gives specialized training to people with lived experience. Participants understand the struggles that come with experiencing mental illness because they've lived it and have learned to manage it.

Your support for these programs means everything to folks on the road to recovery. For someone like Wing, it's a bright start to a lifetime of helping others.

# COURAGE TO COME BACK AWARDS



From left: Alex Sangha, Lester Wong, Miranda Tymoschuk, Greg Anctil, and Guy Felicella

The Courage To Come Back Awards is Coast Mental Health's signature annual gala, recognizing five remarkable people whose stories of triumph over extraordinary adversity inspire courage, and fight stigma by showing what is possible.

In a year like no other, the 23rd Courage To Come Back Awards, (presented by Wheaton Precious Metals) took place as a 30-minute TV Show, airing on Global BC and streaming on CityNews1130.com on May 29th 2021. The show provided an opportunity to celebrate our five deserving recipients, while also sharing stories from the front lines at Coast.

Thanks to the generosity of our sponsors and people like you, to date the Courage To Come Back TV show has raised over \$1.65m, which will help make possible crucial programming to support people living with mental illness in the Lower Mainland.

On behalf of Event Chair Lorne Segal, O.B.C., D.Litt. (Hon.), LL.D.

(Hon.), President of Kingswood Properties Ltd. and everyone at Coast Mental Health, we share our profound gratitude to our supporters, sponsors and partners.

If you missed it, you can still view the show on the [Courage To Come Back Awards YouTube channel](#).

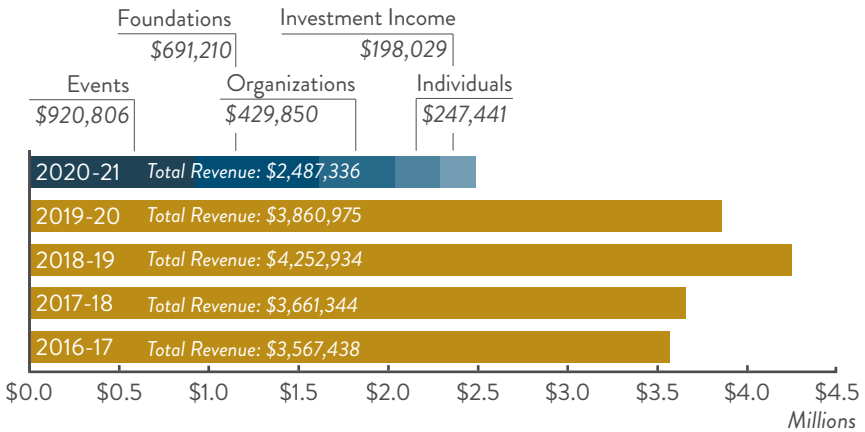
"I am very grateful to all those who donated. Your generosity is providing critical support for people living with mental illness. Thank you."

Lorne R. Segal, O.B.C., D.Litt. (Hon.), LL.D. (Hon.), Event Chair, President of Kingswood Properties Ltd.

# PERFORMANCE REPORT

You are instrumental in ensuring the life-changing programs at Coast Mental Health continue to help clients grow and thrive. Thank you!

## OVERVIEW OF REVENUE AND FUNDING SOURCES

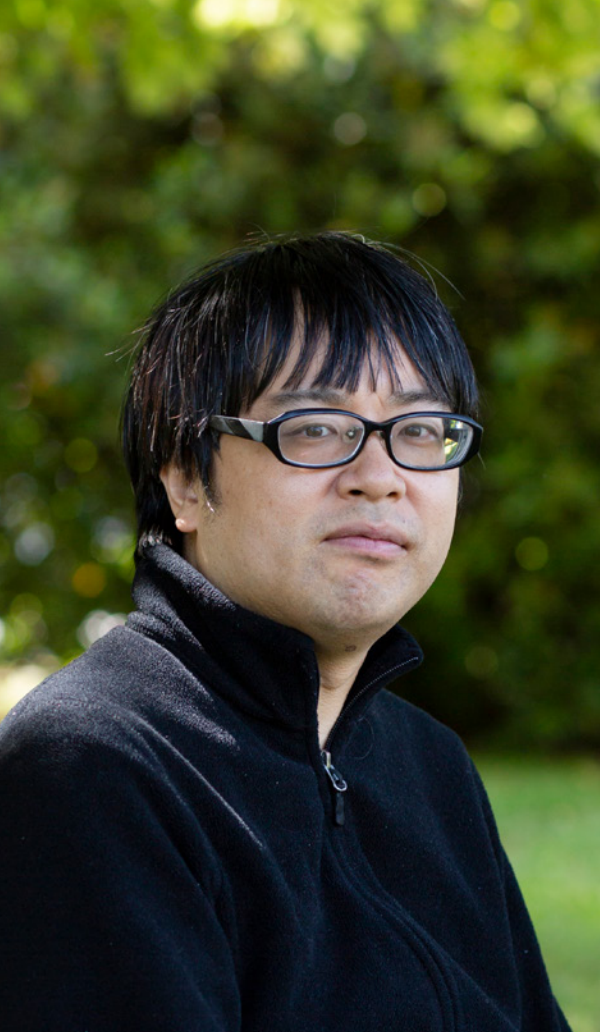


Your inspiring generosity has changed the lives of thousands of British Columbians. Many of the programs that define Coast Mental Health’s unique and successful approach to community-based mental health care fall outside the scope of established government funding and are only made possible through philanthropy.

With the cancellation of the Courage To Come Back Awards in 2020, our revenue was severely impacted, and budgets had to be re-adjusted. We pivoted and introduced new fundraising initiatives including our first virtual 50/50 Raffle, the pilot for our new Courage 2 Go Further event, and our largest ever matching campaign.

But thanks to your continued support, 5,800+ clients were still able to access the services they needed. Your generosity enabled our front-line teams to pivot and adapt, or create new programs to ensure the most vulnerable were able to access the care they needed. Thank you.

If you have any questions, or would like a copy of our audited financial statements, please contact Isabela Zabava at: [isabela.zabava@coastmentalhealth.com](mailto:isabela.zabava@coastmentalhealth.com).



## BOARD OF DIRECTORS 2020/2021

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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)**



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