



**Canadian Mental
Health Association**
Prince George
Mental health for all

Mentally Healthy People in a Healthy Society

Mission Statement

The Canadian Mental Health Association (CMHA) Prince George Branch exists to promote the mental health of individuals living within the Prince George and surrounding area, and support the resiliency and recovery of people experiencing mental illness.

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PRESIDENT'S REPORT

It has been my honor to be able to serve as president of the CMHA Board for the past year. This year has gone by quickly, with many major events, most of which had been looked after by Maureen and the CMHA staff and management.

The PG Board is currently in the process of evaluating our current strategic plan in order to develop a plan for the next five years. The strategic plan that is in place expires at the end of the year. As well, the Boards in the BC Division are working together to improve service and communications with the Division. We will continue to be a part of this. We are currently accredited which has been very helpful in making sure that as a society we are meeting expectations.

As a Board we have approved and accepted an On Boarding package developed by Simon to help new board members. Other changes we have seen are a 3rd party server for board members, making information instantly available as needed, and the use of square devices on cell phones for payments made at events.

"Ride Don't Hide" has improved each year. This year, we looked at goat yoga, but as wonderful as Mari Lynne's baby goats are, there were too many hurdles to proceed this time.

Thank you again for this opportunity and a big thank you to all the board members for their contributions to this year's activities.

Marian Muir
President
Canadian Mental Health Association
Prince George Branch

EXECUTIVE DIRECTOR'S REPORT

2017/18 saw the realization of some hard work paying off – for example the achievement of three years of funding for the Forensic Peer Support Program and the approval for funding with Community Living BC which assist us greatly in our goal of diversifying our funding base while expanding our services to another group of individuals and their families. It was also a year of disappointments as our funding applications for the essential expansion of our Clubhouse were all turned down, primarily because our ownership of the property remains in limbo.

However, the majority of our goals set for completion in 2019 have been reached as a direct result of a very dedicated staff and board – the heart of CMHA Prince George.

We continue to grow our partnerships and continue to represent mental illness and addictions on such committees as the HIP steering committee – Pathways to Care – LAT committee – Citizens Action Committee – CPAH committee – Harm Reduction committee and others. We continue to

focus on housing as a critical need and have formed a partnership with Active Support Against Poverty and Terra Housing Consultants with a proposed housing project.

Although we no longer have Shoppers Drug Mart as a sponsor for Ride Don't Hide provincially or nationally, we do have our local stores support and they have provided us with their Gala funds in order to provide support for women struggling with mental health issues. They also continue to provide a table at Ride Don't Hide and participate in the ride.

We are very proud of the partnership and work that resulted in Northern Balancing our Minds Conference that occurred May 24, 2017.

Please enjoy reading about our work – there is much to be proud of and much still to do.

Maureen Davis MEd
Executive Director

PROGRAM MANAGER'S REPORT

It's been another busy and successful year as the Program manager at CMHA PG branch. As I take time to reflect, several themes come to mind, including continued collaboration, strategic growth and client-centered care. Also, ensuring that we are meeting the needs and to support good mental health. Too reduce the occurrence, duration, impact and know associated risks. The goals are to broaden access to the labor market, find long-term housing and to reduce poverty. We continue to ensure that appropriate linkages are made with other parts of the broader mental health and social support system.

We are fortunate to have great dedicated staff that deliver first class service to improve the circumstances and quality of life. This year staff has completed all learning objectives of Motivational Interviewing, Cognitive Behavioral Therapy, Crisis work in Practice and Smart Recovery - all facilitated by Dr. Joanna Pierce, Associate Professor at UNBC and funded by Canada/BC Job Grants. Staff also participated in a 2-day training opportunity called Positive Behavior Support Capacity Training provided through CBI consultants.

We are also welcoming to CMHA this year, Chantel Darke, Kiran Bassi, Olivia O'Shea, Felix Okorafor, Pawan Sandhu, Nada Peters and Jessica Zaporozan.

Jacquie Sketchley
Program Manager

MANAGER OF PROJECTS AND PUBLIC EDUCATION

The requests for education continues to grow beyond expectations so we are having to say no to people who cannot book for later time periods.

Our work with children and youth is growing. We attended the Residence Assistant training at UNBC again this year, as well as spoke at Thrive Week as well as having an info table and guest spoke in several nursing and public health classes. We also spoke at Kelly Road Secondary School (KRSS), Westside Academy and Cedars Christian School. At KRSS the presentation was to all staff about mental health and youth. We attended Westside to speak to a Grade 12 class about community resources and mental health. Cedars Christian school welcomed us with open arms, we did presentations about mental health as well as Suicide TALK to all staff, and then we attended all classes from Grade 4 to Grade 12 to speak directly with students.

We continued our partnership with the PG Cougars through the *TALK Today* program with the WHL, through this agreement we provided Safe TALK training to the players and they hosted us for a CMHA night at a game. We were able to build in a fundraising component with a “Chuck a Puck” event. This program has received positive feedback and is expected to continue into the future.

We presented at several lunch and learn sessions at several agencies and businesses this year. We continue to have more and more invites to multiple health fairs throughout PG and even regional requests. We wish to extend a huge “Thank You” to our wonderful board members who attended many of these events.

I am happy to report my goal to become a master training by the fall of 2017 was achieved and now hope to become a consulting trainer within the next year. This will require more training but could benefit not only our branch but CMHA BC as a whole to have an in-house consulting trainer.

We also achieved a strategic goal of becoming a “go to” organization for media, we are pleased to report that we were requested for numerous interviews both for TV and radio around not only events but mental health and wellness topics.

We have decided to add a new section to this year’s AGM report called Travel, it is a joint report with the Public Education program and Bounce Back to show the amount of kilometers traveled and communities visited primarily through Northern BC.

Respectfully submitted
Mary Lu Spagrud, BRS

NOTICE OF SPECIAL RESOLUTION:

PROPOSED CHANGES BRANCH GEOGRAPHICAL TERRITORIES

Notice is hereby given to all CMHA Prince George members that there is intention to propose the following resolution to be passed as a special resolution during the CMHA Prince George Annual General Meeting on September 26, 2018.

WHEREAS the Board of Directors of CMHA Prince George recommends amendments to the Society's Bylaws 7.2 (a) Geographical Boundaries and Schedule 6 Branch Geographic Map and Description;

WHEREAS in February 2017, CMHA Prince George was granted temporary permission to provide services specific to Bounce Back, ASIST and public education services covering the full geographical area of Northern Health Region and

WHEREAS the need and delivery of such services continues to expand.

THEREFORE, BE IT RESOLVED that the Bylaws be amended as follows:

CMHA Prince George geographical boundaries are the Northern Health region which extends south to Quesnel, north to the Yukon and Territories, east to the Alberta border and west to Queen Charlotte Islands and all communities included within this area. Services provided will include Bounce Back (adult and youth); public education workshops and supports; and assisting communities in the Northern Health region in developing and meeting their mental health and addiction needs in their community.

This resolution will be decided by simple majority with the minimum voting of 10% of the society membership.

PROGRAMS

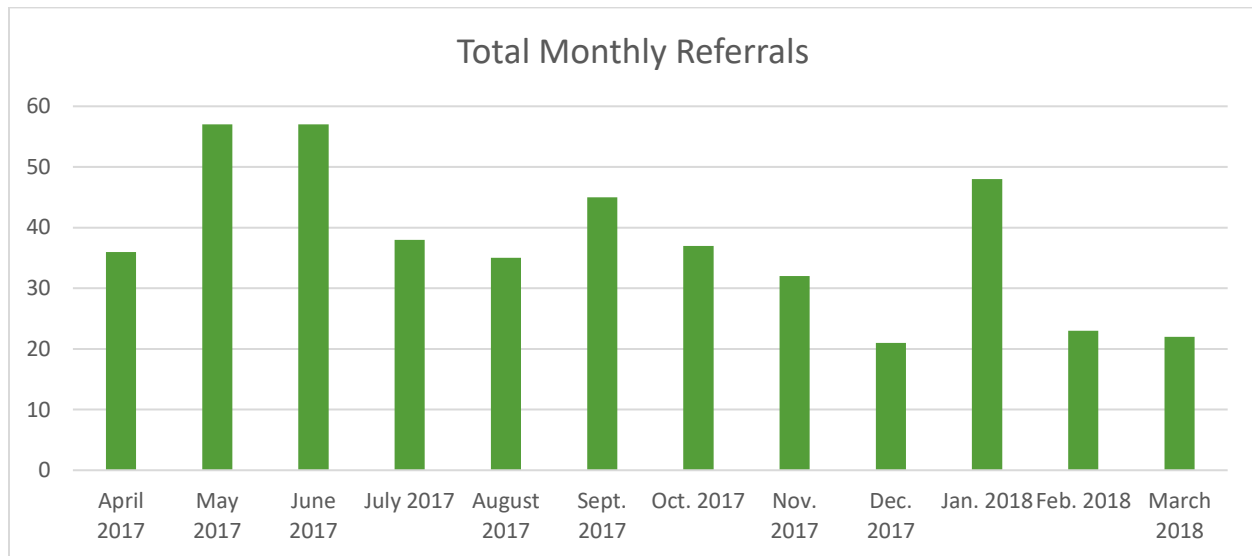


Bounce Back: Reclaim Your Health

Funded by Ministry of Health

Bounce Back is a valuable provincial CMHA program providing phone coaching services to individuals who are experiencing mild to moderate anxiety and depression. It is based on Cognitive Behavioral Therapy - the gold standard for treatment of anxiety and depression.

