

Capital Mental Health Association



Community Supports for People with Mental Illness

Annual Report

**April 1, 2007 to
March 31, 2008**



Psychosocial Rehabilitation Programs Accredited by CARF



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MISSION STATEMENT

To enhance and enrich the quality of life of persons with mental illness and to promote their integration in the communities of the capital region through partnership with the individuals, their family members, and the community.

VISION STATEMENT

An inclusive society where people with mental illnesses are treated with respect by:

- Universal access to the continuum of all needed services.
- Harmony among agencies.
- Joint decision-making (members, staff, volunteers, board members, agencies, local health authority).
- An avenue of appeal, when necessary, for persons with mental illness.

BOARD OF DIRECTORS

The activities of Capital Mental Health Association are directed by a voluntary Board of Directors. Board members bring their experience and expertise to the decision-making process and represent and promote our Agency in all their endeavours.

EXECUTIVE COMMITTEE

Ms. Karla Wagner, President
Dr. Ian Kenning, Past President
Mr. Nick Ribic, Vice-President
Ms. Susan Porter, Treasurer

MEMBERS AT LARGE

Ms. Julie Akeroyd
Ms. Catherine Davidson
Mr. Pieter de Groot
Mr. Winston Dixon
Mr. James Downey
Dr. Barry Gelling
Miss Diane Lawson
Mr. Lak Parmar
Ms. Maggie Thompson
Mr. Bill White

PRESIDENT

Last year I began a theme of transition for my reports to the Society, expecting transition to continue in the future. This proved to be the case but it would be even more pleasant to have had a little less transition! This past year, your Board has grappled with a number of difficulties. Not least among them were the health problems of a number of the members. My sincere thanks to them for soldiering on anyway!

By changing the accounting software, our new Treasurer has been able to show us just how weak our finances are. Without two unanticipated sizeable donations, we would have ended the year in a deep deficit. And, we have spent all of our available unrestricted funds. It is of the utmost importance that we solve a problem facing us – the end of the United Way core funding as of December 31, 2009 – just fifteen months away.

Indeed, subsequent to year-end, we were informed we were the beneficiary of a significant bequest. This, however, is a complex estate so we are unable to predict when we might receive it. When we do, at least a portion of this bequest will form the nucleus of an endowment fund thanks to a new Board policy formulated this year for unrestricted contributions.

We held our third strategic retreat thinking we would be examining the question of whether to begin amalgamation with Canadian Mental Health Association, Victoria branch – but ended up focusing instead on the financial issue. Unlike many other non-profit agencies, our Agency has never had a tradition of any kind of fundraising. We were hopeful that this could be changed with the adoption of a fundraising plan but I regret to report no measurable progress on this front has occurred this past year.

We have closed two programs that we could no longer fund: Laurel House (subsequently ably taken on by Beacon Community Services) and Point Ellice House (our involvement there ends as of March 31, 2009).

Given that our annual general meeting was unavoidably delayed an extra three months, I will refer to one event that actually occurred after year end, though technically not part of this report, the departure of our Executive Director, only twenty-eight months after he was hired. Yet more transition! I hope to give the Society an up to the minute report at the annual general meeting.

Thanks as always to our excellent staff who will be most affected by this latest transition and to our very loyal volunteers for all their hard work. I am also grateful to our funders: Vancouver Island Health Authority (VIHA), British Columbia Housing Management Commission (BCHMC), Canada Mortgage and Housing Corporation (CMHC), and the United Way of Greater Victoria. All of you make the achievements of this agency possible.

- Karla Wagner

ADMINISTRATION

AGENCY STAFF

The following staff members are committed to providing the excellent services noted in the following programs.

ADMINISTRATION

Liam McEnery:	Executive Director
Marilyn Elbourne:	Associate Director/Manager of Rehabilitation & Recovery Programs
Maxine Dell:	Administrative Manager: Housing, Volunteers & Community Relations
Angela Treverton:	Accountant
Arlene Chastaney:	Office Manager
Wendy Sahaydak:	Administrative Assistant
Sara Cawsey:	Assistant to the Accountant

PROGRAM STAFF

Activity Program & Friendship Centre at Pathways

Margaret O'Donnell (Coordinator)	
Rod Marsh	Sonya Podgorenko

Alzheimer Support Program

Lori James-Derry (Coordinator)	
Ruby Kidwai	Charlene Kerr
Colleen Poitras	Kate Thwaites
Natasja VanderLingen	

