



Canadian Mental
Health Association
Cowichan Valley
Mental health for all

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CANADIAN MENTAL HEALTH ASSOCIATION COWICHAN VALLEY BRANCH

2021-22 ANNUAL REPORT



Our strength is our people...

TABLE OF CONTENTS

SECTION	PAGE #
Who We Are, Our Core Functions, Our Key Values, & Principles	2
President's Report	4
• Board of Directors	4
Executive Director's Report	5
• Management Team	6
Warmland House	7
• Vision and Values	7
• Facility	7
• In-House Programs	8
• Moving Forward Programs	8
• Client & Tenant Support	8
• Extreme Weather Shelter	9
• Peer Programs	10
• Final Thoughts	10
Sobering Assessment Centre Report	11
Child, Youth & Family Connections	12
• Open Door Youth Centre	12
• Youth Engagement Outreach	12
• BikeWorks	12
• Malahat Girls Group	12
• Family Capacity	12
• SAIP	13
• Rainbows	14
• Youth Connect	14
BounceBack	15
Community Engagement & Fund Development Report	16
• Fundraising & Events	16
• Social Media & Communications	18
Operations Report	20
• Laundry System Upgrade at Warmland House	20
• New Lockers & Computers	20
• Pet Enclosure	20
• Sharps Collection Program	20
• Transitional Market Housing	20
Our Funders	22
Friends of CMHA (Donors)	23
Our Volunteer Team	24

Who We Are

We acknowledge that, for thousands of years, the Quw'utsun, Malahat, Halalt, Penelakut, Stz'uminus, Lyackson, Ts'uubaa-asatx and Ditidaht Peoples have walked gently on the unceded territories where we now work, live and play.

We are the Cowichan Valley Branch of the Canadian Mental Health Association (CMHA-CVB).

Providing services in the Cowichan Valley since 1992, CMHA-CVB is a registered charity and a not-for-profit, independent society operating under a branch agreement with CMHA-British Columbia and within the context of the Strategic Plans of both the nation-wide Canadian Mental Health Association and CMHA-CVB.

As a promoter and advocate of mental health for all, CMHA-CVB facilitates access to resources people need to maintain and improve mental health and wellbeing, and to participate in community integration, and assist individuals in finding pathways to health.

CMHA-CVB operates Warmland House Emergency Shelter, Transitional Housing Services, Sobering and Assessment Centre, Adult Outreach programs, Bike Works/Art Works programs for youth, Youth Outreach, BounceBack phone support and coaching, Rainbows and a variety of services offered through our Child, Youth and Family Connections Programs.

CMHA-CVB also provides community education and advocacy aimed at the promotion of good mental health and in support of individuals and families with mental health challenges.

CMHA-CVB adheres to the values of diversity, cultural safety, and respect for all and as identified in its **Anti-Racism Statement** as below.

“CMHA-CVB is committed to building an organizational foundation, services, and practices guided by respect for cultural safety. Cultural safety is about fostering a climate respecting and recognizing the history and inherent rights of Indigenous people. We recognize that for many Indigenous people connection to culture is fundamental to mental health and wellness.

CMHA-CVB stands in support of inclusivity and is in opposition to all forms of violence and racism. We stand in opposition to the intolerance of the discrimination that Indigenous, Black, LGBTQ2S+ and other marginalized community members face in the communities we serve.

We recognize that cultural safety requires awareness of differences and our collective commitment is to foster a climate of respect and safety for all.

From a place of cultural humility, we acknowledge the history that we share with the Indigenous Peoples of the Cowichan Valley, and the systemic racism that has grown out of this history and, sadly, continues to exist.

We are committed to learning, and taking action, by creating a climate of change, advocacy, and supporting the rights of people in their communities.

CMHA-CVB is committed to building a culturally competent organization, and to re-examining our policies and procedures to ensure that our operations, programs and services support a welcoming, respectful and culturally safe space.

CMHA-CVB is committed to addressing all allegations of systemic and individual acts of racism by those who work for, and are served by, our organization. Violation of individual and collective rights will not be tolerated, and we are committed to taking responsive action.

CMHA-CVB is committed to working in the spirit of cooperation with our community partners to build a strong, safe, and supportive organization and community. Our vision is to support individuals in health and wellness and to be a part of a diverse community where differences are celebrated.

CMHA-CVB is committed to providing appropriate care and services that are culturally respectful and safe, without fear of discrimination. We will strive to have our work guided by the Seven Sacred Teachings of Love, Respect, Courage, Honesty, Wisdom, Humility and Truth.”

Our Core Functions:

We fulfill our mission by:

- Building capacity – strengthening and supporting the capacity of individuals, families, professionals, organizations, and communities to address mental health needs.
- Influencing policy – influencing the design and implementation of policies and services related to mental health.
- Providing services – providing services and supports that maintain and improve mental health and community integration, build resilience and support recovery from mental illness.
- Developing resources – building the financial and human resources and partnerships required to address mental health needs.

Charities and non-profits play a pivotal role in supporting Canadians and their communities, and recognition through Image Canada’s national Standards Program is a public demonstration of credibility and operational excellence. CMHA-CVB has been accredited since 2017. For the complete list of accredited organizations, please visit ImagineCanada.ca/standards. Accreditation is a sought-after hallmark of excellence within the sector for funders, donors, sponsors and supporters alike.

Accreditation: Imagine Canada - Strong Charities, Strong Community

Created “by the sector for the sector” the Standards Program is the only national accreditation program that is designed for all Canadian charities and non-profits. To earn the accreditation trustmark, organizations must demonstrate excellence in five fundamental areas: board governance, financial accountability and transparency, fundraising; staff management; and volunteer involvement.