With increased activity in the Bounce Back program we brought two more people onto the team in the fall of 2017. Tyler Leary was brought on as a Bounce Back scheduler and Nicole Antonenko was brought on as another Bounce Back coach. This additional staffing is also helpful when doing different wellness days and health fairs within the community.



With the successful road trips we have increased referrals significantly. Travel was done north, east, south and west. Many places have been very excited that the youth program has been fully rolled out and is active. We have seen many youth accessing that portion of our program and look forward to more usage as school counsellors become more involved.

The impact of the Outreach trips is evident as you look at months following early May and road trips in August and September and the increase of referrals. Physicians move around in the North, so often when we visit a clinic either the doctors are new and never heard of the program and/or the front office staff has changed and they do not know about Bounce Back; in so many ways we are reintroducing the Bounce Back Program to areas over and over as a result of our doctor shortage and this is having a positive effect on available care.

	April 2017	May 2017	June 2017	July 2017	Aug 2017	Sept. 2017	Oct. 2017	Nov. 2017	Dec. 2017	Jan. 2018	Feb. 2018	Mar. 2018
Bella Coola Area	0	2	0	0	0	0	3	2	1	4	1	2
Dawson Creek	0	0	4	2	2	0	0	0	0	4	1	0
Fort St. John	3	2	3	1	3	0	0	2	1	1	1	0
Kamloo ps	0	0	0	0	1	0	0	0	0	0	0	0
Prince George	10	29	23	20	11	19	13	13	7	17	13	8
Prince Rupert	0	1	1	2	0	0	1	1	0	1	0	0
Quesnel	5	1	6	2	3	1	2	4	1	5	3	2
Terrace Area	10	5	11	2	6	9	2	2	6	4	0	4
Rural BC	8	17	9	9	9	16	16	8	5	12	4	6
Williams Lake	0	0	0	0	1	3	3	0	0	0	0	0
Total:	36	57	57	38	35	45	37	32	21	48	23	22

Our favorite part of the travel is being warmly greeted and the enthusiasm with which the new resources are received and stocking up on DVD's and brochures. For 2016/17 fiscal year we sent out 1508 DVDs and 530 link cards (which allow you to see the video online) and in the 2017/18 fiscal year we sent out 2235 DVDs and 2060 link cards. This data shows that we are reaching more and more people as we go out into the communities and show them what Bounce Back has to offer.

The areas that are served by the following postal codes (are very remote and encompass a very large part of the North). V0T, V0E, V0C, V0J are our **rural BC codes** and you will see in the last fiscal year we had 98 referrals from these areas. The year before the referrals were less than half and some of the areas were not represented at all.

There have been some communities that we have heard from sporadically and now receive referrals on a more consistent basis like Dease Lake, Haida Gwaii, and Bella Coola. To highlight this point; due to travelling to Smithers we were able to find out that there was misinformation about Bounce Back program and opened up communication with the physicians. This process has taken a few trips but the relationship is now on good terms and we are now a part of the mental health team in Smithers. Another benefit to the travelling is

to keep the physician's confidence in Bounce Back which the face to face connection builds. In many of the remote communities we have had the opportunity to speak directly to service providers to answer questions and provide an added resource to their practice.

Bounce Back has also had a change this year to their charting system. Coaches all over BC have changed from paper files and written notes, to a new system called Input Health. Even though it has taken some time to get used to, it is making it easier on coaches and admin staff to keep track and ease the work of taking notes and has taken some of the unneeded stress of coaches when working with files. Going very well so far!

In May 2017, Bounce Back was involved in a Doctors workshop series and the increase of referrals in Prince George area alone were significant; and we saw this impact our local referrals for months to come. The summer is usually a quiet time for Bounce Back; yet we see referrals take a much smaller dip than expected as well as the decrease of referrals leading up to the Christmas season was less than the previous Christmas season.

We also get to hear how much Bounce Back is helping and making a difference in people's lives.

We would like to share some of the comments from referrers:

"I didn't know that the tools would be so applicable and useful in my own life. Thank you"

"Always good to see the Bounce Back team coming out to remote communities; lets us know that we matter."

"I had not heard of the program before; this will be amazing."

"This is a great resource for the North."

Life Skills Outreach

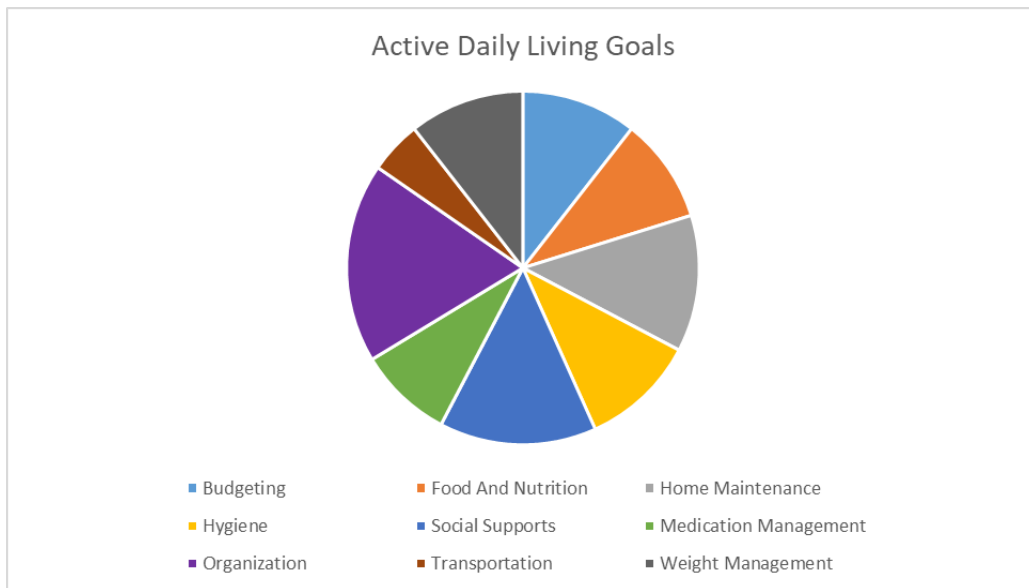
Funded by Northern Health

The Life Skills Program continues to be CMHA'S largest community service. Life Skills Outreach provides services to individuals living with mental illness and/or substance abuse issues. The service promotes and assists individuals to gain or regain skills to maintain their independence in the community. Over the past year, our team of four full time staff have provided direct service to 68 unique individuals. There were 27 new intakes and 16 discharges this year. Services occur 7 days a week 365 days of the year. At the end of March, this year we had two people referred who were waiting for services. The waitlist for the year has been minimal and the intake delays are often attributed to the referral needing to be stabilized and/or housed, prior to commencing services. We continue to work with Northern Health to review all clients and their current needs for life skills, establishing goals that are SMART (Suitable, Measurable, Attainable, Realistic and Timely) and no longer accept referrals for work requiring long-term supports that are primarily social in nature.

The services provided to our clients are as varied as the individuals are - daily life skills such as personal hygiene, laundry, home maintenance, grocery shopping, banking and budgeting; and building personal skills in areas such as accessing the community and learning to manage their anxiety. Staff also provide support with attending appointments, addressing medical needs and adhering to medication needs. Staff are also assisting clients with determining and overcoming the underlying issues, which may be causing them to need Life Skills for tasks like home maintenance or grocery shopping. These underlying issues may be things like social anxiety or depression as well as other fears they may be facing. We have focused more on the causing factors rather than the upfront issues clients have been referred for, and have seen a larger success by using these technique as the clients are learning how to overcome major barriers which are stopping them from being able to complete everyday tasks of society. Staff have spent many days in class learning different techniques in order to improve the services we deliver to our clients in order to see that better success rate. We are not only aiming to assist clients with the daily life skills they require but to assist clients in working on different strategies to cope with underlying barriers and different ways to cope, in which the client feels independent enough to live their life to the best they can.

Participation in case conferences with our clients is an important element of the overall case planning that takes place. With many changes in Northern Health's clinical team, the life skills staff have committed to regular and ongoing engagement with the clinicians to assist in supporting the overall wellbeing of the clients we serve without disruptions.

Life Skills has recently taken part in new training to improve their skills with clients. Training included Cognitive Behavior Therapy, Motivational Interviewing, crisis intervention, report writing, case management, case planning as well as continuing with Assist training (suicide intervention) and Mental health first aid.



This year individuals have achieved small obtainable goals within their larger goals. Such successes as, showering, and are now working on doing laundry and having clean clothes. We have had others be very successful and have achieved their larger goals. Such as, learning the bus system, and gaining independence with social supports out in the community. The individuals we work with have had setbacks and that it is normal to have, however, with support and motivation we have seen quicker recovery.



Forensics Life Skill Program

Funded by Forensic Services

The Forensics Life Skills Program works with a wide range of individuals who are referred by Forensic Psychiatric Services Commission (FPSC). This full-time position is giving individuals living with mental illness and/or addictions, who have been in conflict with the law, more support in maintaining stability and moving towards independent living. Similar to the Life Skills Program funded by Northern Health, the Forensics Life skills program provided training to 12 clients in the areas of budgeting, personal hygiene, grocery shopping, bill payments, medication pickup, medical appointments and ongoing support with securing housing.

One client has been living independently in his own apartment for the first time in his life for 6 months now. After having been in the forensic hospital for the last 4 years and now with supports he is managing everyday responsibilities. He has also found paid employment and looks forward to each day ahead. One client did breach his probation twice and as a result of his addiction to drugs he was sent back to the forensic hospital. Four client's received an absolute discharge from Forensic services and have been referred and are now supported by other Mental Health and Addictions services in our community.