Community Explorations

Bryony Moorman (Coordinator)
Lois Gray

Natasja Vanderlingen
Katie Bloy

G.R.O.W. (Gateway to Resources and Options for Wellness) Program

Sabine Vanderispaillie (Coordinator)
Joe Percival
Lois Gray
Dennis Atkins

Ingrid Mercer
David Neil

Housing Program

Maxine Dell (Coordinator)
Wendy Barbaluk
Katherine Carr
Kelley Heard
Carole Villeneuve

Rebecca Bryant
Graham Hall
Sandra Miller

McCauley Lodge

Grant Enns (Coordinator)
Brian Abbott
Adam Beaumont
Donna Foort
Darren Geisbrecht
Veronica Greal
Katherine Holtby
Kashmir Kler
John Maxwell
Michael Nagle
Darian Nightingale
Robin Sales
Parminder Virk (p/t)

Dennis Atkins
Justine Dooley
Keith Foster
Herbert Graham
Bev Haughton
Charlene Kerr
Alec Lewis
Marcia Meyer
Kuljinder Nijer
Ed Raine
Jag Virk

NetWorks Employment Solutions

Pam Edwards (Coordinator)
Karla Barnes
Will Gordon (Education Coach)
Carol Smith
Erik Wharton

Michelle Dalzell
Coleen Robb
Pat Valks
Natasja Vanderlingen

Skills By Design

Doug Hohenstein (Coordinator)
Eve Tesluk
Liam Hanna-Lloyd

Will Gordon
Shawn Provost

Casual Staff

Melanie Funk
Alissa Low
Bev McEntire
Barb Curtis

Carol Heyworth
Gary Teed
Alison McClymont
Louise Bromley

EXECUTIVE DIRECTOR

As with all change there must be an ending, a transition time, and a new beginning. Inevitably that process involves loss, with many of the subsequent feelings of sadness or grief, often followed by a period of intense uncertainty as people adjust to their new roles or life situation, and finally, sometimes slowly, comes a new beginning. This is not a straightforward journey, it is not linear, and each person travels through change at their own speed. So it is with clients, staff, and programs.

This year saw, amid considerable media coverage, the closure of Laurel House. This has been a painful process, there has been sadness, grief, and anger with lessons learned that we will take with us into the future. From this difficult time of transition, we have seen the development and expansion of the new G.R.O.W. program, which, within a span of twelve short months, has become an unqualified success story. Although the G.R.O.W. program was very much started under a shadow, it has since made its own weather, what with incorporating some basic features of traditional mental health programming, adding a twist of something new, and creating a psychosocial rehabilitation program model that embraces the principles of recovery. It has, thus far, facilitated the forward movement of many participants and supported their continued positive contribution to the community.

Additionally, we have seen the continued success and expansion of the NetWorks Employment Solutions program which has proved once again that we should never limit the level of success our clients can achieve. There is an example of one gentleman, significantly impacted by his illness who, over the years, was considered to be constitutionally incapable of achieving any type of meaningful activity, let alone find a job. However, through the gentle and persistent ministrations of the NetWorks Employment Solutions staff he was able to realize that he had a reservoir of untapped potential and was eventually able to obtain employment in a capacity that ideally suited his circumstances.

This is only one of many positive outcomes that are repeated on a daily basis within CMHA's programs. Stories like these, though seemingly commonplace, routinely fly under the radar of the public and media alike. These positive stories represent a vibrant, compelling, and accurate counterpoint to the sturm und drang* picture which is usually disseminated and, though valuable in raising awareness, typically represents the only type of coverage given to mental health issues. Furthermore the recovery stories that regularly occur belie the much promulgated and accepted view that the sky is falling in relation to quality mental health programs in Victoria. Unfortunately, this entrenched belief indirectly serves to compound and perpetuate the stigmatizing perception that persons with a mental illness are incapable of taking charge of their lives and moving forward in their personal journey of recovery. Nothing could be further from the truth!

There has been a long history of systemic paternalism directed towards consumers of mental health services. It is a self-fulfilling prophecy that if you are constantly being "done for by others", it will be tremendously difficult to believe that you can ever problem-solve on your own again. In order to circumvent and short circuit those self perceptions, CMHA continues to promote consumers' participation in all areas of their recovery. Because of this, CMHA chooses to run programs that offer a myriad of supports that serve to empower individuals to "recover back" as much control of their lives as possible. In this vein, we will continue to develop and provide new and innovative programming that continues to offer a high standard of service to clients.

There is much that we have achieved throughout the past year of which we can be proud. We continue to work at developing and delivering top-flight programming and strengthening our relationships with all stakeholders, including mental health case managers, other agencies, the Vancouver Island Health Authority, and Service Canada. On behalf of the staff and the individuals who walk through our doors I want to thank all of you for your continued support of CMHA and its programs.