President's Report

As we have passed 2022's halfway mark we are reminded of just how fast time flies by. I can't believe it has been 4 years since I started with the Canadian Mental Health Association Cowichan Valley branch. During this time, we weathered many trying times together, but we also have many reasons to celebrate our successes.

Covid is now in the early stages of being in the rear-view mirror and although it created obstacles to care and connection it was through the support of our amazing staff that we were able to persevere and continue to deliver the remarkable services that our clients have come to know and trust in.

Another positive this year was the direction and hard work of our Executive Director, Lise Haddock. Lise has certainly found her stride and has been an uplifting leader to our Association. It was through this leadership and the dedication of numerous staff and volunteers that the Cowichan Valley Branch hosted its first Coldest Night of the Year fundraiser. This night brought in an impressive \$90k in funds to be allocated to funding a new youth space.

While we celebrate the many achievements, we have seen this year we must also remind ourselves that our work is not yet done. We are still actively fighting a deadly opioid crisis and battling a worsening housing crisis. These trials may seem insurmountable, but I am continually encouraged and inspired by the hard work, and commitment we see every day from each and every one of you.

It has truly been an honor and a privilege to serve as your president. While I will be running as a board member in the upcoming election, I am looking forward to passing the torch on to a new president. I look forward to supporting the new president and witnessing the continued growth and achievements of the CMHA CV Branch. It has been a blessing to work alongside everyone. From the bottom of my heart, I wish to thank you all for doing what you do each day to make a difference in our amazing community.

Bruce Farquhar
Board President, CMHA - Cowichan Valley Branch

Our 2021/22 Board of Directors



Executive Director's Report

This year has been a year of both successes and challenges for CMHA-CVB. We continue with our strategic focus to remain committed to our process of redesign, reset, and refresh our programs to provide quality services to those we have the honour and privilege to serve.

As an organization, we remain dedicated to change, to evolve, and to grow to meet the needs of our community. We remain purposeful to working collaboratively with our clients, community partners, and stakeholders. We remain steadfast in our commitment to being part of building a mental health and wellness system that responds to the needs of those we serve, and strengthens the fabric of the Cowichan community.



Organizational growth and change is supported by action, and collectively we have done much to strengthen our branch. Many of these changes have been “showcased” in this year’s annual report, including:

- CMHA Cowichan Valley Branch had a very successful Coldest Night of the Year fundraising campaign raising over \$90k in donations and engaging with community groups, businesses and individuals. Almost 500 people joined us to walk in the dark and in the rain with a goal to raise funds to create a youth space and programs for homeless youth.

“Thank you for holding this walk. My son died from an overdose on this day four years ago. I am so grateful to have something positive to do with friends on what is a very sad day for me.”

Coldest Night of the Year Participant

- Two years of COVID19 restrictions and a very tight housing market required that tough decisions be made regarding some of our youth programs. While the transitions were challenging, in the end we have proven the resilience of our teams and believe we are now serving our clients and community in a stronger way.
- A long overdue upgrade of our laundry system at Warmland House Shelter was completed. We are grateful to the BC Community Gaming Grant program, the United Way, Peninsula Co-op, the family of Fran Shurie and our donors for providing funding to make this happen.
- The Board and the Executive were pleased to provide all staff with a raise in pay. This cost-of-living wage increase will go a long way in helping us to recruit and retain qualified staff.
- A successful fundraising campaign raised over \$11,000 to create a pet enclosure for dogs and cats at Warmland House. The new space provides pet owners with the security of knowing that their pets are safe, warm and dry while they use the Shelter. This new space will be open in June of 2022.

I want to thank and acknowledge the people we serve, and our amazing team of employees for their commitment, hard work, patience, kindness, and support of one another as we navigated our way through the pandemic. This has been an exceptionally difficult time for everyone, but through our collective strength we have made our way through it. I am proud of our Board of Directors and our management team for continuing to ensure that CMHA-CVB’s strategic priorities are being met.

CMHA-CVB continues to provide its mandated services, and to work with community partners to address and respond to the issues of homelessness, mental health, and addictions – including a spectrum of services from prevention to much needed supports to promote health and wellbeing in the Cowichan Valley community.

We, as an organization, are committed to ongoing transformation, growth, and service enhancement to all those we have the honour and privilege to serve. As reflected in this report, our intent is to be one of the many pathways of hope to support mental health and wellness, and to advocate for the recognition of mental health services as being a universal human right for all.

The Board, management, and staff are committed to working from a place of “We are better working together!”. Thank you to each and every person who works for and supports CMHA-CVB in our mission to be advocates for mental health and active community partners to create pathways for change.