Additionally, within the past year, the Forensic Life Skills Program has been providing vocational services and support for clients looking to gain the skills to develop employment readiness. This has been supporting clients to improve their success as they work toward finding paid employment, volunteer positions and/or educational opportunities in their area of interest. The Forensic Life Skills Program has moved forward in regard to providing opportunities to enhance social skills in the clients accessing services. With confirmation from the treatment team, clients would attend social outings such as, hiking trips, bowling, floor hockey and lunch with other members accessing services. Significantly important to the position is ensuring the staff member is aware of the client's criminal history, their triggers and signs of concerns that are identified and reported to the case manager to ensure individual, community and public safety.

As with all our programming, the forensic life skills client is also working towards the long term goal of reintegration into community with zero recidivism. Within that large goal are many smaller objectives that are celebrated upon achievement with the setting of new objectives once previous ones are successful.

Peer Support

Funded by Northern Health

The part time **Peer Support Program** (.6FTE) provides a variety of activities to help Mental Health consumers, both in office and outreach in the community. Our employee, Ed Lui, works diligently in assisting people with issues involving financial, legal, employment, mental and physical health, accompaniment, access to services, participating in community meetings, finding information and resources and keeping up to date on issues and information affecting the Mental Health Community.

The Peer Support Program is a member of the PG Mental Health Consumer Council which provides a mentorship role and networking with community partners.

This program also coordinates the **Positively Peer Program**, which provides support and community resources to patients on the psychiatric unit at the hospital. In the 2017/18 year the program has connected with over 700 individuals receiving services at our local hospital. A branch of this is the **Keeping in Touch program (KIT)** which provides phone support for individuals who have left an institutional setting and can benefit from a supportive weekly phone call to help with transition. This program helps clients to overcome any barriers they may have and helps to connect clients on a social level with the volunteer and other clients. This program serves 9-10 people a week and made 480 calls last year. As clients are supported within the Keeping in Touch phone program the next goal was to transition them to meet in the community. The purpose of this stage is for the development of relationships between the client and community partners and help each individual client be successful based on their own individual needs. This has been very successful over this past year as there were over 90 successful outings for men, women and youth ranging from 18-65 plus.

Overall the program has served more than 1945 individuals, either by phone or in person with a wide variety of needs. 134 were males between the ages of 18-29. The bulk of the clientele are between the ages of 30-64 with 939 males and 814 females. For those 65+ the bulk of the clientele is male at 360 clients compared to 122 females. The goal is to continue to adapt new internal programs for individuals' needs as they arise. It is very inspiring to hear people achieving the goals they set out to do. Goals that were met by clients this year ranged from having a successful disability application approved; to getting to that stage of recovery where one can volunteer and maintain the mental health balance; to even getting to a point of knowing and accepting that there are others that have similar experiences.

The growing numbers of people searching for supports have increased substantially over the year. We have had to add clients to waitlists and/or refer them to other community resources. Due to this reality, people are falling through the cracks in the system. The volunteers who help run the programs are an essential key to the continued growth and changes needed in the community.

The newest program this past year is the **Peers Prospective Newsletter**. This newsletter is geared towards businesses to bring awareness for the employers and clients that walk through their doors. The hope for this Newsletter is that people feel connected with the individuals behind the stories and may even feel a sense of familiarity within their own story. This may give someone a sense of hope and possibly open the door to allow themselves to reach out for support and not feel alone. The newsletter is a printed quarterly and as of October it will be our forth volume. We have the newsletter in 15 businesses in Prince George. We have distributed over 550 newsletters since January of 2018. We have received over 15 stories so far and have been continuing to reach out to the community for more stories. The newsletter team consists of 5 peer volunteers that run the program. To date we have had \$950.00 donated from businesses and individuals to help with the cost of printing and delivering the newsletters.

Forensic Peer Support

Funded by Civil Forfeitures of BC

Peer Support is a well-researched model of service delivery where a peer with lived experience of the mental illness/addictions and recovery process provides mentorship and support to another individual faced with a similar path of recovery. Peer Support has a Person Centered Perspective which allows each person to be in control of their own steps to recovery. It promotes growth, personal responsibility and a higher awareness of one's self.

We have extended this level of intervention and support to the forensic population group, in particular to individuals who are newly released from the correctional system. These individuals often lack the supports necessary to implement the healthy steps required to achieve their best level of functioning and avoid reattachment to the correctional system.

The peers involved in our program have had shared lived experiences with incarceration, mental health issues, addiction and have a passion for helping others.

Many individuals struggle with finding an alternate supportive environment to assist them in maintaining plans for improving mental and physical health. Peer support services can help provide an alternative contact group. This availability of individuals can provide support through what can be a very difficult transition from the highly structured environment of correctional system back into the community setting while also struggling with the impacts of mental illness and addictions.

Services offered:

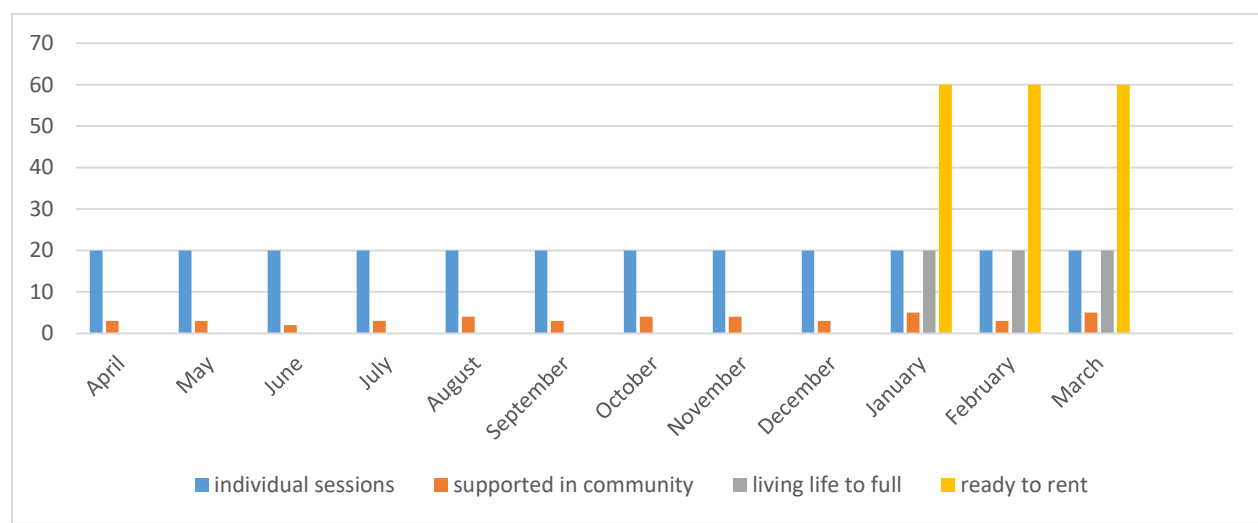
- Training in life skills through the Living Life to the Full program - group work
- Individual peer supports to each individual
- Group peer support to individuals comfortable with group settings

- Access to information and referrals based on individual need
- Providing vocational services when ready
- Housing supports as needed
- Training in the Ready to Rent housing education program
- Assistance with collaboration and case management services with adjunct community agencies

At the Prince George Regional Correctional Center Individual sessions, we met with 192 men and 48 women. Between April 2017 to March 2018, 33 men and 9 women were released from custody into their communities. Through community support all 42 inmates met their goals when we take into consideration each individual goal is unique based on their past record. The feedback from the clients include success with finding housing, financial support, legal support, reaching out to family, getting around themselves in a new community, and more.

We had offered Ready to Rent and Living Life to the Full in the communities for the people that were released from PGRCC and unfortunately had minimal response. In January we implemented both courses within PGRCC, and had high participation rate. We had offered 6 sessions of Ready to Rent over a 3-month period. 5 sessions to the men and 1 to the women with 10 participants per session breaking down to 50 men and 10 women. Following the layout of Ready to Rent we offered Living Life to the Full over a three-month term. There were 2 sessions breaking down to 10 men and 10 women.

As parolees acclimatize back to the community we offer a forensic peer support group. To meet others and hear their challenges and successes in staying out of the judicial system. We understand the challenges and fears that revolve around being open in groups to others with similar backgrounds so a group is not always suitable but is a helpful adjunct to the individual supports.