* *Conventional translation: storm and stress*

- Liam McEnery

Manager of Rehabilitation & Recovery Programs

It is the mandate of CMHA to assist adults with mental illness to integrate within the community through various rehabilitation and recovery programs. We endeavor to provide as many opportunities as possible for people to enhance their quality of life.

This year has continued to see the development of our long-standing programs and the establishment of new programs such as G.R.O.W. and Skills by Design. Although change is never easy, staff have shown a willingness to consider and implement new ideas that will benefit the clients and they have continued to demonstrate their commitment to ensuring a safe and accepting environment in which clients can flourish. Each program provides the optimal setting to encourage clients to build on their strengths, explore and realize their options, and regain confidence while knowing that each success will be celebrated by the staff and their peers.

This year we saw the retirement of two long-serving staff, Marilyn Elbourne and Maxine Dell. Both were respected by many in the community and had a strong connection with both clients and staff and they will be much missed. We wish both of them a happy and fulfilling retirement which they have truly earned by their dedication to the agency and the clients they have served. It has been my privilege to assume the position of Manager of Rehabilitation and Recovery Programs from Marilyn and I look forward to getting to know everyone in the agency; clients, staff, and our many hard working volunteers.

Although I knew many people while working at Laurel Enterprises and NetWorks, it has been a real pleasure to work more closely with the staff in each program and to be able to see first-hand the quality of work they do each day.

It has been great to see long term staff enthusiastically coming up with new ideas for programs that they have been working in for some time. They are always seeking to improve the services they offer and to see the new programs bringing innovation and energy to the Agency.

As we move into the next stage of life at CMHA, we need to continue to strive to ensure a person-centred delivery of services that works towards quality of life goals and better lives for the persons we serve.

- Pam Edwards

PROGRAMS

ACTIVITY CENTRE

The Activity Centre at Pathways is a weekly social/recreational program for adults who live with a severe mental illness. Members come to the program from group homes or supported living housing. Transportation to the program is provided by handyDART, local city bus, families, or the group home itself. The program has 14 registered members with an average attendance of 12 individuals. Members meet weekly on Fridays; they arrive early in the day and depart in the middle of the afternoon. The program offers group experiences designed to break the isolation cycle and to foster a sense of community, healthy living, and respect for self and others.

Members plan and participate in all aspects of the program. The morning begins with physical exercise and a gathering around the table to share a beverage and discuss the highlights of the week. Activity then follows and we enjoy lunch together with the highlight of the day being music and song with Greg, our volunteer. Activities include card games, arts and crafts, word games, indoor and outdoor games, special videos, and monthly birthday parties.

We are grateful for the continued participation of each member and for the ongoing support of family and group home staff. Thank you to Greg, our volunteer, the staff, and especially each member for making the Activity Centre such an enjoyable place to come to.

- Margaret O'Donnell

ALZHEIMER SUPPORT PROGRAM

The Alzheimer Support Program is a day program for cognitively impaired individuals who continue to live in the community. We are one step on the path they travel after an assessment by a case manager from 'Home and Community Care'. To maintain clients at home, they are often offered home support workers, day respite in a program such as ours, and overnight respite in facilities. Research shows that access to a day program can help maintain clients with dementia in their home environment for two or more years before necessitating admission into a care facility. Stats Canada reports that in 2002, nearly 1.2 million Canadians needed help looking after a senior family member. Respite for caregivers is one of our priorities.

At present, our program has a maximum capacity of 14 participants per day. As with all stand-alone day programs (i.e., not attached to a facility and therefore accessible staff), the coordinator is a nurse. In our specialized programs, the nurse is focused on front line client care related to the chronic nature of dementia and concurrent conditions. The nurse coordinator is able to assess incidents and crisis events and provide the appropriate intervention (for instance, take doctor's orders regarding stat doses of insulin or anti-psychotics or anti-anxiety meds.). VIHA monitors stats which are entered during the admission process in our DayClick computer program. The nurse assesses each participant daily and keeps progress notes to track changes in their health. With this information, she liaises with other health care professionals and fosters ongoing collaborative working relationships with family members. The nurse coordinator is often the public spokesperson for the program.

We have long-standing and well developed program activities that include a daily chat about current events, reading and discussing newspaper articles, and a "coffee klatch" atmosphere for staff and participants to visit with each other. Three program staff, in addition to the nurse coordinator, provide a daily walk, entertainment, reminiscence therapy, celebrations of family and cultural importance, and therapeutic art work.

Daily goals are to provide mental and physical activities, a light mid-morning snack, a nutritious lunch, some form of entertainment such as pet therapy, music, or card games, ongoing assessment, and advocacy. Socialization in our "club like" atmosphere helps ease the eventual transition into long term care placement.

