



**Canadian Mental
Health Association**
Kootenays
Mental health for all

Annual Report

2021-2022

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Our Vision

Mental health for all

Our Mission:

“As a nation-wide leader and champion for mental health, CMHA facilitates access to the resources people require to maintain and improve mental health and community integration, build resilience, and support recovery from mental illness.”

Our Mandate:

To promote the mental health, wellness and emotional stability of all individuals within the communities we serve.

Message from the Executive Director and Board President

The past year has been an active one for Canadian Mental Health Association for the Kootenays. In addition to providing services to over 5300 persons throughout the Kootenays in our five service areas – Housing, Youth, Women, Volunteer and Public Education Mental Health Services – we were also faced with changing our ways and developing a ‘new normal’ in response to the COVID-19 pandemic.

While some services remained on hold due to COVID-19 restrictions, we took the opportunity, with the success of grant funding, to expand our Public Education Mental Health Services and provided on-line trainings and webinars.

In December 2021, we received another three year accreditation certification from CARF Canada. This certification demonstrates the highest quality of service delivery, a commitment to enhance our performance, and manage our risks.

The success of the organization is largely due the knowledgeable and dedicated Management Team who provide on-going direction, support and leadership to their individual staff teams. Another contributing factor to the success of the organization is the devoted and outstanding program staff who are involved in day to day service delivery.

Many thanks go to the program funders, grant holders, business community and local residents who also contribute to the financial success of the organization through their funding dollars and kind donations. We could not provide services or essential items to those we serve without the funding and kind donations.

To those of you not involved, we ask you to consider volunteering for one of our Volunteer Programs or to become a valued Board Director who contributes to the success and direction of our strategic plan.

JBirrell

John Birrell
Board President

CFraser .

Carey Fraser
Executive Director



Our Year in Review

- ✓ In December 2021, we achieved a 3 year CARF Accreditation renewal
- ✓ Coldest Night of the Year funds were donated to ANKORS and Homeless Outreach and Homeless Prevention
- ✓ over \$280,000 was received in Grants

5334 individuals were served

- ✓ 142 children and their families received support in Youth Services
- ✓ 41 individuals were screened and placed in a Volunteer opportunity
- ✓ 43 women and their children resided in Haven Gardens
- ✓ 97 women served in Community Outreach
- ✓ 110 Essential Items Baskets were provided to single and families in need
- ✓ 200 individuals were trained during the delivery of 18 courses/workshops
- ✓ 423 Income Taxes were completed for those who met the Volunteer Income Tax Program eligibility criteria
- ✓ 588 persons resided in safe and affordable housing across the Kootenays
- ✓ 3690 crisis calls were answered by staff and volunteers on the Interior Crisis Line Network

Program Highlights

Our key values and principles

- Embracing the voice of people with mental health issues and addictions
- Promoting inclusion
- Working collaboratively
- Influencing the social determinants of health (e.g. housing, justice)
- Focusing on the mental health needs of all age groups
- Using evidence to inform our work
- Being transparent and accountable



A person-centered approach

The Framework of Support is the central philosophy guiding our activities. This philosophy holds that the person experiencing mental illness is at the centre of any supportive mental health system. The goal of the Framework is to ensure that people experiencing mental illnesses live fulfilling lives in the community.

Commitment to excellence

CMHA Kootenays has been accredited through CARF (Commission on Accreditation of Rehabilitation Facilities). CARF accreditation is assurance that our programs and services are of highest quality and that we have demonstrated a superior performance for those we serve. In December 2021, we received a 3 year seal indicating we have successfully achieved the highest standards of service delivery. Many thanks to the staff dedicated to providing superior quality service to the individuals they serve!



Housing Services



Abbott Gardens located in Cranbrook and **Gatehouse Gardens** located in Kimberley, accommodate a variety of client groups by making available traditional housing for persons with disabilities and low income singles.