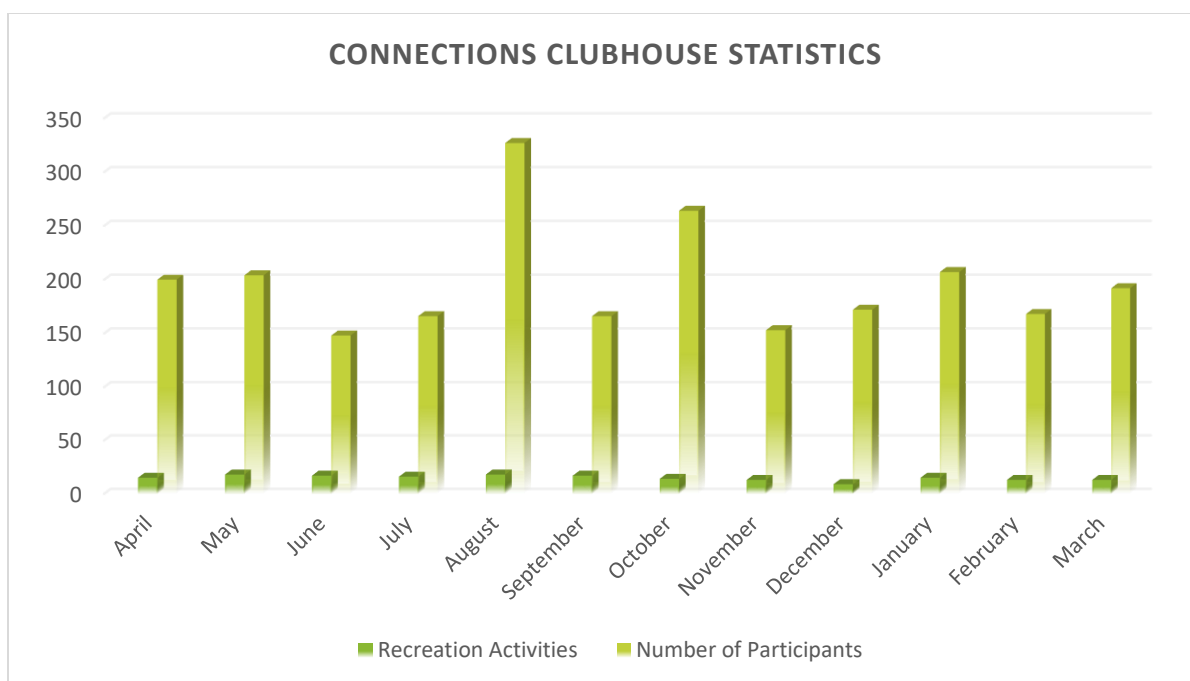
Connections Clubhouse

Funded by CFIF and Sales
Supported by Northern Health

Connections Clubhouse is a social / recreational program of CMHA. Membership is open to anyone having lived experience with mental health & addiction issues. From Monday to Friday Connections provides recreational activities and social opportunities to its members such as arts & crafts, floor hockey, bowling, walking group and summer outings. In addition to the recreational activities Connections Clubhouse also provides affordable lunches during the week prepared by Two Rivers Catering.

Connections Clubhouse in partnership with ACE, Northern Health and Rehab services have provided a variety of events and outings throughout the year. Members attended hockey games, trip to Barkerville and outings to various parks and recreation sites. We also held our annual Hallowe'en and spring dances. Connections Clubhouse held many in-house events over the past year including dinners at Easter, Thanksgiving & Christmas and monthly birthday celebrations. All of these events were well attended by Clubhouse members.

Some of the challenges we face is not having a designated staff to organize and implement the variety of activities facilitated at the Clubhouse. Funding is also a challenge as the funding CMHA applies for through the CFIF continued to decrease this past year. These funds are used to offset the costs of the activities and programs provided at Connections Clubhouse for the members. The last challenge we deal with is keeping the aging 2003 Ford 15 passenger van road worthy as the primary group transportation mode.



Vocational Support and Mosaic Employment Services

Funded by Northern Health

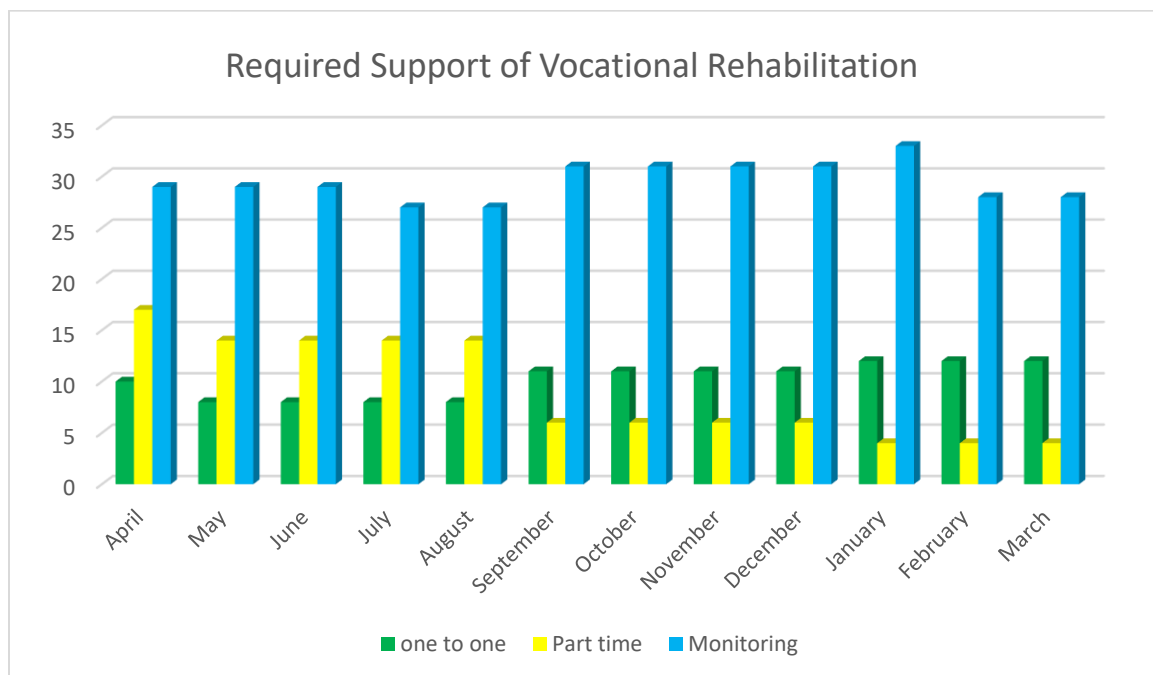
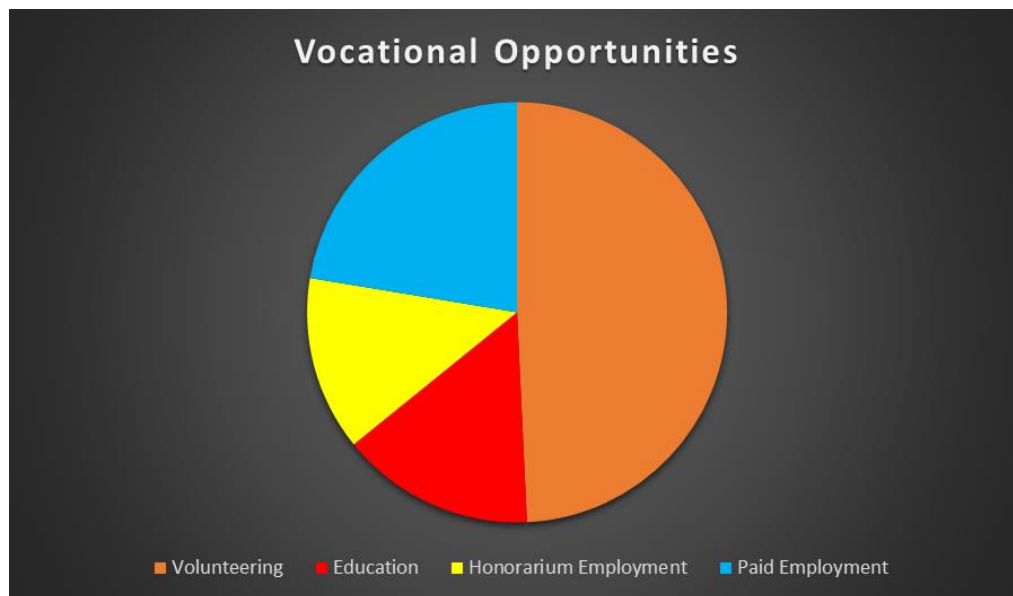
The Vocational Support Program works in collaboration with Rehab Services of Mental Health and Addictions, Northern Health. The Vocational Support Programs goal is to assist clients that live with mental illness and / or addiction issues in developing vocational skills. By developing employment readiness skills individuals can improve their chances of success as they work toward finding paid employment, volunteer positions or educational opportunities in their area of interest. Mosaic Employment is the portion of the work that assists clients in finding employment in the general community.

Some of the challenges for the Vocational Program are:

- Employer stigma: not having the time to educate potential employers on mental health and addiction issues.
- Finding flexible employment that meets individual needs such as customized shifts & varied hours.
- Accessibility i.e.: relying on public transit to get to work.
- 1-1 support: finding it hard to meet the demand for 1-1 support needed to assist clients in developing successful placements.

The Vocational program has seen much success over the past year despite these challenges. First and foremost, this includes many people who have found purposeful volunteer work which enriches their lives, furthermore these include an individual enrolled in University, 2 individuals working full time at local businesses and several placements in our social enterprises and Connections Clubhouse. The vocational program was also able to select 10 capable clients for the Moving Forward program, which is dedicated to finding sustainable employment in the community. We would like to extend our thanks to Work BC / KOPAR, Service Canada and the Centre for Learning Alternatives for their continued support

CMHA Prince George this year shows levels of vocational opportunities for individuals with mental health and addition concerns who are interested in making their way back into community connections such as: Volunteering, Education, Honorarium employment and Paid employment.



Housing Outreach

Funded by City of Prince George and the United Way

Resource Housing Outreach is 13 hours per week, a part time position designed to assist people who are experiencing mental health concerns to access affordable and safe housing in the community.

In 2017-2018 an average of 13-15 people dropped in for services information and/or assistance per month. Many of the clients were referred to the CMHA Resource Housing Outreach by Northern Health, HIP (Homeless Intervention Program), other agencies, and internally from other CMHA programs. Not all intakes required housing; some were requesting assistance with applications to BC Housing, SAFER (Shelter Aid for Elderly Renters) programs, housing lists, and apartment manager contact information.

The Housing Outreach Employee also sits on the Homeless Intervention Project (**HIP**), HIP assists people who have been homeless at least a year and have mental health or addiction problems to find proper housing and support services. This committee meets weekly and networks with other community agencies.

Outreach provided twelve Rent Smart basic courses to individuals in the community, John Howard Society, PG Corrections Facility, and YAP - Foundry.