We are fortunate to have had over 20 different and often long-standing volunteers over the past year who have donated over 1,600 hours to the program. They played the piano and guitar, provided pet therapy, helped with crafts and gardening, and assisted us in the kitchen.

After six years with the program, the last two years as the nurse coordinator, I have retired. I am pleased to leave the program in the very capable hands of Jennifer Parkinson to continue the excellent nursing tradition that our predecessors set.

- Lori James Derry

COMMUNITY EXPLORATIONS

Community Explorations is a day program designed specifically for individuals who live with the dual challenges of developmental delay and a mental illness. We currently serve 27 clients who range in age from 24 to 66, some of whom live semi-independently, while others are supported in a group home or family care home.

Clients have an individual schedule of attendance since we participate in different activities each day of the week. Many clients also attend other programs to complement this one.

As a staff team, our mandate is to provide a safe and relaxing atmosphere where our clients can feel supported. Since the majority of the members experience some form of anxiety on a regular basis, it is important that we provide them with a routine with which they can become familiar. Once they feel confident with this, the consistency enables them to incorporate appropriate social interaction and other life skills into their behavioural repertoire.

Our clients also have the opportunity to participate in educational projects. We set up craft activities to give members a sense of accomplishment when they complete a task and to teach and maintain practical skills as well as encouraging individual creativity. Our members are proud of their achievements and it gives them great pleasure to know that their crafts are sold at the annual Bazaar as well as at the CMHA Gift Shop.

Along with life skills and education, the program has a recreational component. During this past year the clients participated in many special events. Some were standard favourites such as the Luxton Fair, a Halloween party, the Christmas party and luncheon, a Valentine's Day party and dance, a St. Patrick's Day party with live celtic music, the annual Easter egg hunt, and a summer visit to Sidney Spit.

New experiences for us included the drumming concert at University of Victoria, hosting a Christmas carol party, and visiting the Art Gallery for the Chinese New Year's celebration.

After a few staff changes, including Natasja Vanderlingen and Lois Gray moving on to other positions in the Agency, Katie Bloy has settled in as our permanent program worker. The clients benefit greatly from her positivity and creative craft ideas.

Our volunteers this year were Juli-Ann Aaron, Sheila Porteous, Allison McClymont, and Justine Spinocchia. Each one of these amazing ladies has moved onward and upward and we wish them well and thank them for their help.

Working with this population, I feel a sense of wonder as I observe the challenges faced daily by the clients in this program. A mental illness can present devastating obstacles in a person's life. For a lot of people, understanding their diagnosis can be helpful in dealing with it. For someone who also has a developmental delay, it is often infinitely more difficult and frustrating for them to come to terms with their illness. I am inspired by the joyful attitude and sense of humour I see in my clients as they overcome the hurdles they face every day in their own daily lives and their interactions with their peers and with the community.

- Bryony Moorman

EDUCATION COACH

The Education Coach program at CMHA continues to provide support, information, and advocacy on educational and mental health issues for people living with psychiatric difficulties. Throughout the mental health field it is being recognized that managing an education plan can be closely related to successfully managing a person's own mental illness.

The Education Coach helps form realistic educational goals coupled with a corresponding plan. The ongoing support towards attaining those goals is consistently monitored throughout the course of each student's education plan. Among other services, this includes providing information about programs and courses available at the various adult education and post secondary schools and colleges. The Education Coach also links students with tutorial staff and support resources at these places of learning as well as organizes and accompanies students to assessments, registration, classes, and school tours. In addition, there is regular contact with case managers and other mental health case workers who are involved in the health and progress of individual students.

I would like to mention one particularly successful program that I have been closely working with the past two years. The Prep B.E.S.T. program at Camosun College is a thirteen week, full-time career exploration and college preparation course held during the fall semester at the Interurban Campus. Each student on the course is allocated an education coach (a 3rd year nursing department student). The one-on-one support given each student by their coaches proved to alleviate anxiety as well as familiarize the student with all the facilities of the College such as the library, registration, resource centres, computer labs, etc. This program provides a launching pad for students who then go on to complete a variety of courses at the College. Some statistics we have gathered show 99 individuals accessed the program, we had 404 consultations, 60 new referrals including 22 referrals from case managers, 9 referrals from psychiatrists, 5 referrals from Camosun College and 24 referrals from the community including CMHA.

In closing, I would like to say how inspiring it has been to see students working so diligently in their quest for learning while in the face of difficult and unusual barriers.