Respectfully submitted,

Lise Haddock
Executive Director

Our Management Team

Lise Haddock, Executive Director

Anne Brunet, Associate Executive Director

Melissa Middlemiss, Manager of Warmland House Services

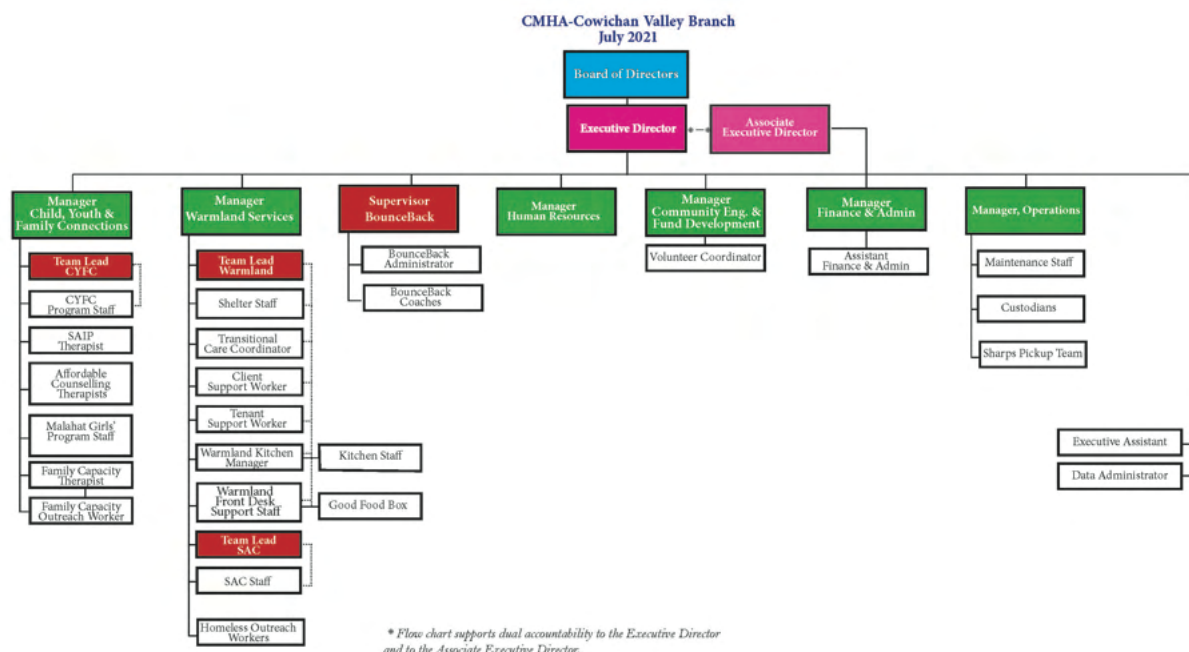
Amy Bell, Manager of Child, Youth and Family Connections

Anne Marie Thornton, Manager of Community Engagement and Fund Development

Lynda Knippelberg, Manager of Finance and Administration

Sean Redmond, Manager of Operations

Manager of Human Resources (Wayne Robinson, interim)



Warmland House

Submitted by Melissa Middlemiss, Manager

Vision

A safe, supportive environment, that helps clients help themselves in their transition to stable housing; where all individuals treat themselves, their neighbours and their surroundings with respect.

Values

Inspiration & Hope – friendly, supportive, persistent encouragement to clients to discover and explore their strengths and capacities, opportunities to change, improve their health and lifestyle stability, and move forward.

Caring & Compassion – flexible, supportive working relationships between staff and clients built on trust, respect, honesty and dignity.



Stability & Boundaries – a structure of legitimate and carefully articulated expectations and responsibilities for both staff and clients by creating a safe and supportive housing environment.

Collaboration & Partnership – access to a continuum of in-house and referral client centred supports and services tailored to each client to assist them in becoming self-sufficient and better able to address their barriers to employment, addiction, and health, where possible.

Community & Belonging – where all individuals treat themselves, their neighbours and their surroundings with respect and kindness.

Facility

Warmland House Shelter is more than just a place to sleep. It is a community of people who have never otherwise fit in. We have worked diligently over this past year to lower our barriers and make this a place where people feel heard and welcome. We try to work with each person as an individual and accept them for who they are and wherever they are in their journey. Our team at Warmland House strives to connect with our clients through compassion and empathy and works to build relationships with our clients that allow us to support them to meet their needs and guide them towards hope.

"After walking the streets for 4 days with a graveyard job, I showed up with nothing.... I booked in as a shelter client at Warmland House. I talked to the support staff and expressed that I worked graveyards and the night to night shelter didn't work for me. Carey, the Tenant Support Coordinator, offered me a spot in the bunkhouse where I could lay my head down to sleep in the day. I now live in a transitional subsidized apartment, working 2 jobs and saving money to get back on my own two feet."

Dennis

We serve the most vulnerable men and women in the Cowichan Valley and we do so by making sure people have a place to be safe, warm and dry. We

serve the working poor, impoverished elderly, physically and mentally challenged, addicted and the homeless. We provide breakfast and dinner to our clients daily, and lunch every Sunday to the community and any time that the local food bank is closed. Some of our other services include showers, clothing, phone, electronic charging, toiletries, lockers, outreach services, free tax service, harm reduction, and laundry.

Warmland House offers 30 shelter beds, 24-minimal barrier transitional housing studio apartments as well as an additional 15 extreme weather beds for when weather conditions are deemed severe enough to present a substantial threat to the life or health of homeless persons. Our Moving Forward Program allows for our clients to move from a shelter bed to one of our studio apartments and/or to one of our leased apartments within the community. This program has proven to be a successful way to integrate people into the type of housing that they can manage.

Our **Client & Tenant Support Services** provides assistance with financial and legal aid, acquisition of identification documents, housing, life skills, physical health and hygiene, socio or cultural connections, mental health referrals, training and employment.

Warmland House's adult **Outreach Team** works as a member of an integrative team that provides assistance and support to adult men and women. This team monitors clients by methods such as observing health conditions and environment as well as arranges, plans, escorts and accompanies as necessary, designated/marginalized individuals on appointments, errands, and other activities. The team also creates linkage to other community resources.

Additional In-House Services

- Family Doctor
 - Thursday from 9:30 am -12:30 pm
- Foot care clinic
 - 3rd Tuesday of every month
- Counsellor
 - Tuesday from 9am-4pm

"Warmland has helped me in the following ways. They have got me off the streets. Helped with job security, supported me with healthy food options and supports are here for my personal goals."

John

Moving Forward Program

The Moving Forward Program supports individual clients who choose to improve their personal living conditions. Staff supports clients to identify the issues they face and define the goals they choose to work towards to stabilize their lives and shape a path out of homelessness. The process utilizes a strengths based approach, is flexible and fluid, and responds to each person's unique circumstances and needs.