The Rent Smart Course is a 3-hour course that covers the following:

- Tenant rights and responsibilities
- Landlord responsibilities and expectations
- Living with roommates, housemates and neighbors
- Effective communication skills
- Budgeting and planning for housing affordability and stability
- Maintenance do's and don'ts
- Crisis management, safety and pests

Upon completion of the Rent Smart course, participants earn the Rent Smart acknowledgement of Completion. This letter can act as a reference and lets landlords know that graduates have learned how to be a good tenant.

MOVING FORWARD – OPPORTUNITY FUND

Funded by ESDC

The Moving Forward program was a 38-week employment intervention for individuals living with mental health and addiction issues. Ten participants were selected through an interview process. One of the participants withdrew in November so we replaced that person

with another qualified participant. The program provided employment education, such as; Living Life to the Full, employment readiness workshops, Respect in the Workplace, Occupational First Aid, Food safe and WHMIS. We strived to have individuals work within their abilities, and worked on growing and developing their individual skills appropriate to their needs, desires and abilities. During the last 12 weeks of the program we were able to bring in clinical support for the participants who were interested in it. The participants were placed in subsidized work placements for 21 weeks. This project is crossing fiscal periods so is due to be completed by June 2018.

The benefits of this program for employers was having an Employment Support Worker attend the work site with the person, for orientation and training until they were able to manage on their own and then the Employment Support Worker was available to the employer and the individual for support to both for the duration of the program.

Testimonial from Moving Forward Participant;

Before I was actively involved with the Canadian Mental Health Association, I was just coming out of a 2-year long battle with utterly debilitating major depression, and generalized anxiety disorder. Although the depression had mostly lifted, and I could once again feel like an active participant in my life, there were still some major anxieties that were holding me back.

I had been doing some general volunteer work with CMHA when I was presented with the opportunity to be interviewed for the Moving Forward program. I was given a breakdown of what the program consisted of, and I knew it was exactly what I needed. I had been supplementing my disability through babysitting for a friend, but I knew on most levels I could do way more. That being said I was literally paralyzed by fear.

Once the program started, I got in a groove and was slowly building up my confidence, although I was still telling myself there is no way I could even work full time - I just can't handle it. As the time grew closer to starting the application process for work outside of CMHA, I was gently pushed, nudged, and celebrated for every milestone I reached! It was the perfect balance of support, empathy, understanding, and as I said gently pushing my comfort zone, that made me successful!

I started working part time the beginning of March, at Remax, doing exactly what I love to do - admin work, and although I was only guaranteed for 1 day a week, I found I was getting plenty of hours. There were several weeks throughout the summer where I was working full time as I covered holidays, and I thought to myself, I can do this!

This quote keeps playing over and over in my head, and I believe it now with all my heart - whether you believe you can, or you believe you can't - you're right!

Thank you for this literally life changing opportunity!!!!

KD

NEW DIRECTIONS HOUSING

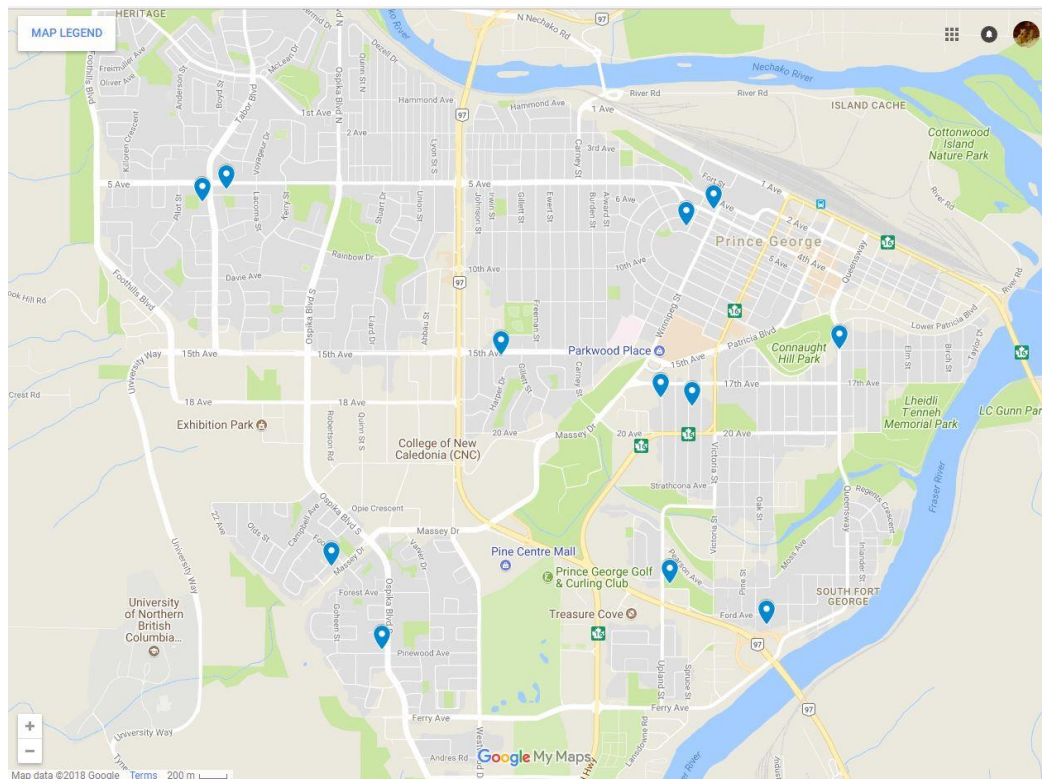
Funded by BC Housing and Residents

CMHA operates 19 BC Housing subsidized housing units for persons with severe & persistent mental illness. Subsidized units are located throughout Prince George (see map below) in various apartment buildings, and provides individuals with safe and affordable housing. This position is 5 hours per week.

The New Directions role is to:

1. Intake for applicants, find housing to meet client's needs.
2. Develop and maintain connections with landlords and tenants.
3. Resolve housing issues such as repair and maintenance concerns to landlords.
4. Submit all yearly evaluations/rental increases and to BC Housing.

The Housing Administrator also sits on the Community Mental Health Housing Committee which meets monthly to determine the best placements for individuals who apply for supported housing. Any openings in our apartments are filled with suitable applicants from the waiting list established within this committee. This year, New Directions had a turnover in three subsidized units.



CMHA Housing

MOSS HOUSE- Funded by Northern Health and Residents

CMHA Prince George continues to operate a subsidized housing program for individuals with severe and persistent mental illness. Moss House is a 5-bedroom home that is occupied by 5 gentlemen throughout the year. It is a residential setting for those individuals to live in a safe neighborhood and have great interactions with neighbors. Also having a family like environment has provided opportunities for social and group interactions.

The individuals pay a base rental amount and contribute a weekly shared grocery cost that ensures all their food, utilities and housing costs are looked after and any stress is reduced and eliminated so they may focus on their individual wellness. All of the residents are supported twice daily to prompt daily chores, self-care and routine that promotes wellness.

The residents are supported with one-on-one weekly life skills appointment that assists in the development of skills and obtaining the resources/supports that they want and need in their living situation. The past year has been one of transition for Moss. With great sadness Moss lost a long term resident to his battle with Cancer. The loss of this resident has left a profound impact on the other residents, as they were a close knit family who shared a lot of social activities together. Currently Moss House has members that are looking towards the challenges of independent living and will be transitioning out of the home in the near future.

Moss House has been going through many needed upgrades. CMHA was able to improve the front entrance at the home. A new front door overhang was added to ensure safety and reduced the amount of falling/slipping hazards. CMHA was also able to secure funding to replace flooring in bedrooms and the living room area.

Moss House is an ongoing, well established placement and continues to play a huge role in working with individuals with persistent mental illness. Despite the diverse backgrounds within the household, there is much harmony and respect between the residents.

Mental Health and Policing Project

Participant Time Donation Only

This project is facilitated by Mary Lu Spagrud and is designed to improve responses by police officers and other first responders to people with mental illness in crisis. Through the involvement of RCMP, people with mental illness, their family members and crisis services such as the BC Ambulance Service and related mental health services including NHA, and community agencies, work is occurring to identify strengths and areas for improvement in our interactions with people experiencing a mental health crisis. This is the 11th year of operation of this committee and we continue to be the only one committee active in the

province. We continue to work closely with Kitimat to try to organize a committee that is still evolving. One of the most meaningful outcomes of this project are the stories we hear of police involvement which are primarily positive in nature. We completed 3 one-day training opportunities this year but were unable to offer the usual 1-week training event. An attempted strategic planning event is in planning and will hopefully occur next year. We have reduced meetings to twice a year primarily focused on continuing the education and training.

Quotes:

"I wish everyone I worked with took this training"

"I liked the piece about mental health, I learned a lot, thanks!"

"This kind of training should be mandatory for everyone"

Public Education

Funded by Sales and Gaming Funds

We provided a variety of free education sessions due to the generosity of BC Gaming - these included visiting all grades from 4-12 at Cedars Christian School, Psychology class at Kelly Road School, guest speaker for UNBC both in class and at their wellness day. We also visited John McInnis School and Westside Academy speaking to students about mental health and wellness. In total we spoke to just over 500 students and the teachers in attendance.

Mental Health First Aid Basic, Mental Health First Aid for Adults who interact with Youth, teaches participants how to help someone with a mental health problem or experiencing a mental health crisis by identifying danger signs and learning to take steps to preserve life. It teaches how to recognize early warning signs of mental illness and how to intervene to support in the recovery. We presented the basic course five times this year and the youth course on three occasions. Communities included Kitimat, Vanderhoof and Prince George and 128 participants are now capable of providing first aid in a mental health crisis.