Peter Johnson Complex in Cranbrook is comprised of 18 one-bedroom housing units intended for moderate income older adults. These units are operated on a cost recovery basis and monthly rents have been established at market or low end of market rates.

Sonja's Gardens located in Cranbrook and **Molnar Gardens** located in Golden, are family housing complexes including one, two and three bedroom townhouses. Rent is based on family income level and is augmented by subsidies made available through BC Housing.



Baker Gardens located in Cranbrook and **Crestbrook Gardens** located in Creston are specifically designed for low to moderate income seniors and people with disabilities

McBeth Manor in Trail accommodates low income families.

Riverview Court, Pineridge Court and **Maranatha Court**, all located in Castlegar, encompass a combined total of 76 residential units for low income families and individuals.

Rosewood Manor, located in Castlegar, offers 10 residential units for low income seniors.



Silver City Gardens located in Trail and **Anderson Gardens** located in Nelson are designed for seniors and persons with disabilities who are able to live independently. One meal a day is provided for the residents to enable them to socialize with those in the building. Basic

housekeeping is provided at Silver City Gardens.

The Rent Supplement Program makes available monthly rental subsidies to low-income individuals in Cranbrook.



Public Education and Mental Health Services

The Association is highly committed to the delivery and distribution of public education as it relates to the promotion of mental health, wellness, and emotional stability. Public education is fundamental to sustaining the health and well-being of our communities. We actively engage in fundraising efforts that support the delivery and distribution of mental health education services in the Kootenays and partner with CMHA National and BC Division as a primary source for a variety of educational brochures. We also prepare and conduct workshops and trainings on a variety of mental health related subjects.



safeTALK is a half day workshop that presents the basic steps for helping a person with thoughts of suicide to get connected to the support they need.

ASIST Applied Suicide Intervention Skills Training is an internationally recognized and standardized two-day suicide intervention training designed to help caregivers learn suicide first aid intervention.



Mental Health First Aid (MHFA) is a two-day course which aims to improve mental health literacy and provide the skills and knowledge to help people better manage potential or development of mental health problems in themselves, a family member, a friend, or a colleague. The program is recognized internationally to be effective and classified as a best practice by the Public Health Agency of Canada. The course discusses various mental illness and crisis skill techniques for various situations. Two levels of training are available.

**Mental Health
First Aid Canada**



MHFA Basic and MHFA for Adults Who Interact with Youth which addresses the unique aspects of mental health problems in young people aged 12-24 and assists the identification of mental health problems including eating disorders and deliberate self-injury and appropriate first aid intervention strategies.

Mental Health in the Workplace is a 1.5 hour course focusing on the contents of mental health in workplace; how to approach supporting workers with mental health issues in the workplace; how to maintain your own mental health, defines what stress, life stressors and indicators of stress is, provides tools and guidance to make changes to how we cope with stress, low mood and anxiety, self-care and learn about the mental health resources available.

Living Life to the Fullest—Youth is a 90 minute for 8 week course designed for youth ages 13-18 that provides simple, practical skills for coping with stress, self-confidence; problem solving, boosting your mood, and busting bad thoughts.

**LIVING LIFE
TO THE FULL**
helping you to help yourself

Living Life to the Fullest—Adults is a 90 minute for 8 week course designed for adults 18+ to help deal with everyday life challenges and learn self-management skills using Cognitive Behavioral Therapy principles. Participants will learn self-confidence, problem solving, stress and anger management skills, motivation and dealing with unhelpful.

Community Bystander Intervention – Basic Workshop is a 1.5 hour Zoom or in-person practical training for participants aged 15+, will bring awareness and skills to our community members facing sexual violence, racial violence and other unsafe situations that involve interpersonal violence including physical and emotional and is meant to empower our communities to improve their assertiveness when intervening with concerning situations.

This workshop will offer skills to look for signs that will allow them to identify situations and take action safely and confidently at the time of a serious event.