Client and Tenant Support Services

The main goal of Client and Tenant Support Services at Warmland House is to provide support to the community of individuals using the services at Warmland House. Support is primarily in the areas of client safety and harm reduction, mental health, financial and legal aid, acquisition of identification documents, housing, life skills, physical health and hygiene, socio or cultural connections, training and employment.

Tenant Support has the additional task of helping tenants transition out of Warmland House's transitional apartments and becoming landlord friendly. Support Services is also available to homeless individuals within the Cowichan Valley accessing the services on a drop-in basis.

Referrals are regularly made to appropriate agencies both within the Cowichan Valley and beyond. Where communication is a challenge, Support Services initiates contact and then gradually transferred back to the client when the groundwork to access the support is laid. Should a client decide to attend a drug and alcohol treatment program, support is provided to help clients overcome personal and circumstantial difficulties in order to make the goal a reality.

"Warmland was a place I was able to get a second chance, a place to have the time to build a solid plan to get back to living a life we all strive to achieve. The staff were extremely helpful with advice and options. If they didn't have the answers to questions, they went the extra mile to find the answers."

Thanks to Warmland, I am stable again."

Boyd Van Koughnett

The Extreme Weather Shelter (EWS)

Warmland House is sanctioned by BC Housing to initiate the "Extreme Weather Response Program" during periods of winter weather which threatens the health and safety of homeless individuals. When merited, established provincial protocols are initiated and an additional 15 shelter spaces are made available. Typically, the EWR program runs from October 1st, to March 31st.

Due to COVID restrictions this past year, Extreme Weather Response Shelter added only an additional 8 mats for night usage. Thanks to the generosity of Cowichan Tribes, we were able to expand our Extreme Weather Response Program again this year and, in January, to include an additional 30 mats for nightly usage in the Cowichan Tribes Gymnasium at 5574 River Road. Unfortunately, this is a short term solution for a long term need.

The Emergency Shelter has the capacity of 30 beds for nightly use. 24 beds for Males, 6 Beds for Females. During this year, with Covid-19 Safety protocols, the number of nightly shelter beds were reduced.

Nightly Stays for Warmland House Shelter 2021/22 Fiscal Year	
Total Stays	9595

Extreme Weather Response Shelter added an additional 8-15 mats for night usage at Warmland:

EWR Occupancy Profile Dec. /21 – Mar. /22	# of Nights the EWR activated	Total # EWR beds occupied
Totals	79	488

Extreme Weather Response Program expanded to include an additional 30 mats for nightly usage in cooperation with Cowichan Tribes, held in the Cowichan Tribes Gymnasium. This program was available from January 28 – February 11, 2022.

EWR Occupancy Profile Jan. /22 – Feb. /22	# of Nights the EWR activated	Total # EWR beds occupied
Totals	15	165

Peer Programs

Kitchen – some of our tenants work with our kitchen staff to assist with food preparation, service, dishwashing, and cleaning. This program allows clients to gain experience and confidence in the kitchen, develop time management skills and become a team player.

Laundry – tenants assisting with our facility laundry services (blankets, towels, scrubs, etc.) most days allowing our shelter staff more time to meet the needs of our ever-growing client population. This program allows not only allows clients to fill their time with meaningful tasks and give back, it also provides experience, accountability and responsibility.

Garden – some clients enjoy spending their time outdoors in the garden at Warmland House. In addition to growing vegetables in their own garden plot, some of our guests volunteer to cut the lawn, weed, and water on a weekly basis.

“Dear Warmland,

I thank you for almost 4 years of being at your shelter. When I first arrived it was a new environment which was a new experience. I didn't have a place to live and actually felt quite vulnerable in my new surroundings. During my stay with you I was treated with respect and dignity. Not only that, your staff was so supportive and helpful when I asked questions.

I have lived with depression as long as I can remember and sometimes it was so difficult to realize that there is a light at the end of the tunnel. Staff would know when I was feeling down and many times, they would offer to talk with me, which made a huge difference to know they cared. Let's not forget that COVID arrived and was challenging to everyone. It was a whole new reality for all of us. Staff had many changes over the next couple of years. I certainly award Kudos to all of them. There was always a smile and a hello when I would come downstairs. There was support, compassion, and sense of humour when appropriate. I am so grateful that Warmland was available in a low part of my life.

I have now moved on to my own place in the community and I sorely miss everyone. All I can say is "THANK YOU"!!! If it wasn't for all of you my life may have become too challenging. I really love all of you...

Maureen, aka Moe, MoMo and Queen Bee. “

Final Thoughts

The many deaths experienced again this past year has taken a toll on our staff and clients alike. There is not enough support available during these times, so we try to offer what we can. It's a privilege having to support people on their journey and be part of their story. Our staff come to care for our clients like family which makes it difficult when we lose them.

We also were able to experience the excitement that comes from seeing many of our clients move on. We saw many clients succeed in their recovery, find meaningful jobs, move into market housing on their own, reconnect with family, and become stable enough to get their children back in their care.

There is much controversy in the work that we do, but we do it because we have the utmost respect for the clients we serve. Every one of them has a story. We serve people as young as 19 who were born into poverty and we serve people who worked their entire life and due to unforeseen events, have ended up homeless. We are so grateful to everyone that supports the work we do and sees us as part of the solution, not as the problem.

Sobering and Assessment Centre

Submitted by Melissa Middlemiss, Manager & Murray Mann, Team Lead, SAC

In the past year the Sobering Centre has continued to provide support for its clients. It is a space where clients who are intoxicated and in need of sleep can find safety and refuge. It is used by clients in the Cowichan Valley who are struggling with both addiction and housing issues. Approximately one third of our clients use alcohol, the other two thirds are using some form of opioid and/or meth.

