



**Canadian Mental
Health Association**

Kootenays

Mental health for all

**Annual
Report**

2023-2024

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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 Board President

As we reflect on the past year, it's with immense gratitude and pride that I address you as the President of our Society's Board of Directors. In 2023, we embarked on a journey fueled by our collective commitment to Canadian Mental Health Association for the Kootenays. Through challenges and triumphs alike, our unwavering dedication has illuminated the path forward, inspiring positive change within our community and beyond.

The heart of any non-profit organization lies within its people – the tireless volunteers, passionate staff, generous donors, and steadfast supporters who breathe life into our mission. Together, we've achieved remarkable milestones, each one a testament to the power of collaboration and shared purpose.

In the face of unprecedented global challenges, our resilience shone brightly. We adapted swiftly to new realities, embracing innovation and creativity to ensure that our programs and services continued to reach those who needed them most. Whether it was transitioning to virtual platforms, implementing trauma informed care for youth and women, or finding innovative ways to lead and learn, we remained steadfast in our commitment to serving our community.

I'm incredibly proud of the impact we've made over the past year. From acquiring and servicing the new 988 National Crisis Line, to processing over 800+ tax returns for our tenants and the general public, we've made tangible strides towards growing our affordable housing initiatives and expanding our Board of Directors. However, our work is far from over. As we look to the future, let us recommit ourselves to the principles that guide us – compassion, integrity, and a relentless pursuit of equity and justice for those who struggle with mental health, poverty and addiction.

As we move forward, I invite each and every one of you to join us in shaping the next chapter of our journey. Whether through volunteering your time, making a donation, or simply spreading the word about our cause, your support is invaluable. Together, we can continue to make a difference in the lives of those we serve, leaving a legacy of hope and possibility for generations to come.

In closing, I want to express my deepest gratitude to our incredible community of supporters. Your dedication and passion are the driving force behind everything we do, and it's an honor to serve alongside each and every one of you. Here's to another year of impact, innovation, and inspiration.

With gratitude,

J Birrell
John Birrell

Our Year in Review

- ✓ Donation of quilts from the Cranbrook Quilters Guild
- ✓ over \$1,072,625 was received in Grants

8202 individuals were served



- ✓ 252 children & youth were served in Youth Services
- ✓ 42 individuals were screened and placed in a Volunteer opportunity
- ✓ 50 women and their children resided in Haven Gardens
- ✓ 133 women and children fled violence and abuse and stayed at Kootenay Haven Transition House
- ✓ 110 individuals served in Community Outreach
- ✓ 127 Essential Items Baskets were provided to single and families in need
- ✓ 987 individuals were trained during the delivery of 54 courses/workshops
- ✓ 886 Income Tax returns were filed for those who met the Volunteer Income Tax Program eligibility criteria
- ✓ 732 persons resided in safe and affordable housing across the Kootenays
- ✓ 877 calls answered on the 9-8-8 crisis line
- ✓ 4006 calls were responded to on the Interior Crisis

Line



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) since 2009. CARF accreditation is assurance that our programs and services are of highest quality and that we demonstrate a superior performance for those we serve. Our next survey will occur July 8 & 9 2024. We are hoping we will again be successful in a 3-year seal indicating we successfully achieved the highest standards of service delivery. Many thanks to the staff dedicated to providing superior quality service to the individuals they serve!

54 trainings (ASIST, safeTALK, MHFA - Basic, Mental Health in the Workplace, Community Bystander Training, Living Life to the Full) were delivered to over 987 individuals



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

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 in Anderson Gardens to enable them to

socialize with those in the building.



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

Mountain View Village, located in Cranbrook, came into the CMHAK Housing portfolio in October 2022. The 65 studio or single residential units provide safe and affordable housing for seniors and persons with disabilities, with incomes that are at or below the Housing Income limits.