- Will Gordon

FRIENDSHIP CENTRE

The Friendship Centre at Pathways provides a welcoming and supportive environment at the "cottage by the lake" for seniors who live with a mental health challenge. The program is designed to help each person maintain maximum independence while living in the community. The "cottage" located at the Pathways building is within walking distance of Elk Lake. Members come for friendship, activities, and a hot meal two times a week. Each person is picked up and returned to their home by two CMHA staff members who drive our vans. Approximately 22 seniors participated in the 2007/08 program; each one over the age of 60 and the majority being over 70 years of age. Member participation in planning the activities, outings, guest speakers, meals, and special events helps to make an ever increasingly interactive, supportive, and secure experience for each one.

We said goodbye to our volunteer, Katie Bloy, who came regularly and got to know us so well. We continue to look forward to our outings to Mattick's Farm, Mom's Café, as well as our indoor activities such as crafts, cards, games, and gardening. Above all, we look forward to being together.

Thank you to everyone; staff, volunteers and, above all, each member for making the Friendship Centre such a secure and supportive place to be where each one of us continues to grow and evolve.

- Margaret O'Donnell

G.R.O.W.

(Gateway to Resources and Options for Wellness)

G.R.O.W. is our new rehabilitation program for people with mental health and addictions issues which began operation in September 2007.

Our main focus is on the recovery process; moving from illness all the way through to wellness. We believe in the strengths of our clients and that everyone can have meaningful lives and a sense of hope. We support our clients in taking whatever steps are necessary to have a successful recovery and to enhance their quality of life. We encourage people to explore their options and to be in charge of their recovery process by helping them regain their strengths and skills so they become active participants in the community again. We strive towards increasing their independence as much as possible and share with them their pride, joy, and hope that each success brings.

Most people who attend G.R.O.W. have been referred by mental health professionals. Once they are referred, there is an intake process in which the client's individual goals are discussed. We then design a rehabilitation plan and schedule to address the client's needs by participating in groups or individual work to assist them in achieving their goals.

Some people are in the earlier stages of recovery, some need a little more support and a safe environment, and some are in the maintenance stage. As a result, the groups that we have on our schedule are quite diverse. We offer skill and confidence building groups, discussion groups, social interaction, nutrition groups, and recreational activities. We try to use existing community resources where possible to encourage future independent use of these facilities. The schedule is adjusted when needed in response to changing client needs.

The program was developed not even a year ago and it is very exciting to see that changes to the program are always on the menu. What works today may not work tomorrow and we look forward to continuing to develop our services to reflect the needs and aspirations of the people we serve.

- Sabine Vanderispaille

NETWORKS EMPLOYMENT SOLUTIONS

The NetWorks Program will be two years old in September of 2008. The changes and challenges continue along with personal growth and success for our clients. We welcome our new staff member, Natasja Vanderlingen; she replaces Eric Wharton who has moved on to other opportunities. Natasja brings years of experience in mental health along with her enthusiasm and ability to "dive in with both feet" to this new and demanding position. Michelle Dalzell has more than a year of experience with us now to combine with seasoned CMHA NetWorks staff: Carol Smith, Karla Barnes and Pat Valks.

As our program continues to transition into the community, we now have staff working with mental health teams on sites at the Victoria Mental Health Centre, the 6th Floor at EMP, and the Mental Health and Addictions Adult Community Treatment team on Quadra Street as well as out of our home base at Skinner Street. So, between all of us, we cover a lot of ground, taking referrals directly from the teams in the community where we are located as well as from other sources. Moving NetWorks staff into and becoming part of key community treatment teams has been yet another huge transition for all of us and it is proving to be a very positive step. Our clients and referring agents not only benefit from the convenience of NetWorks staff being onsite "just down the hall" but also from the growing partnerships and multi-disciplinary approach to rehabilitation and recovery for clients.

We are proud to say some of the clients we first started working with have now been employed for over a year and many more clients have attained work since coming into the program.

Jobs vary in length including part-time, full-time, and casual. As well, work is obtained in different fields; retail, grocery, community support work, gardening, and office work to name a few. During the period April 2007 to March 2008, 165 jobs were obtained. We continue to develop the NetWorks program and grow and transform with the changes, which have continued since the start. I am continually inspired by the courage of our clients and their success is what motivates us to keep stepping up to the plate to find better ways to work together. Many thanks for the great feedback and suggestions we receive from our community teams to improve our services. We are proud of our success so far and look forward to more in the future.

- Pam Edwards

SKILLS BY DESIGN

Skills by Design started in February 2007 as a pilot project in partnership with Service Canada. The program was designed to work with youth, ages 15-30, who had mental health or addiction issues and was focused on using multi-media to teach employability skills. It proved to be an amazing experience.