Over the past year from April 1, 2021 to March 31, 2022 the Sobering Centre has helped out 218 individuals. We've had people stay here 1,463 times—that's about 75% of all the people who tried to access the SAC. During this same period, the Sobering Centre turned away people 333 times (or about 15% of the time) because we were full. (The SAC only has four beds for men and two for women.) And about 10% of the time people were turned away because they were either too intoxicated, not intoxicated, not ready to sleep, or other reasons.

Most clients know about the Sobering Centre and seek it out. For certain clients it has become an important tool in surviving an otherwise precarious situation.

Yet it's important to note that the Sobering Centre has taken people out of RCMP custody and kept them out of police cells 105 times.

BC ambulance has brought clients to the Sobering Centre 45 times over the past year, keeping those clients out of crowded and overworked emergency departments. And Cowichan District Hospital has sent clients to the Sobering Centre 10 times.

In assisting and working with these organizations, we are able to provide a more appropriate level of care for the clients and assist these organizations with their workload.

Child, Youth and Family Connections

Submitted by Amy Bell, Manager

Canadian Mental Health Association Cowichan Valley Branch has seen many ups and downs this year. Our youth programs are no exception and have highlighted not only the resiliency of our team, but also the clients we continue to serve every day.

The Open Door Youth Services Centre

The Open Door Program was a program that ran out of our 371 Festubert location from 2018-2021. This program provided showers, laundry and breakfast for youth 13-24 2 days a week from 9am-12pm. The vision of this program was to give support to street entrenched youth and to help them get to school or work. It was a program based on connection and being able to offer practical supports to youth.

When the building at 371 Festubert was sold, Open Door moved across the street to 360 Festubert. Unfortunately, due to the structure of the building, we were no longer able to provide laundry, showers or hot meals. Attendance dropped when the program was not able to offer these supports. Open Door was changed to a hybrid model of outreach and drop-in for 5 days a week 9am-12pm for June 21-October 21. The numbers of youth engaged in this service increased during this time. More youth were in need of the outreach services with a safe space to come to rest in the morning.



Due to a change of staffing and an increase of Covid-19 numbers in the community, Open Door was closed for good at the end of October 2021. The program was remodeled as Youth Connect to keep providing services to at-risk youth in the community.

Youth Outreach Engagement Program

Youth Outreach continued to shift in 2021-2022. Outreach workers visited main areas around the community and provided hands on support to the most vulnerable youth in the Cowichan Valley. Many meals, granola bars, juice boxes, clothing and blankets were handed out to youth in need.

BikeWorks, ArtWorks and a New Emerging Youth Center

Bikeworks has a long history with CMHA Youth Programs and it has been its most popular program for over 15 years. Over the last 2 years with a new location, massive staff turnover and multiple closures due to Covid-19 CMHA-CVB decided to temporarily suspend Bikeworks activities in October 2021. This was not an easy decision to make, but after many incarnations of Bikeworks with new staff and locations it felt like an overhaul and program shift would serve the community in a stronger way.



A new Youth Centre is in the making, with a restructured plan of facilitated group activities, individualized support and later hours to connect with different demographics of youth. The Youth Centre will no longer be bike and art focused, but will have a variety of activities offered. The activities will be led by our new Youth Advisory Committee that will meet every 2 months

to discuss the needs of the youth in the community. Together with the CMHA-CVB, the YAC will steer the direction of the new centre and eventually decide on the new name.

Malahat Girls' Group: Circles of Care - Circles of Courage

The Girls Group is run in partnership with the Malahat Community with funding from the Canadian Women's Foundation. This was the 6th year of the Girls Group with future funding for 2 more years. This program focuses on 5 ways to build resiliency; Communication, Critical Thinking, Culture, Self-Confidence, and Connection. We use all of these areas to teach and empower girls aged 9-13 and direct our discovery of what it means to nurture resiliency for girls in early adolescence.

Our facilitation team is comprised of two child and youth care workers, an Elder from the Malahat community, and a community member who makes all of the food for the program. Together they are able to provide programming that is culturally strong, academically informed and participant centered. The Circle of Care, Circle of Courage Group organizes activities that are fun and engaging with cultural and educational purposes. Meals and snacks are provided for the participants and used as a way to connect and feast communally. Many of the participants are sisters of previous Group members; they eagerly joined as soon as they could. We are proud to provide a safe and fun space for learning and growth.

This program would not be possible if not for the close partnership between CMHA-CVB and Malahat Nation's social programs department.

Family Capacity Program

The Family Capacity Program has undergone some changes over the year. The new program has also shifted back to the original bones with more connection and engagement with BC Child & Youth Mental Health. All of our referrals now come from them, meaning that the new program has consistently seen full caseloads with a waitlist. More community partnership has resulted in more diverse clients and more families being regularly seen. With the lift in COVID restrictions, we have also switched back to in person meetings with families and youth.

The Family Capacity Program has had many success stories this year; parents being supported in the reunification process, families getting tools to blend together with new partners and multiple children, parents having support to take their children on fun outings without being overwhelmed and dozens of children gaining the skills to express their needs in a constructive way.

Sexual Abuse Intervention Program (SAIP)

The goals of the community-based Sexual Abuse Intervention Program are to provide a range of appropriate, timely, and accessible assessment, treatments, and support services for families with children and youth who have experienced sexual abuse, and children under the age of 12 with sexual behavior problems.

The role of the SAIP counselor is to work with children, youth, and their families to help alleviate trauma related symptoms which will help reduce the likelihood of adverse long-term consequences of child sexual abuse trauma. The position is non-discriminatory in its accessibility to young people and their families. The counsellor works from a strength-based, culturally relevant, collaborative, holistic perspective, always striving to meet the families where they are at in their healing journey. This is done by offering support through differing therapeutic lenses, psycho-education, art activities and nature-based activities. This program also hopes to support and foster building on community resilience by partnering with other community initiatives and agencies.