Victoria Gardens, located in Cranbrook, is a four-storey apartment building on a BC-Housing-owned lot. The new units opened March 1, 2023 replacing the previous building on the site that was approaching the end of its life. The redevelopment has increased the number of homes from eight to 20, including 16 one- and two-bedroom homes for individuals, seniors and families with low incomes, along with four units for people living with disabilities.



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.



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. We can adapt this course specifically to your worksite.

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 offers skills to look for signs that will allow participants 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
250.426.5222

Volunteer Services

Volunteer Kootenays provides a link between organizations in Cranbrook 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 primarily mid-end February to mid-April; however, some volunteers are available year-round.

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 by the BC Mental Health and Substance Use Services, a program of the Provincial Health Services 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


9-8-8 Crisis Line provide moments of connection that create hope, support recovery and save lives. We help people connect to their strengths and find new ways to cope, live and thrive. Our vision is a Canada where suicide is prevented because everyone can access help when they need it the most. When you call or text 9-8-8, you will reach a responder at one of nearly 40 local, provincial and territorial, and national crisis lines, who co-deliver the service. Call or text 9-8-8 if you are in a crisis, if you are worried about yourself or someone else.

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. This program serves children aged 3-18.



Youth Outreach and Family Support provides a variety of support services to youth, aged 12-18, 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!

- Berry Architecture & Associates Ltd.
- Shoppers Drug Mart / PHX Life Foundation
- Cranbrook Quilters Guild
- J Hutchinson
- Rick & Daphne Hammond
- Mount Baker Secondary School
- College of the Rockies
- New Life Management
- RBC Dominion Securities
- Royal LePage Shelter Foundation
- Kimberley Shared Ministry
- Cranbrook Eagles Boxing Club
- Arrow Capital Management Inc.
- ISL Engineering and Land Services
- Jeff Allen Consulting Inc.
- Western Communities Foundation
- Kin Club of Cranbrook
- Rocky Mountain Bridge Club
- Ministry of Forests/WLRS
- Many Community Individuals who wish to remain anonymous



Shave for Mental Health

Many thanks to Tina Herman and those who donated to her in support for mental health!!

Tina began her own campaign "Shave for Mental Health" with a goal of \$2000 and proceeds going to Canadian Mental Health Association for the Kootenays. With Tina's supporters she raised \$3160!!

Tina shaved her hair on June 13, 2023 at Chemical Addiction Hair Studio in Ootischenia, BC (outskirts Castlegar, BC). The hair was donated to 360 Hair in Langley, BC to make free wigs for cancer patients under the age of 19.

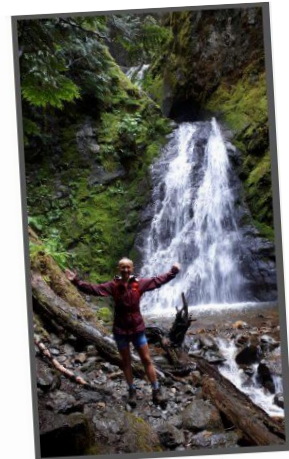
Tina was impressed with what her friend Frank was doing, that she joined him hiking Observation Mountain from 6am to 6pm. While a group of friends hiked, many others showed their support by donating funds to their cause – mental health.



Tina Before the Shave for Mental Health



Tina After the Shave for Mental Health



Tina celebrating while climbing the mountains

After going live on the local radio station, the Goat Radio aired Tina's story and that she was going to do another hike, this time in Ootischenia and hiked Dove Hill from 6am-6pm on June 17, 2023. Tina was never alone for the entire 12 hours of hiking as she had friends come out to support her on her journey to raise awareness for mental health and money for CMHA Kootenays. This campaign was a great success.

Mental health is an important issue not only in Tina's life, but mental health affects us all.

While this campaign is now closed, you can still donate to Canadian Mental Health Association for the Kootenays in your support of "*Mental Health for all*"!

Thank you Tina and all those that supported Tina in this venture. CMHA Kootenays is truly grateful for your support.