Fourteen youth joined the program that ran for 10 weeks on a daily basis from 9:00 am to 3:30 pm. The youth used art, design, videography, photography, web-page design, and classroom instruction to explore their career options. A skill base was built consisting of both technical and "soft" skills such as improved interpersonal and communication skills, time management, leadership, and much more. They were able to take up to five certificate courses including Food Safe, WHIMIS, Super Host, CPR, and Squirrel. The Dispute Resolution Centre provided an intensive three session course in conflict resolution. The youth also had an opportunity to work with Cam Culham and Yasmine Kadil to create a theatre project that was hugely successful and great fun as well as a videography project that was shown at their final exhibition. This year we also undertook a community project with the youth designing a large mural that was placed in the lobby of the Pandora Youth apartments. At the end of the session, the youth held an exhibition of their art work in the Mocha House in Chinatown that was very professional and displayed their excellent work to advantage. This provided a forum for parents, friends, and case managers to participate in their success.

The youth were amazing, many with exceptional artistic or written skills and all with a real desire to move forward with their lives. The four facilitators brought a great mix of creativity, energy, and boundless enthusiasm to the project. This mix created another successful project; 4 found employment, 4 are hoping to return to school and 2 have signed up as volunteers for the next program. Unfortunately, 3 youth were unable to continue with the program.

It was a privilege to oversee this program and we look forward with great anticipation to our third program funded by Service Canada commencing in July 2008.

- Pam Edwards

HOUSING

SUPPORTED HOUSING PROGRAM

Our Agency is a strong housing provider with over two decades of responsible and caring service to our client group. Our success is due to the ongoing quality and commitment of the housing program staff. Dedication and compassion shown to our tenants by Wendy Barbaluk, Katherine Carr, Sandra Miller, and Sandy Scafe ensure that tenant needs and concerns are being addressed. The staff efforts are greatly appreciated by all served.

Our buildings are maintained by a conscientious group of caretaker staff; Carole and Gary at Meerstille, Cindy at Darwin, Graham at Edith Gunning Court, and Rebacca and Michael at Newbridge. Thank you for your continuing efforts to maintain the buildings at a high level of safety, security, and cleanliness.

CMHA currently manages 202 units of subsidized housing at the following complexes:

Meerstille & Newbridge Apartments:

Thirty-seven bachelor and one-bedroom units of supported housing for single adults with a mental health diagnosis. Tenants live independently with the assistance of an on-site life-skills worker for daily tasks including shopping, appointments, banking, and recreation.

Satellite Units:

Eighty-seven units that are primarily one-bedroom apartments. Rent subsidized apartments are located throughout Victoria and serve adults with a mental illness who are able to live independently most of the time. A life-skills worker and clinical liaison are available to assist with mental health related concerns and landlord/tenant issues.

Edith Gunning Court (Wilson Street):

Thirty-three units of one and two-bedroom apartments and two and three-bedroom townhouses. They are subsidized housing primarily available for low income families with some units for seniors and people with a disability.

Darwin Apartments (Darwin Street):

Forty-five bachelor and one-bedroom apartments, primarily for seniors but with some units for people with a disability.

As we are aware, the current vacancy rate in Victoria is leading the nation with the lowest rate. The development of new rental units has been at a "snail's pace" as compared to the construction rate of condos and single family dwellings. Although we have not been able to increase the number of subsidized units, we have been able to maintain our 202 safe and affordable housing units with no negative impact on our current tenants.

- Kelley Heard

McCAULEY LODGE

Where did another year go? I think I am not alone in suggesting that time seems to be flying by as numerous changes and occurrences happen both here at the Lodge and within the Agency.

We have seen some movement within our resident population; most notably, a resident in our outreach program was able to move to the Tillicum Apartments where she enjoys a change of scenery as well as some new independence.

With new vacancies come new residents who bring with them new energy and challenges. We are pleased to welcome two new residents to the Lodge.

In the process of moving folks in, we were able to do some upgrades to rooms with new paint, carpet cleaning, and new furniture. It's always nice to be able to brighten up the place.

2007/08 has been another eventful and full year. As our clientele ages, we face many new challenges from a physical and a mental health perspective. We look forward to facing these new challenges with the help and support of the ever-evolving Agency family.

- Grant Enns

VOLUNTEER SERVICES

CHRISTMAS GIFT PROGRAM

During November and December, twelve volunteer "elves" wrapped, ribboned, and tagged 750 gift packages for distribution to individuals living with a mental health disorder. Socks and clocks, watches and gloves, scarves and wallets, cosmetics and hats - and so the list went on.

Their efforts brought pleasure to clients of CMHA programs, residents in psychiatric care facilities, forensic service clients, and users of some community-based programs such as Streetlink.