Rainbows

Rainbows is a 12 week-long, grief and loss peer support group for children. It is staffed by both volunteers and CMHA employees and provided at no charge.

Rainbows has been and remains one of the few support programs for children who are struggling with grief and loss. We are proud to be able to offer it, and deeply grateful to the volunteers and CMHA staff who make up the heart of the program.



This year we ran 2 consecutive programs.

Youth Connect

In January CMHA-CVB created a new program that supports youth in the community by pairing them with a one-to-one worker. Our Youth Connect workers meet youth where they are at and help them to reach goals, connect with schools and social workers, and engage in healthy life and living skills.



The youth in this program seek support for a variety of reasons and experience many levels of barriers. We have some youth who are living independently and struggling to get to school, some who experience substance dependence and are looking to have days of sobriety, many who identify as LGBTQS+, are seeking advocacy and support within the Criminal Justice system, and have felt isolated and disengaged in a post Covid world.

In a few short months, our Youth Connect workers have helped a youth stay sober for 32 days, driven a youth to a rehabilitation facility and helped with post care planning, found a safe independent home for 2 youth, enrolled a youth in VIU for next year, helped 4 youth find and maintain a job and connected multiple youth to community programs and resources.

Creating community-based self-help strategies to improve mental health for all

Submitted by Robyn Guidon, Team Lead & Lucy Morton, Administrative Assistant

Bounce Back® is a free, supported, self-directed program that supports individuals in learning tools and strategies to help overcome symptoms of mild to moderate depression or anxiety and improve mental health. By accessing workbooks based on Cognitive Behavioural Therapy principles, and working with trained coaches to further learning, Bounce Back® is proven to be very successful in overcoming unhelpful thinking, symptoms of depression, worry and anxiety, and participant's report higher quality of life levels. Bounce Back® materials are available online, or by mail – both free of charge.

This is the second year of successfully having participants be able to self-refer to Bounce Back® - removing additional barriers to service. Participants can refer themselves through the self-referral portal and just need to be linked to a physician's office. We also continue to increase who is able to refer to the program.

After successfully rolling out this model to other provinces, Bounce Back® has gone national! BC is the flagship program and continues to help with training and program development across the country.

The Cowichan Bounce Back® team manages all the referrals for Vancouver Island and the Islands. Our team has been successfully working remotely for the last fiscal year and remains strong and focused. Our Coaches report great job satisfaction and value the support and tools they've been able to provide during an incredibly difficult time (and are busier than ever!).

2021-22 Referrals	
Referred Referrals	1205
Self Referrals	489
Total Referrals	1694

"I have been to numerous health/mental health programs. This is the most concise and done by one step at a time. I will keep these books for issues I still need to work on. As to the coaching, I haven't got the words to say how thankful I am. Their skills as a coach are beyond anything I've experienced".

-Vancouver Island Bounce Back Participant

"Without Bounce Back there is a huge gap for patients needing mental health help. Bounce Back meets a critical part of that gap"

-local referring physician

BounceBack® is funded by the Ministry of Health and Provincial Health Services Authority.

Coaching and workbooks are available in English, French, Mandarin, Cantonese and Punjabi.

Bounce Back® is available to individuals 15 years and older.

Submitted by Anne Marie Thornton, Manager

Goal: To foster community engagement and develop fundraising initiatives building trust and inspiring action in the area of mental health and addictions.

While COVID-19 continued to present additional challenges for fundraising and events, we were able to pivot, increase engagement and bring in funds for upgrades, projects and new and existing programming.



Key Activities of the 2021-22 fiscal year have included:

Fundraising & Events

A breakdown of fundraising activity results for the year, including donations from individuals and community groups is included below:

Funding Source	Project/Program	Net Amount
Blueberry Plant Sale	Warmland Garden	1,311
Virtual Silent Auction – Quilts	Rainbows	1,030
Virtual Silent Auction – Pre-Christmas	Youth Programs	6,500
Ken Thorne Calendar Fundraiser	All	6,012
Noodlebox	All	1,334
Mealshare	Youth	3,896
Shaw Text to Donate	Youth	3,638
United Way Reaching Home Grant	Warmland	28,500
Coldest Night of the Year 2022	Youth	72,522
Donations from individuals & groups	All	72,211
Total		\$168,455

Mental Health Week 2021

Each year at the beginning of May, mental health associations, community organizations and service providers celebrate Mental Health Week. The goals of Mental Health Week include:

- increase awareness around mental health
- highlight community programming
- reduce stigma and increase empathy

As a result of COVID-19 restrictions, our 2021 campaign was entirely digital with a “Meet Our Team” theme. Photos and stories about key staff were shared by email and through social networks.

Shaw Text to Donate

In partnership with BC Hockey League and the Cowichan Capitals, the CMHA Cowichan Valley Branch was invited to participate in the Shaw Brighter Communities campaign to raise funds for youth programs. \$10 donations were made by sending a text message to 41010 with the code CVKIDS. Shaw matched donations raising over \$3000. The campaign was 100% digital.

Blueberry Plant Sale

The garden at Warmland House grows food for the shelter. Volunteers and shelter residents manage the garden, which also serves as a quiet place for residents to sit, reflect and heal. In May, a blueberry plant sale was held to help the garden purchase much needed equipment. Plants were sold for \$11 each and over \$1300 was raised.

Champions for Mental Health: Monthly Donor Drive

We are slowly seeing more monthly donors giving to CMHA Cowichan Valley Branch. To increase the number of donors making a larger, longer-term commitment, we held a campaign utilizing the prizes as incentive to sign up as a monthly donor. Three donated prizes were used. The campaign was promoted through social media and email. We now have 19 monthly donors contributing over \$15k annually.