We presented a version of Safe and Sound Training adapted for the Health Sciences Association staff group of 16 individuals. We presented our sixth yearly joint training with the Ministry of Social Development and trained 36 employees.

Living Life to the Full is 12 hours that can change your life. It introduces the principles of Five Areas of **CBT (Cognitive Behavior Therapy)** and will help a person to understand their feelings and what to do about them through worksheets, moderated discussions and booklets for reading and support between sessions. We presented this course four times this year with two sessions to the Prince George Regional Correction Centre, and in house

training with the Social Opportunities Clients and clients within the Employment Support Program for a total of 45 persons trained.

Duct Tape Isn't Enough, continues to grow. This resiliency workshop teaches participants to manage adversity and bounce back quicker. Benefits include improved morale, decreased medical and mental health problems, increased team spirit and cooperation, and better relationships among co-workers and community members. We presented this program to 76 employees of both the Ministry of Forests in Kamloops and at the Emergency Preparedness Workshop at the Prince George Regional District.

We are experiencing an increase request for lunch and learn sessions and presented three this year, two around Work/Life Balance and one on Understanding Mental Health.

Heartbeat

Volunteer based Supports

Heartbeat continues to provide valuable peer based support to individuals and families who have lost a loved one to suicide. They meet on the third Monday of each month at 6:30pm at CMHA office and provide support one on one as required. Sandi Galletti continues to be a foundation of this important support service. This program is affiliated with the American Association of Suicidology. As they note – death by suicide is a unique grieving process as “the survivor must grieve not only the loss, but also the choice that caused the loss.” Attached to this process is also the internal and external stigmas that can invite others to seek someone or something to blame for that individual's choice. This group ensures that the survivors find a way back to a life that understands the choices made and honors the life lived and the lives that continue to be lived.

Two Rivers Catering

Funded by:

Sales from Catering and Lunch Program With Gaming Support for Skills Development

Two Rivers Catering had a very successful and challenging year. We lost our chef Allen Zgaga for a period of time following an injury and were super happy to welcome him back. This resulted in a financial loss for the year but small at \$3,580. We are confident that the upcoming year will see our first break even. We had \$108,723 in sales from the following:

- \$50,500 from Active Support Against Poverty meal program
- 7,900 from BC Cancer Agency lunch program
- 6,200 from 3 weddings
- 6,090 from Northern Health

- 3,200 from YMCA
- 1,700 from the Canoe Club annual race
- 1,600 from Special Olympics event
- 1,300 from BC Housing
- 1,300 from Kidz Artz Dayz
- 1,100 from Heat Wave
- Remainder in miscellaneous plus Connection Clubhouse lunch program

We are now moving into year 8 and the moments of most pride come from looking at our employees with Two Rivers. One individual's skills have now grown to a place where they are permanent part time with Two Rivers and have developed the competency and competence to commence the process of moving out of their group home setting into independent living. Two individuals have now reached a level of competency that they manage the weekend set up and deliveries to Active Support Against Poverty on their own – Allen gets weekends off! The majority of Two Rivers staff have now been working for 5 years in the program with increasing levels of competency and independence. This is the true success of the program. We continue to have intake of new individuals who enter to gain skills and may stay or may move off into other vocational programming and supports. Thank you for your continued support of the TRC Program.

Little of This N' Little of That

'Little of This N' Little of That' is a low-cost canteen-style store operating out of Connections Clubhouse from 9am -1pm Monday to Friday. This store provides affordable, individually packaged, single served goods for people in the community who live on a fixed budget and who can't always afford to buy groceries in bulk. Groceries are purchased at low cost and in bulk then divided and individually packaged.

The store serves as a training site in the Vocational Program for individuals living with mental health and addiction issues where they can volunteer and develop new job skills. There are 2 volunteers and our current Store Manager, Donna B. The Store Manager takes care of pricing each item, buying the groceries, and completing the monthly inventory.

- Store hours per week – 5 days, 9am – 1pm = 20 hours' volunteer time per week
- **Total volunteer hours per month – 90 hours**

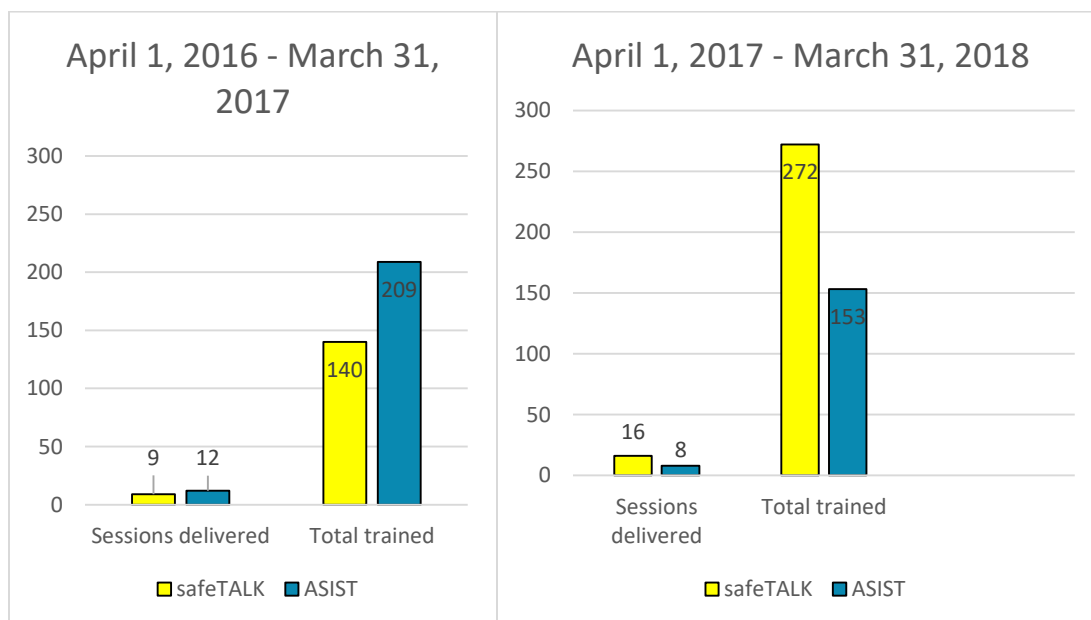
Monthly Sales

April 2017 – December 2017	Approx. \$20 per month
January 2018	\$50.00
February 2018	\$ 67.90
March 2018	\$ 129.54

Regional Coordinator
Funded by Ministry of Health
April 1, 2017 – March 31, 2018

The Regional Coordinator (RC) Devon Flynn for the Gatekeeper Program is responsible for coordinating and promoting suicide prevention training consists of the safe TALK and ASIST workshops. Between April 1, 2017 and March 31, 2018, there have been the following milestones:

- 425 individuals trained (272 in safe TALK, 153 in ASIST)
- 16 safe TALK sessions delivered, 8 ASIST sessions delivered
- 8 Communities outside of Prince George (Tachie Village, Valemount; Quesnel; Prince Rupert; Burns Lake; Kitimat; Vanderhoof; Dease Lake)
- 6 communities' groups within Prince George (Fort George Baptist Church; PG Cougars; MOMS, Vanderhoof CNC; UNBC Northern Medical Program; Health Sciences Association)
- Multiple public events attended (Northern Balancing Our Mind; Fort St. James All Nations Gathering; Native Friendship Center Connect Day and Health and Wellness Fair; Prince George Cougar Chuck a Puck hockey games; UNBC and CNC Health Fairs; UNBC Beyond the Blues; UNBC Rural Development Strategy meeting)



In January 2018, Devon trained to become a facilitator of safe TALK workshops. He has since facilitated one open session at CMHAPG and another for McLeod Lake, and with several more planned later in the year. At this time, his training in safe TALK allows him to fill a void in the north as there are more trainers trained in ASIST than there are safe TALK.

With more people every month being trained in safe TALK and ASIST, the conversation around suicide and mental health continues and expands, which has led to stronger networks and support systems. Attending community events outside of the office has not only helped promote Gatekeeper, but other educational opportunities that CMHAPG offers, as such, an active role and presence in the community and those outside of Prince George has been integral to the success of Gatekeeper. The Gatekeeper program comes to an end December 31, 2018.

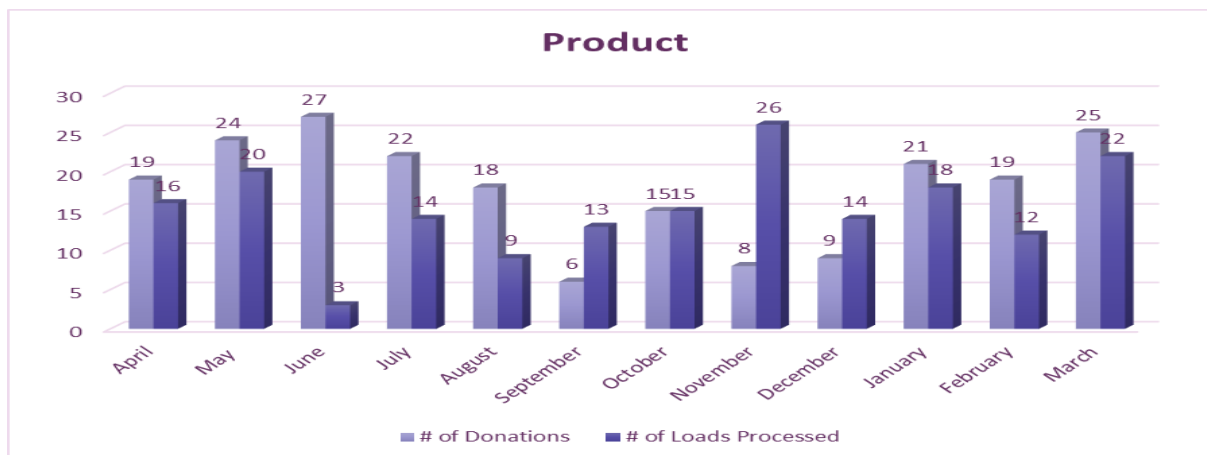
Second Chance Thrift Store **Funded by Gaming for Skills Development and Sales**

Second Chance is a social enterprise thrift store which is open Monday- Friday 10:00 am – 4:00 pm. It provides good quality, clean items and clothes to the community at a low cost. The store relies on donations from our community to keep it stocked. Store purpose is to provide vocational training sites for individuals recovering from mental illness and/or addictions.