Corporate Suite Charity Silent Auction



**CORPORATE SUITE
CHARITY SILENT AUCTION**

THE BUCKS VS. THE MERRITT CENTENNIALS!
FRIDAY, OCTOBER 6, 2023 | 7PM

THE HIGHEST BIDDER WILL RECEIVE 10 TICKETS TO
WATCH THE GAME FROM THE CORPORATE SUITE. PLUS A
SIGNED HOME JERSEY FROM THE 2022/2023 SEASON

Bidding Opens
September 4, 2023 @ 9am

Bidding Closes
September 15, 2023 @ 5pm

ALL BIDDERS WILL RECEIVE DAILY UPDATES OF THE HIGHEST BID
AND THE WINNER WILL BE CONTACTED ON SEPTEMBER 16.

Email your bids adele.heyworth@westernfg.ca

 **Western**
FINANCIAL GROUP
Communities Foundation

PROUDLY SUPPORTS THE
KOOTENAY HAVEN TRANSITION HOUSE

Your Donations are used for:

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



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



Women's Services purchases:

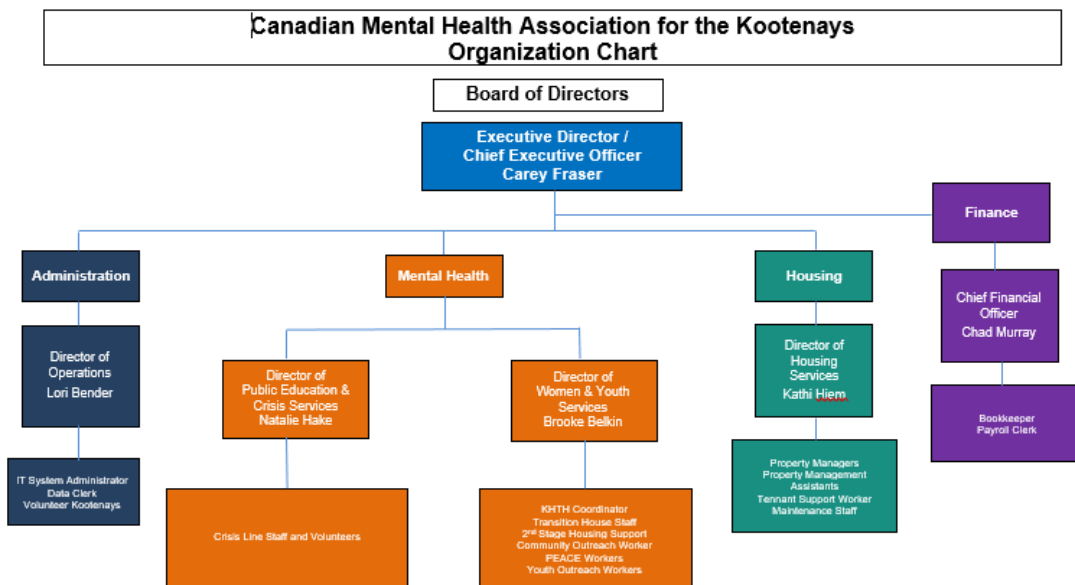
- Furniture, beds, bedding, household items so women and their children can make a place their home
- Airline tickets or gas money for women and their children to relocate to another community in British Columbia or another part of Canada
- Identification cards for women who have lost or misplaced or 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

Public Education uses donations for:

- The development and delivery of trainings to community individuals



Human Resources



2023-2024 Stats about our Employees

- 13 employees exited the organization
 - o 6 employees were part-time
 - o 3 were casual/on-call
 - o 2 were full-time
 - o 2 were in a term position that ended
 - o 15% secured alternate employment
 - o 15% resigned to pursue their education
 - o 24% relocated outside of the residing community
 - o 15% were casuals who could no longer accept shifts
 - o 31% were due family / personal reasons

- 24 employees joined the organization



- Length of service
 - o Of those that left the organization, 77% had been employed for less than 2 years
 - o 3 employees had been with CMHA 2-4 years

- Employee feedback
 - o 92% feel good about telling others they work for CMHA
 - o 100% of staff would recommend CMHA as a good organization to work for



International Women's Day Nominee – Alia, Second Stage Housing Support Worker

Congratulations Alia!! A well deserving award for your support of the women and their children we serve.