Virtual Silent Auctions – Quilts for Rainbows & Pre-Christmas

Our two virtual silent auctions were a great success. Over 100 donations were received from community groups and members. Photos of each item was posted online through 32Auctions and bidding was open for 3 weeks. Over \$7,500 was raised for child and youth programs.

Service Day in October

What began as a shoe collection morphed into a full-blown Service Day now planned for twice a year (Fall & Spring) at Warmland House Shelter. Donations of winters shoes and clothing organized by volunteers to be distributed to those in need. A group of stylists from Hair at 60 Queens volunteered to provide free haircuts and the Knights of Columbus volunteered to cook and serve hotdogs. The event was held on October 21st. Foot care was also made available and United Way Emergency Funds were used to purchase a supply of gloves, umbrellas and tarps for distribution.



Calendar Fundraiser

Cowichan Valley photographer Ken Thorne donated a dozen beautiful bird images to create a 2022 Calendar fundraiser. These made perfect Christmas gifts and were sold between October and December for \$25.00. They were sold online and in person at Gibby's at Berkey's in Duncan and Third Addition Gifts in Mill Bay.

Almost 300 copies were sold raising just over \$6,000.



Christmas Gift Drive (Shelter & Youth Services)

In November and December, donations of toiletries, scarfs, gloves, socks, snacks and small gifts were solicited from the community. Once again, we were overwhelmed by the outpouring of community support receiving enough donations to assemble and distribute well over 100 gift to our vulnerable community members.

Coldest Night of the Year, February 26, 2022

The Cowichan Valley's first Coldest Night of the Year (CNOY) was held on February 26th, 2022. Almost 500 people in Duncan joined thousands of others in 150+ cities across Canada for a family friendly, winter walk in support of youth experiencing hunger, hurt, and homelessness in the Cowichan Valley.

Three months of planning with a committed team of volunteers paid off. Our initial CNOY 2022 goal was to raise \$30,000 and we were **extremely pleased to raise over \$90,000**. Equally valuable was the energy of the event and witnessing the community come together to show at risk youth that they are not forgotten. It was incredibly heartwarming to see individuals, businesses and community groups come together in kindness to make a positive impact.



Social Media & Communications

The goal of our communications is to build trust with the community and inspire support action in the area of mental health and addictions. By highlighting the good work being done by the CMHA Cowichan Valley Branch, we can reduce stigma and increase understanding and compassion.

Our email distribution list has grown to 700+ subscribers. Communications include newsletters, media releases, event invitations, career opportunities, fundraising drives and more.

Increasing our followers on Facebook, Instagram and Twitter gives us an avenue to share important news, program updates, event information, fundraising campaigns, and notes of thanks to our supporters to inspire others to give.

The following table charts our engagement journey from March 2019 until March 2021:

Social Media	1-Mar-19	1-Mar-20	1-Mar-21	1-Mar-22
FB Followers	128	903	1397	1866
Twitter Followers	569	677	704	748
Instagram Followers	0	278	515	702
Newsletter Subscribers	0	290	438	710

To achieve these results, relevant content is posted an average of 3 times each day. Our average monthly reach is now between 10,000 to 15,000.

Community Donations & Support

Warmland House continues to be the recipient of various voluntary donations from the community. Through the generosity of people living in and around the Cowichan Valley, we regularly receive shoes and clothing of all kinds and sizes, toiletries, bedding, blankets, towels, and dishes for use in the transitional apartments, food, camping equipment, etc. Additionally, many of the schools in the valley

have put together donation drives over the past year providing us with items we need (toothbrushes, toothpaste, gloves, money, etc.) with the addition of kind and thoughtful notes or cards attached.



Students from Alex Aitken Elementary School present \$547.60 raised at their bottle drive.

COVID-19 limited our ability to provide tours and educational experiences, which we see as an opportunity to educate our community on the realities of homelessness, substance use and the services we provide to support our clients through this transitional time in their lives. It has been our experience that most of the people leave here with a deeper sense of compassion and empathy for both our clients and staff. To compensate, we used the communication tools and social media at our disposal to share information regularly with the community.

Operations

Submitted by Sean Redmond, Manager

Highlights

Laundry Upgrade at Warmland House Shelter

The highlight of the year was having the commercial grade laundry machines installed. These machines allow staff to larger loads of bedding, significantly reducing the time to complete laundry.

New Lockers & Computers

We also received grant money from the United Way and were able to use some of these funds to purchase and install 42 new lockers at the shelter for clients to store belongings and two new computers.



Pet Enclosure

Warmland House Shelter operates in accordance to BC Housing Standards. One of these standards speaks specifically to supporting individuals who have pets.

For those with pets, the lack of an appropriate pet enclosure is a barrier to staying at the shelter, leaving both them and their pets out in the cold. Providing a dry, secure, enclosure for pets allows individuals to receive shelter knowing their pets are safe and warm.

A fundraising campaign was initiated in December 2021 to construct a dry, safe pet enclosure at 2579 Lewis Street. Over \$11,000 was raised by March 2022 and the enclosure is scheduled to open in June 2022.

Sharps Collection Program

The Peer Clean-Up Crew started in 2017, with funding from Island Health, and operated by CMHA-CVB, in response to the heightened concern of residents and businesses to the increase in discarded sharps.

The Mobile Peer Clean-up Crew sharps collection program, which is administered by the Cowichan Valley Branch of the Canadian Mental Health Association, to provide seven-day-a-week coverage and increase service levels. The City of Duncan took the lead in applying for the funding with support from the Community Action Team, Island Health, Canadian Mental Health Association-CVB, and the House of Friendship. Thanks to this funding, the expanded program ran from October 26, 2020, to March 31, 2022. The City of Duncan and the Municipality of North Cowichan, along with Island Health, have recently decided to allocate funding to see the program continue into 2023.