The Second Chance Thrift Store Facebook page is doing quite well. Responses to sales and donation requests are answered with one week's time. We are liked and connected with other community organizations which work with low income families and provide services in the community.

We currently have eleven vocational or volunteer staff working in the store. There have been a lot of staff changes in the past year, due to the Moving Forward Opportunities Program. Seven new staff have started working in the store, two staff have obtained volunteer work elsewhere, and one moved over to Connections Clubhouse for more one to one support.

The staff of the Store continue to work hard by sorting, organizing, cleaning all donations and keeping the store neat, tidy and well stocked. The majority of the current staff are in the orientating and learning phase. Each year we are close to or breaking even financially.



A few Quotes from staff:

"I like being able to come to work and get out of the house, it gives me a purpose." –TB-

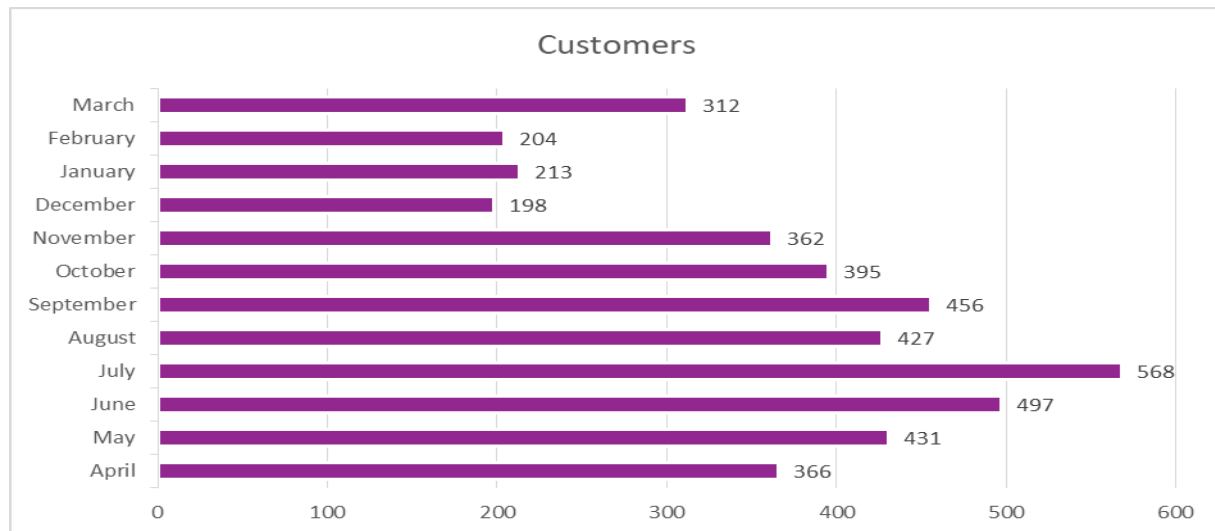
"Working at the Second Chance Thrift Store gets me out one day a week and it is pleasant to converse with store staff." –DB-

"I love working in the thrift store because of the many things that need to be done and it also has the conversation and interaction with the public and the other staff members." –KO-

"Everyone is patient and understanding and lets me move at my own pace." –CA-

"I am learning so much and working to moving back out to community for part time work." – JD

"I now am confident enough to get back and forth to work on my own using the bus." –CS-



A few Quotes from customers:

"Everyone is always so welcoming and helpful." "The prices are very affordable."

"It is so nice and clean in here and there isn't a musty or old clothing smell."

"I like the selection there is so much to choose from and it is always different stock."

"The staff here are friendly and the store looks nice and tidy."



Employment Supports and Mosaic Employment Services

Funded by CLBC

We are an employment support program that provides life skills and employment support for CLBC referred clients who are also impacted by mental illness and or addictions. Our goal is to assist clients with neurological, developmental and/or physical disabilities who are also impacted by mental illness, to live and work successfully in the community by determining appropriate care and interventions to meet individual needs and situational requirements.

We provide a variety of day to day individual supports such as: physical, emotional and social supports, advocacy, life skills assistance, employment support, information, resources and demonstration.

We provide classes on such subjects as personal hygiene, boundaries, conflict in the work place, dress for success, budgeting, resume building, self-care, and more. We have also brought in guest speakers such as a police officer who focused on self defense as well as individual responsibility. We have brought in community speakers on topics of interest to the group such as boundaries and sexuality etc.

We offer Living Life to The Full, Food Safe, Survival First Aid, (the very first class, we had 100% pass rate) fork lift training and more.

As an Employment Support Worker we promote inclusion, compassion and a safe and nurturing work environment where our client's abilities can shine. We want our clients to have self-confidence and to know they have choices just like everyone else.

People with disabilities are reliable, productive and good for business. Hiring people with disabilities adds to an organizations overall diversity. It builds the company's image among staff, community, and customers.

We have seen various changes such as, some of our clients are working, some volunteering and most managing their anxiety in better ways. We have one client that couldn't leave her bedroom that is now, one year later living on her own with supports.

Out of 16 clients, we have 5 that are working or volunteering. Our ultimate goal is to have all clients employed, either part time or full time and earning at least minimum wage in their work.

EVENTS



Mental Health Week

May 7-13, 2017

To celebrate and honor the 100th year anniversary of CMHA national, we held an art competition. Zoe Derksen was the chosen winner with her art work celebrating both the pain, recovery and beauty of people living with mental illness. Please take the time to check out her art work downstairs by reception.

As well we continue our work with “Get Loud” for mental health by encouraging people to go on line and sign the manifesto – by sending out mental health information and by seeking more photos of people willing to GET LOUD.

This important work must and will continue!

Depression Screening/ Beyond the Blues

October 12, 2017

This was another exciting and fulfilling day with our partnership with University of Northern British Columbia – Margaret Fuller with the First Nations Centre and the School of Social Work. We provided wellness screenings for over 50 participants as well as information and services for well over 100 people who just dropped by! We had a table of information and services related to CMHA – First Nations and University and also had Intersect Youth and Family Services join us for the first time. We had activities such as Mental Health Jeopardy – build your own stress ball – mental health coloring – build your own glitter jar etc. Many thanks to all the volunteers as this is a solidly volunteer based day with representatives from 3rd year students in social work and counselling who greatly appreciate the experience and support. CMHA staff also attended and supported this project and were a tremendous asset! Out of the screens done we were able to identify 4 individuals at very high risk and have them connected to supports.

Ride Don't Hide

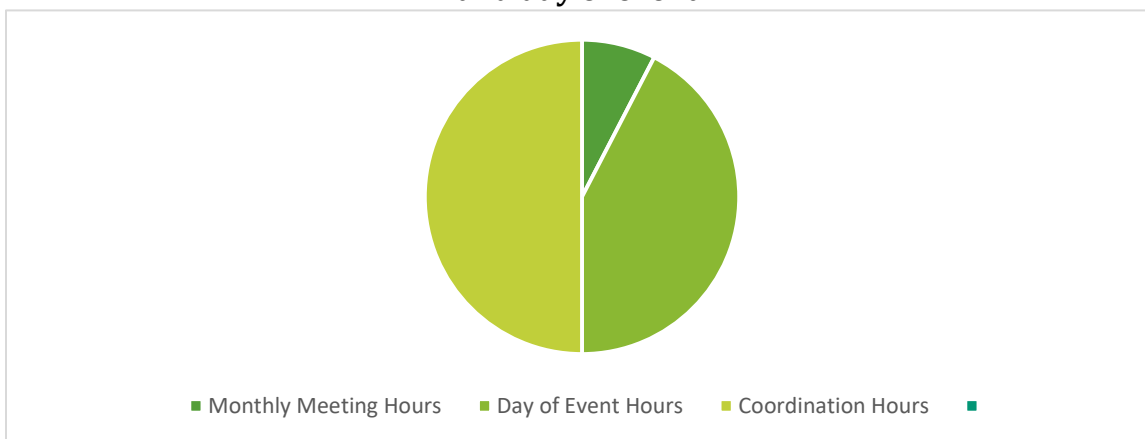
June 25th 2017

This fund raising and promotional event finished with a total of \$17,240.00 in registrations and donations with a growth in attendance to 140 Riders. We have secured support again from MP Todd Doherty for next year. Due to demand we included a 50 kilometer ride this year which was very well received. We offered a 6 km, 20 km, 30 km and the 50 km. We had a new coordinator this year who is an Early Childhood Educator and she was able to grow the kids' zone this year to include a gear table and larger obstacle course. We also had the RCMP attend with their bike registration program as part of the health fair which continues to grow.