The quality and variety of the gifts is made possible by the generous financial support of many Victorians and the services of the Bargains Group, a wholesaler in Toronto, that provides high quality merchandise at very reasonable prices to non-profit organizations.

On behalf of all our gift recipients, we thank our volunteers and supporters for their kindness and generosity. With your help, we can offer a little bit of joy to many people who may otherwise be overlooked in the hustle and bustle of the Christmas season.

- Maxine Dell

CMHA GIFT SHOP

In September 2007, the Women's Auxiliary assumed the operation of the Gift Shop in the Eric Martin Pavilion. This was a new experience for us since there were some challenges to work out. After a security issue became apparent, we implemented a new cashier system. Our volunteers are invaluable and have showed me the system. The shop could not operate without their help. It is an interesting experience working at the gift shop and rewarding for me to see positive changes as people are recovering.

We have made an addition to our stock by putting in used clothing which seems to sell quickly. We are also selling crafts made by Community Explorations.

We welcome customers, visitors, and donations!

- Arlene Baker

VOLUNTEER SERVICES

This year we welcomed some new volunteers to our Agency. Nicole and Nathan are two young people who are working with our youth program, Skills By Design, by putting their talents in organization, writing, and facilitation to use. They have been a great support to the program and we are delighted to have them join our team.

Our long-standing volunteers continue to serve the Agency with all their usual enthusiasm and generosity. The Women's Auxiliary, demonstrating awe-inspiring energy, make a major contribution in fundraising for the Agency programs and have done a fantastic job running the gift shop at the Eric Martin Pavilion.

Other volunteers use their talents and enthusiasm to spread laughter and fun in the Alzheimer's Support Program. The quality of our programs continues to be enhanced by the time, energy, and talents of these wonderful volunteers.

On behalf of the program participants and staff, we would like to say "thank you, you're the best!".

- Pam Edwards

WOMEN'S AUXILIARY

The Women's Auxiliary held eight meetings this year with an average of twelve members attending. We welcomed two new members this year and we appreciate the ideas they bring.

We had three fundraisers in May, November and March with total sales of \$5,076.90.

At the end of September, the Auxiliary was asked to assume the management of the Gift Shop at the Eric Martin Pavilion. It has turned out to be a learning experience for those involved. The Auxiliary continues to put our own merchandise such as crafts, jewellery, gift baskets, clothes, etc. in the shop. The sales from this merchandise brought \$2,752.93 to add to our funds. As a result of our fundraising, we made a total of \$7,829.83 this year. The donations to CMHA this year totaled \$8,200. and were given to the following programs:

- Joan Dumka Continuing Education Bursary Fund - \$1,500.
- Christmas Fund - \$2,000.
- G.R.O.W. Program - \$1,000.
- Meerstille Apartments for furniture - \$1,000.
- G.R.O.W. Program - \$750.
- Meerstille Apartments for a television - \$750.
- Pathways for a barbecue and supplies - \$700.
- Community Explorations for a television - \$500.

Once again, I want to thank all the people who supported us with their time, energy, and donations. The donations given to us for the spring sale and Christmas bazaar are very gratefully received.

I wish to give a special 'thank you' to the members of the Auxiliary for all their hard work.

- Arlene Baker

SPECIAL FUNDS

JOAN DUMKA CONTINUING EDUCATION BURSARY FUND

In January 1986, The Board of Directors of Capital Mental Health Association wished to arrange a fitting tribute to honor Joan Dumka on the occasion of her resignation after more than twenty years' service as Executive Director.

A bursary fund was established in her name at that time and the fund was extended as a memorial tribute following her death in October 1986. The fund monies are to be used annually to enable members/clients of Capital Mental Health Association's programs to undertake educational courses. Joan always supported the members' efforts to undertake the pursuit of education. We are pleased that, as in her long tenure as Executive Director, many more members' lives will be enriched and assisted by the fund set up in her name.

Those wishing to make a tax deductible contribution are encouraged to do so at the Capital Mental Health Association, 125 Skinner Street, Victoria BC., V9A 6X4 with a notation: "*Joan Dumka Continuing Education Bursary Fund*".

IAN ERSKINE MEMORIAL HOUSING FUND

The monies in this fund were donated in memory of Ian Erskine (1952-1989) to assist other young people with a similar handicap to have affordable and pleasant housing – a place to provide accommodation for some of those not qualifying for fully independent living but whose needs are not met in a staffed facility. This home, with some support available as needed, would ensure privacy and dignity and, most importantly, provide an opportunity to socialize with contemporaries in as enjoyable an environment as possible.