Fiscal Year	Calls for pick up of Sharps	Total Sharps picked up	Garbage P/U with vehicle /kg's	Garbage P/U with vehicle /lb's
Total 2021/2022	179	72,612	22,656	49,956

Transitional Market Housing

Support Services are a part of Warmland's commitment to client transition and moving forward, several Cowichan Valley apartment units are sub-leased by the CMHA-CVB. Clients are placed in these units when they come available, usually after spending some time working towards success through their

individualized Moving Forward Plan. In many cases, men and women have moved from a shelter space, to the bunk-house, to an apartment and eventually to a market housing unit.

Listed below is a table of those market-housing units currently sub-leased to the CMHA-CVB. Many of these units are provided for families whose children are in the care of the Province as a result of inadequate housing. It is our hope that this new housing support will help them to re-establish their families.

Unit	Numbers of Units	Numbers of Residents
Dingwall Apartments	7	13
Villa Palm Dale	1	1
Total	8	14

Our 2021-22 Funders



Friends of CMHA Cowichan Valley Branch

The CMHA-CVB is grateful to the many individuals and organizations that have supported our work this year with donations of funds, goods and services.

2021/22

Plumbers & Pipefitters Local 324
Quamichan Middle School
The Family of Fran Shurie
The Kiwanis Club of Duncan
Galaxy Motors
Starbucks at Beverley Corners

Discovery Elementary School
Cowichan Secondary School
Dickson & Fraser
Ken Thorne
Coastal Community Credit Union
49th Parallel Grocery

Alex Aitken Elementary
Richard Fortier
Duncan Dodge
Duncan Iron Works
Caledonia Fire Protection Ltd.
Apple Press Printing

CVRD Recreation
Rosalie Sawrie
Kate Segall
The Old Firehouse Bar
The Blesky Family
Rhonda Rooke

The Cowichan Capitals
Michele Kennedy
Debra Bateman
Duncan Dairy Queen
Family of Cory Roningen
Mary Ann Deacon

Shaw Communications
SandiLea Gibson
Spencer Schmidt Law
Kroffat Brake and Wheel
Doug Thornton
Jeannine Carriere

Marjorie Bowlware
Robert Bowen
Fiona Dirom
Sharlene Lazin
Km McCullough
Michele Jedwab

Geoff Friderichs
Susan Lee
Delyth Morgan
Ken Wright
Polly Burk
Marion Priestley

Stephanie Bonnar
Joan Lantry
Gerry Newell
Rhonda Hinch
Elizabeth Brimacombe
Anne Perry Smith

Georgette Weeks Hyde
Lindi DeGroot
Jackie Brimacombe
Jonathon Lomas
Diane Mede
Daman Milsom

Pam Hicks
Judy Fraser
Moira McNairny
Sasha Dallaire
Lindsay Deeble
Michael Trickey

Jessie Ruttan
Lindsay Allman
Laura Banasch
Heather Lyon
Luc Beaudet Inc
Belinda Jickling

Lindsay Chetek
Al & Anne Brunet
Marcy Green
Sheila Elzinga
Pam Bonnell
Noel Roberts

Spencer Rooke
Catherine McGregor
Robert Mills
Debbie McKenzie
Sarah Durante
Dorothy Whittome

Wendy Robb
Deborah Wright
Bryson Hawkins
Dorothy Wunderlich
Sylvia Wilson
Gail Barry

Janette Morran
David Wardle
Jessical Hodgins
Deborah Smith
Avril Peter

Mary Hebden
Judith Hawkins
Deborah Williams
Allison Albrecht
Theresa Stevens

Jessica Hodgins
Karen Openshaw
Sybille Webb
Bob Kopp
Gillian Sears Smith

Roger Patterson	Roxanne Gale	Mariko Ishii
Susan Parker	Karen Peterson	James Nelson
Richard Stodeur	Richard Shaw	Neill Mitchell
Laura Faulkner	Ginny McLean	John Baty
Debra Irvine	Carolyn Pollock	Tom Workman
Maureen Corry	Lauren Schutte	Eileen Mais
Val Courfield	Valerie Lannon	Eden Haythornthwaite
Denise Korn	Danielle Fritz	Ellen Robson
Mervi Herrala	Josh Nelson	Margaret Calder
Wendy McPherson	Bryson Hawkins	Stephanie Human
Lori LeLonde	Roberta Coburn	Lindsay Kusche
Allan & Patricia Smith	Julia McDougall	Norah Nelles
Carmen Schmidbauer	Heather Mitchell	Elana Stocker
Sarah Nelles	Les Badham	Penelope Lehan
Lon Wood	Judith Lavoie	Allesandra Oliviera
Heather Ferris	Anne Stocker	Ciara Corbett
Langley Concrete Group	Starbucks Foundation	Scotia Wealth
Talk a Thon for Men's Mental Health	Brentwood College Youth	Cowichan Valley Quakers
Seventh Day Adventists	St Edwards Parish	New Life Church
Noodlebox Canada	Mealshare Canada	True Grain Bakery
Soap for Hope Canada	Duncan Christian School	Second Harvest Food Rescues

Thanks to all of those donors who requested to remain anonymous, including those who donated goods and services. As well, thanks to all our volunteers whose names are not listed here but whose time and energy is priceless.

Our Volunteer Team

Volunteering is empathy in action. Our organization is simply not the same without the support of our volunteers. Many have volunteered their skills, time and energy to contribute towards our mission in the last year. We extend sincere thanks to:

Bruce Farquahar	Vanessa Bramhill
Scott Hemenway	Melissa Bellamy
Laurie Harding	Renae Stevenson
Jeannine Carriere	Christine Pollard
Pat Crowther	Katherine Reid
Butch Maxwell	Krista Benedict
Stephanie Bonnar	Belinda Jickling
David Bellis	