Doing Staff Development?
Call us, we can deliver any of the above trainings
for your organization

Volunteer Services

Volunteer Kootenays is available Kootenay wide and provides a link between organizations in the region and potential volunteers. We recruit, screen and place volunteers within Association programs and other community based volunteer programs. Volunteer Kootenays is funded by Interior Health Authority and a Gaming Grant.



Senior Friendly Visitors Program provides a caring community volunteer to a senior who is isolated and living independently in their home. Trained volunteers are matched with seniors based on their needs and interests and the interests and skills of the volunteer.

Senior Telephone Check-in Services increase the quality of life for seniors with meaningful, one-on-one telephone conversations to assist with maintaining independence and decreasing social isolation.

Volunteer Assisted Shopping Program is geared to helping seniors with mobility concerns or disabilities to get out and do their weekly grocery shopping as well as provide some social time.

Volunteer Income Tax Program assists low to modest income clients completing their tax returns. Volunteers are provided training and CRA tax software in order to deliver services which are available mid-end February to Mid-April.

Snow Angels volunteers willing to shovel snow during the winter months are matched with Cranbrook seniors and persons with disabilities who require assistance.

We need you to Volunteer!

Contact Us 250.426.8019

Interior Crisis Line Network (ICLN) provides a crisis safety net for anyone residing in British Columbia's Interior Region. ICLN is funded through the Interior Health Authority. Through the diligence of trained volunteers, the 24 hour service responds to calls dealing with a variety of mental health issues. Referrals and protocols are in place for emergencies to ensure quality assistance to callers. Crisis Line Responders receive 40 hours of in-classroom training, plus job shadowing and mentoring prior to answering calls.



"The Crisis Line is doing excellent work for our community."


~ A staff member

Women's Services

Kootenay Haven Transition House is a temporary home for women and children at risk of or fleeing violence. Workers offer 24 hour non-judgmental support and consultation in a safe, secure home-like setting. This includes lay counselling, outreach support, advocacy, court accompaniment, support in seeking long-term housing and financial resources, and group support for children. While the house is located in Cranbrook and serves women and their children residing in Cranbrook and area, we also provide safety for women relocating to the area from anywhere in British Columbia and across Canada.

Haven Gardens, located in Cranbrook, provides supportive second stage transitional housing and support services to women and children at risk of or fleeing violence. Personalized programming occurs in a safe environment where a woman's right to make choices based on their own understanding of options is respected. Life-skills programming and educational resources delivered help prepare women to live in their community violence free.

Community Outreach in Cranbrook provides guidance and emotional support to women who are, or are at risk of experiencing abuse. Services are intended to reduce the impact of victimization and trauma resulting from exposure to domestic violence and utilizing therapeutic techniques with individuals and groups. Workers assist in goal setting, life skills and advocacy. Additionally, the program assesses the safety of the clients and their children and supports clients in reducing safety risks.



"KHTH is doing good and does make a positive impact in the lives of the women who access our services"

~ A Staff Member

Youth Services

PEACE (Prevention, Education, Advocacy, Counselling and Empowerment) provides individual or group support for children, residing in Cranbrook and Kimberley, who have experienced violence in the home or who are having difficulty with parental separation and divorce. The program provides intervention strategies to children whose self-esteem and emotional health has been damaged.

Youth Outreach and Family Support provides a variety of support services to youth and their families intended to assist youth in dealing with problematic behaviors, address both visible and invisible disabilities, and to support the youth's caregivers in meeting the on-going needs of the youth. The purpose of service provision is to develop maximum potential through the delivery of goal-directed and solution focused support services relating to skill acquisition in demonstrating problem solving skills; successful transition to independence as appropriate; and supporting youth to be successful within the education system, youth justice system, medical system and with housing authorities.

Life Skills-Kimberley, delivered in partnership with Ministry of Children and Family Development, provides goal-orientated, center-based services to develop appropriate social, life, vocational, educational, behavioral and other skills to Kimberley youth, aged 13-18, who must have a developmental disability, a diagnosis of autism spectrum or are eligible for the at home program.