The Board of Directors of Capital Mental Health Association agrees to hold these monies in a special fund accruing interest to be added to the fund until a suitable project is finalized. Monies from this fund may also be used to provide a ready source for CMHA to draw upon in its search for appropriate real estate property. Further, funds may be utilized, if required, in the purchase of suitable furnishings or household equipment to make these aims practical.

Major expenditures of the fund can only be made with the agreement of the principal donors. The process will be as follows: *"Decisions on expenditures will be reached by the Directors of the Board after recommendations are made by an advisory group which is to include the founders, other major funders, and staff representatives"*.

We would like to especially acknowledge the continuing support of Toni Erskine. The fund and its goals were the dream of her husband and herself to honor the memory of their son, Ian. Toni continues to inspire others to contribute to this fund which permits many people to live as independently as possible in the community of their choice.

With the Ian Erskine Memorial Housing Fund, CMHA could not have purchased McCauley Lodge to ensure its continuation as an excellent community care and housing resource.

Those wishing to contribute to the fund may send a donation to Capital Mental Health Association, 125 Skinner Street, Victoria, BC., V9A 6X4 with the notation *"Ian Erskine Memorial Housing Fund"*.

POINT ELLICE HOUSE

During the 2007 summer season (April to early September), Point Ellice House had 4,700 visitors. This is somewhat less than in previous years and we are told this is a trend experienced by all local museums and attractions such as Butchart's Gardens and Craigdarroch Castle.

We hosted a few more school groups than last year and, with the addition of a new volunteer for public relations who has worked recently in the school system, we hope to increase those visits in the next year. One of our school groups included a visit from the local author who wrote "The Olden Days Locket" which is a novel about a Point Ellice House mystery. It is used as a teaching resource in Grade 5 Canadian History classes.

The gardens looked beautiful this year and we thank Jackie Robson and her hard working garden volunteers. Major restorative conservation is underway and we are grateful for the involvement of Richard Collier, Architect, who is the planner for this significant undertaking.

We thank Allen Patten, Collections Manager, who brings much expertise to his tasks of maintaining the unique Point Ellice collection, along with the physical site including the garden planning and the buildings. He has a very difficult portfolio of tasks and little time to carry them out. We know without considerable extra volunteer time, he and Jackie, who are both part-time employees, could not achieve what they do.

We again benefited greatly from our partnership with the Silk Road Tea Company. This community-spirited business assisted us by providing the year's supply of various teas free of charge, including our very own Point Ellice House blend, which we serve to our afternoon tea guests. Silk Road also facilitated our participation both at History Bites in August (where they served our tea and Point Ellice provided mini trifles to encourage "tasters" to come for full tea) as well as the Tea Festival at the Conference Centre in February, which Silk Road sponsored. Our booth, beautifully decorated by Barbara Rutherford and Anne Coburn, featured lavender shortbread by our baker volunteer, Szuzsi.

We ensured individual off-season visitors to Point Ellice were able to access the site and this year we had a trial run of offering a Christmas Tea which was so popular we wish we had offered it every day we were open in December.

We would like to express our sincere thanks to the Victoria Harbour Ferries who told many of their riders about us and promoted our events to their customers.

We also would like to thank the CMHA administration staff for expediting our payments and facilitating reservations when the site was closed. We look forward to an even more successful season in 2008 and we hope one day to be able to open year round. We extend an invitation to every person who reads this report to come by and experience our unique museum, and to enjoy a cup of Point Ellice House tea.

- Gail Simpson

OUR SUPPORTERS

We wish to thank the following partners, organizations, groups, and government agencies for their contributions to our success this past year:

- Vancouver Island Health Authority
- United Way of Greater Victoria
- Ministry of Housing & Social Development
- Ministry of Community, Aboriginal & Women's Services
- British Columbia Housing Management Commission
- Canada Mortgage and Housing Corporation
- Service Canada Opportunities Fund
- City of Victoria
- Municipality of Saanich
- Women's Auxiliary of Capital Mental Health Association

FINANCIAL STATEMENT

SUMMARY OF FINANCIAL RESULTS

\$000's 03/04 04/05 05/06 06/07 07/08

Revenues	4,845	4,611	4,754	4,957	4,932
Expenditures	4,679	4,683	4,920	4,938	4,953
Recoveries from/(repayments to) BC Housing	(6)	(2)	2	(12)	15
Excess (deficiency) of revenues over expenditures	160	(74)	(164)	7	(6)
Closing fund balances					
Invested in capital assets	1,098	1,048	1,055	1,123	1,046
Externally restricted	636	696	786	837	906
Internally restricted	350	357	314	164	-
Unrestricted	(50)	(140)	(359)	(320)	(154)
Total closing fund balances	2,034	1,961	1,796	1,804	1,798