2023-2024 Financials

Canadian Mental Health Association for the Kootenays Statement of Financial Position

March 31	2024	2023
Assets		
Current		
Cash (Note 2)	\$ 648,668	\$ 479,274
Accounts receivable	93,641	112,007
Prepaid expenses	105,377	120,502
	<u>847,686</u>	<u>711,783</u>
Restricted cash and investments (Note 2)	2,019,012	1,881,119
Capital assets (Note 3)	19,530,701	19,894,993
Intangible assets (Note 4)	202,417	206,458
	<u>\$22,599,816</u>	<u>\$ 22,694,353</u>
Liabilities and Net Assets		
Current		
Accounts payable and accrued liabilities	\$ 944,354	\$ 872,448
Deferred revenue (Note 5)	222,215	316,719
Current portion of long-term debt (Note 7)	6,691,401	680,436
	<u>7,857,970</u>	<u>1,869,603</u>
Security deposits payable	147,808	130,409
Deferred capital contributions (Note 6)	2,046,368	2,033,516
Long-term debt (Note 7)	7,161,389	13,854,162
	<u>17,213,535</u>	<u>17,887,690</u>
Net Assets		
Unrestricted funds	(369,200)	(569,355)
Internally restricted funds for future expenditures	217,429	182,299
Replacement reserves (Note 11)	1,704,101	1,660,391
Equity in intangible assets	202,417	206,458
Equity in capital assets	3,631,534	3,326,870
	<u>5,386,281</u>	<u>4,806,663</u>
	<u>\$ 22,599,816</u>	<u>\$ 22,694,353</u>

On behalf of the Board:


Director


Director

Canadian Mental Health Association for the Kootenays Statement of Operations

For the year ended March 31	2024	2023
Revenue		
BC Housing grants	\$ 2,703,630	\$ 2,485,346
COVID subsidy	-	25,000
Donation revenue	181,206	133,846
Gaming revenue	94,039	94,000
Grant / subsidy revenue	1,072,628	1,100,681
Interest revenue	14,139	2,432
Other programs fees	85,576	119,015
Management fees	329,029	325,914
Rental revenue	2,205,118	1,819,351
Other revenue	43,941	116,433
	6,729,306	6,222,018
Expenses		
Amortization	528,724	482,922
Bad debts	4,639	1,095
Board	-	1,075
Donation	-	3,768
Insurance	208,841	174,222
Interest and bank charges	431,164	455,490
Meals	31,412	53,509
Memberships and licenses	49,550	22,178
Office	57,031	43,887
Other operating expenses	182,078	292,824
Professional and legal fees	91,409	45,498
Property taxes	90,874	65,561
Rental (recovery)	(5,212)	12,391
Repairs and maintenance	689,157	714,572
Salaries and wages	3,040,374	2,922,980
Service contracts	266,048	278,724
Supplies	41	23
Telephone and internet	95,891	78,796
Training and education	17,780	17,171
Travel	61,936	60,121
Utilities	395,985	368,803
	6,237,722	6,095,610
Excess of revenues over expenses before other items	491,584	126,408
Other items		
Grants repaid	(91,486)	-
Unrealized gains (losses) on investments	179,520	(101,302)
	88,034	(101,302)
Excess of revenues over expenses	\$ 579,618	\$ 25,106

Membership

In the 2023-2024 fiscal, we had 22 members (17 ordinary/voting and 5 non-voting)

Membership Form

Annual Membership Fees:

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

• Memberships expire March 31st 2025. 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 _____ Prov. BC _____

City Cranbrook Kimberley _____

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

- 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

• A free subscription to the award-winning quarterly Visions Journal within BC (a \$25 value)