Y-Mind, in partnership with YMCA-Vancouver, is a free youth group for aged 13-18 who experience mild to moderate symptoms of stress, worry and symptoms of anxiety. Y-Mind is a 7 week closed session that works with youth to build on their existing coping technique and skills, as well as provide youth with a safe space to learn new techniques. The Y-Mind's motto is "take what works for you and leave what doesn't".

Donors

Thank you to the following donors and sponsors for your support. We could not provide our services without you!



- Metro and Son Locksmith Cranbrook
- Jubilee Chapter #44
- Catholic Women's League
- W and P Management Inc
- Classics Hockey
- Rocky Mountain Bridge Club
- Shoppers Drug Mart / PHX Life Foundation
- Many Community Individuals who wish to remain anonymous



Your Donations are used for:

Women's Services purchases:

- Furniture, beds, bedding, household items so women and their children can make a place their home
- Airline tickets or gas money for women and their children to relocate to another community in British Columbia or another part of Canada
- Identification cards for women who have lost or misplaced or left their ID behind
- Food when women are first starting out on their own
- Clothing
- Cost of training fees
- Purchase dinners and food baskets at Easter and Christmas time for the women and their children
- Honorariums for guest speakers to educate the women

Youth Services purchases:

- Craft supplies, games and books for the youth we serve
- Sporting passes to go wall climbing and build self-confidence
- Sporting equipment to engage the youth into sports

Volunteer Services purchases:

- Body soap, shampoo, conditioner, deodorant, toilet paper, laundry detergent, dish soap, band aids, feminine hygiene products, diapers (adult and child) for the Essential Items Baskets

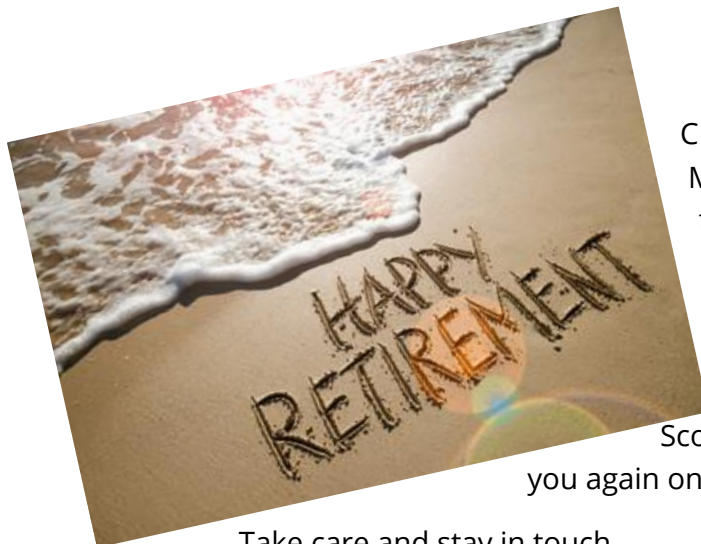
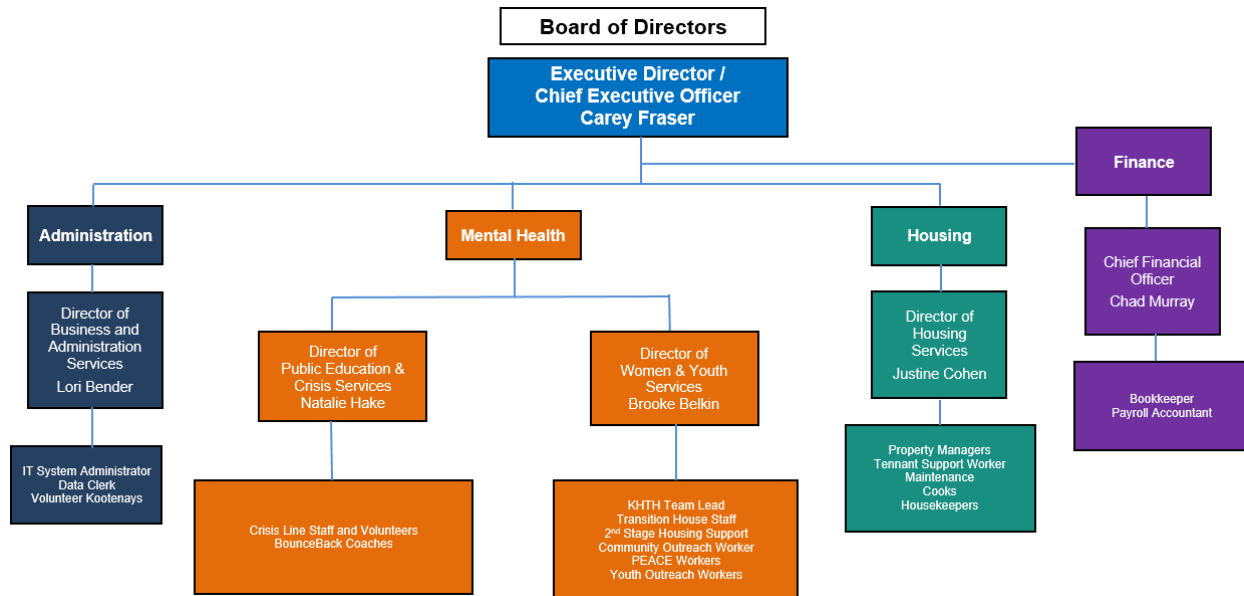
Public Education uses donations to:

- The development and delivery of trainings to community individuals

Housing Services

- Built a garden for tenants at Anderson Gardens in Nelson

Human Resources



CMHA Kootenays would like to thank Scott McGregor for his 8+ years of service with the organization.

Scott, the Chief Financial Officer, provided expertise in leading the organization into a solid financial state.

Scott we wish you Farewell and hope to see you again on the beach one day!

Take care and stay in touch.

2021-2022 Stats about our Employees

- 16 employees exited the organization
 - o 25% secured alternate employment
 - o 25% relocated outside of the residing community
 - o 25% were casuals who could no longer accept shifts
 - o 25 % were due to retirement, or family / personal reasons
- 19 employees joined the organization
- Length of service
 - o Of those that left the organization, 56% had been employed for greater than 2 years
 - o 2 employees have been with CMHA over 20 years
 - o 7 employees have been with CMHA for 10-20 years
- Employee feedback
 - o 95% feel good about telling others they work for CMHA
 - o 91% of staff would recommend CMHA as a good organization to work for



Fun Competition amongst Employees



2021 - 2022 Financials

CMHA FOR THE KOOTENAYS
Statement of Financial Position
As at March 31, 2022

	2022	Restated 2021
ASSETS		
CURRENT		
Cash - Unrestricted	\$ 646,484	\$ 816,621
Cash - Internally restricted (Note 5)	41,171	58,874
Accounts receivable	127,014	58,595
Prepaid expenses	79,098	73,302
	<u>893,767</u>	<u>1,007,392</u>
CASH - RESTRICTED (Note 6)	1,810,721	1,819,919
TANGIBLE CAPITAL		
ASSETS (Notes 3 and 7)	19,146,414	19,610,531
INTANGIBLE		
ASSETS (Notes 3 and 8)	210,764	214,931
	<u>\$ 22,061,666</u>	<u>\$ 22,652,773</u>
LIABILITIES AND NET ASSETS		
CURRENT		
Accounts payable and accrued liabilities	\$ 592,528	\$ 665,923
Deferred revenue (Note 9)	450,421	365,781
Current portion of long term debt (Note 10)	663,430	644,342
	<u>1,706,379</u>	<u>1,676,046</u>
LONG TERM ACCOUNTS PAYABLE	100,000	-
EXTERNALLY RESTRICTED -		
BC HOUSING (Note 6)	1,810,721	1,819,919
LONG TERM DEBT (Note 10)	14,534,598	15,198,027
DEFERRED CONTRIBUTIONS (Note 11)	924,740	948,022
	<u>19,076,438</u>	<u>19,642,014</u>
NET ASSETS		
Unrestricted funds	(79,580)	131,744
Internally restricted (Note 5)	41,171	58,874
Capital asset fund	3,023,637	2,820,141
	<u>2,985,228</u>	<u>3,010,759</u>
	<u>\$ 22,061,666</u>	<u>\$ 22,652,773</u>

CMHA FOR THE KOOTENAYS
Statement of Operations
Year Ended March 31, 2022

	2022	Restated 2021
REVENUES		
Provincial ministries	\$ 2,895,844	\$ 2,857,421
Rental revenue	1,913,510	1,831,219
COVID subsidies	42,285	202,745
Fundraising and grants	499,985	384,950
Sale of service	251,631	235,433
Administration fee to programs	297,525	297,022
Gaming	77,900	77,900
	<u>5,978,680</u>	<u>5,886,690</u>
EXPENSES		
Advertising and promotion	36	1,501
Amortization of intangible assets	4,167	4,167
Audit, accounting and professional fees	155,326	95,758
Benefits	359,997	346,308
COVID wage recovery	-	(13,436)
Internal charges	197,570	198,206
Maintenance	648,797	841,120
Office costs	232,048	248,093
Program and development costs	464,361	394,821
Property costs	606,065	563,023
Salaries, administration and other	2,417,395	2,178,208
Staff costs	11,188	41,102
Interest and long term debt	458,199	475,019
Amortization	468,947	471,134
	<u>6,024,095</u>	<u>5,845,024</u>
EXCESS (DEFICIENCY) OF REVENUES OVER EXPENSES FROM OPERATIONS	<u>(45,415)</u>	<u>41,666</u>
OTHER INCOME (EXPENSES)		
Unrealized gain (loss) on investments	-	165,057
	<u>-</u>	<u>165,057</u>
EXCESS (DEFICIENCY) OF REVENUES OVER EXPENSES	<u>\$ (45,415)</u>	<u>\$ 206,723</u>

Membership

In the 2021-2022 fiscal, we had 53 members (39 ordinary/voting and 14 non-voting)

Membership Form

Annual Membership Fees:

- ☐ \$20 Individual
- ☐ \$5 Subsidized Individual
- ☐ \$50 Organization (specify voter name) _____

• Memberships expire March 31st 2023. New, non-subsidized memberships that begin between September 1st and March 31st need only pay half of the regular membership fee.

☐ Mr. ☐ Ms. ☐ Mrs. ☐ Dr. Name : _____

Address _____

City _____ Prov. _____ Postal Code _____

Phone _____ Email _____

In addition to my membership, I would like to donate \$ _____

Payment can be made by:

- ☐ Cash
- ☐ Cheque payable to CMHA Kootenays
- ☐ E-transfer to events@cmhakootenays.org (Include name, address, phone and email in the comment section or complete this form and scan or take a photo and send to events@cmhakootenays.org)

Your membership with CMHA Kootenays includes:

- A membership to CMHA BC Division and CMHA National
- A voice in the future direction of CMHA through the opportunity to run for and elect the governing board and attend the Annual General Meeting
- A subscription to CMHA BC's free monthly email newsletter, Mind Matters
- A free subscription to the award-winning quarterly Visions Journal within BC (a \$25 value)

- ☐ Do not email me CMHA BC's Mind Matters monthly newsletter
- ☐ Do not send the Visions magazine,
- ☐ Do not send e-mails or mail unless required by our bylaws
- ☐ I am under the age of 19 and am a non-voting member
- ☐ I am an employee of the CMHA Kootenays and a non-voting member
- ☐ I would like information on volunteering
- ☐ I would like information on recognizing CMHA Kootenays in my will

Thank you for your membership as it will assist in obtaining grants and additional funding to support our local programming.