Our partnership with CKPG allowed us a larger community profile with TV ads and radio interviews as well as attendance by the fun- chaser on the day of the event. We also used Save the Date postcards throughout the year at various events as a means of keeping the event on everyone's minds but we still find PG is a last minute town. As a means of trying to secure more advance registration we changed the prizes, rather than based on the top three fundraisers, we divided fundraising into categories and all persons in that category would be eligible for the prize. We received positive feedback from riders on this.

We have been informed that RDH is being moved from BC Division to National and organization will be done by a promotion company that has a history with ALS walk and the Cancer relay. We have no further information at this time how this will look or what it will entail.

Ride Don't Hide hours to Organize, Fundraise, Coordinate, Set up and Take down, and day of event:



CHUCK A PUCK

March 27, 2018



Chuck a Puck is a hugely fun event that we do in conjunction with the Prince George Cougars. One of our initiatives that is BC Wide is to provide mental health training to all members of the junior hockey league. We also provide the same supports for the Cougars. In payment for these services we are able to partake in a chuck a puck event and gain the proceeds. Again a volunteer based event with volunteers, board members and staff partaking and typically coming away with some good stories! Mental health discussions can be fun too!

Northern Balancing our Minds

May 24, 2017

- We did report on this at our last AGM although it did not occur until after – so you get to hear about this amazing event twice! Northern Balancing Our Minds was hosted on Wednesday, May 24th, 2017 from 9am-3pm at the Prince George Civic Centre. The photo shows some of the committed planning team for the event. The planning committee consisted of: BCCH Health Literacy Branch; The Canadian Mental Health Association Prince George Branch; Prince George Local Action Team; Mindright; Prince George Youth Action Team; Prince George Native Friendship Centre; School District No. 57; YMCA/YAP and Northern Health.



The goal of Northern Balancing Our Minds was to:

1. Increase youth knowledge about mental health and substance use
2. Build awareness of available mental health tools, resources and services
3. Decrease stigma towards individuals experiencing mental health challenges
4. Generate ideas on how to promote mental health and wellness in school communities

Despite issues within the school district we had 313 attendees of which:

- 179 youth attended
- 134 adults attended
- 101 attended from School District No. 57 (78 youth and 23 adults from CLA, KRSS, DP Todd, DPSS CHSS)
- 179 attended from Prince George
- 134 attended from communities of Burns Lake, Ft. St. James, Fraser Lake, McBride, Nak'azdli, Quesnel, Tachie, Vanderhoof and William Lake

The event was a huge success with youth expressing a desire to have more conferences like this and follow-up on the plans developed in each school to address interventions and supports for students impacted by mental illness and addictions.

Quotes: "what did you learn about mental health and substance use by attending this event?"

- *That more people experience mental health than I thought and that help is everywhere!*
- *That mental health is as important as physical health*
- *All the resources*
- *That you need to talk about it, you're not alone*
- *How to help people and how to find help 4 yourself*
- *A lot*
- *That a lot more people deal with it than I originally thought and are a lot better at hiding it*

PEOPLE OF CMHA

CMHA Board of Directors 2017-18

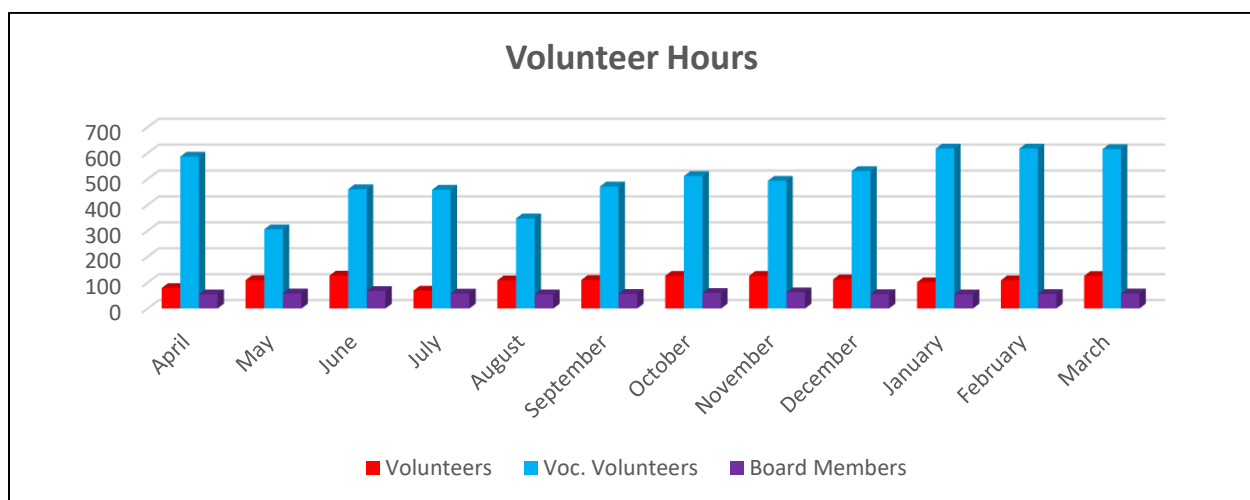
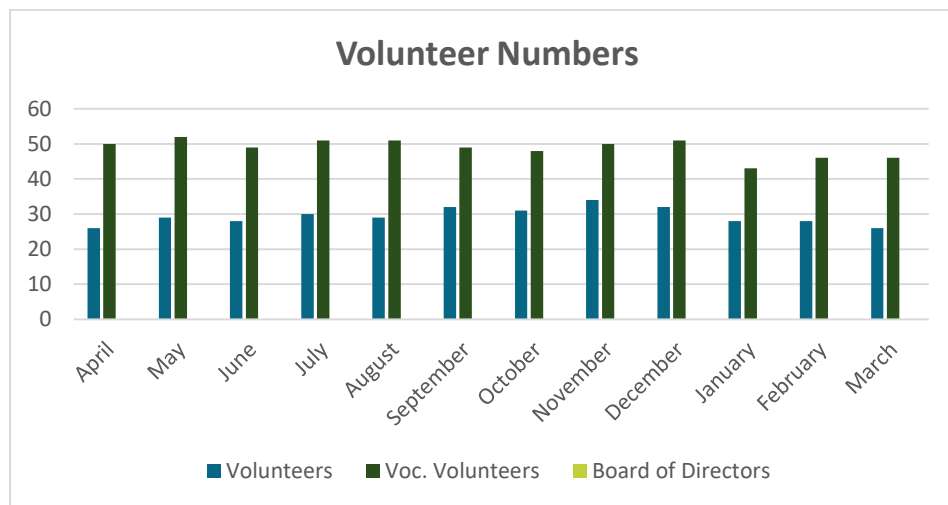
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Marian Muir	President
Jeffrey Wayow	Vice-President
Kelly Mould	Secretary
Kristin Thompson	Treasurer
Mari Lynne Brooke	Director
Crystal Martin	Director
Karoline Doyle	Director
Simon Zukowski	Director
Glen Schmidt	Director
Susan Tindale	Director

Staff 2017- 2018

Allen Zgaga	Chef Two Rivers Catering
Chantel Darke	Casual Life Skills
Cheryl Young	Vocational Support/ Moving Forward
Chrystal Bonekamp	Employment Support Worker
Clara Orr	Life Skills
Devon Flynn	Gatekeeper
Ed Lui	Peer Support/ Forensic Peer Support
Felix Okorafor	Employment Support Worker
Gwen Neufeld	Accounting
Heidi Wilson	Life Skills
Hilda Dockrill	Casual Life Skills
Jacqueline Sketchley	Program Manager
Jessica Zaporozan	Casual Life Skills/Employment Support
Jeannine Glowacki	Resource Housing
Jeff Hodson	Life Skills
Jeff Walker	Life Skills
Jennifer Carter	Admin Assistant/Volunteer coordinator
Jenny Malyk	Vocational support
Kama Katrinchuck	Employment Support Worker
Kiran Bassi	Casual Life Skills
Lois Doran	Life Skills
Lory Moroz	Bounce Back Coach
Marie Bradley	Vocational Support
Mary Ellen Johnson	Forensic Life Skills
Mary Lu Spagrud	Manager of Education & Projects
Maureen Davis	Executive Director
Nada Peters	Casual Life Skills
Nicole Antonenko	Bounce Back Coach
Olivia O'Shea	Life Skills

Volunteers

Volunteers are a very important part of our organization, daily operations, health fairs and events. There are volunteers in every part of CMHA, on the board of directors, assisting in sorting donations, helping teach others skills for their resume when they are eventually ready to work out in the community, some helping with coordinating, and organizing our events such as Ride Don't Hide and Holidays of Hope. There are volunteers fundraising and gaining donations as prizes for the events. Some help to run the Thrift Store. Volunteers are welcome in all areas and assist in any way that they can. Every individual volunteer is greatly appreciated and thank you for all of your hard work, time and effort.



A few Quotes from volunteers:

“Volunteering gives me a sense of purpose and helps my disability as I would probably become a shut in. Volunteering gives me more confidence and helps me with my cognitive disability. It gives me more confidence and helps me to interact with other people.” –CA-

“Volunteering means doing something with people instead of doing it for people. Advocating for people who feel their voice isn’t loud enough. I volunteer because then I know I am helping with something small that can make a big difference in either the community as a whole or one person at a time and it makes me feel happy no matter how stressful the task or situation may be.” –AP-

“Volunteering, to me means being able to help others, give back to the community, giving of time for a greater cause, I enjoy it for the sake of giving, I like to sacrifice myself for a good cause, It’s catchy, it means helping each other out, it means it is not about the money, the best things in life are free, I want to give, it fulfills my soul, makes my heart sing, I feel good volunteering, Because I care, I give a damn, it keeps me humble & grounded, I like helping others. –DS-

“Volunteering is a chance to do some good for others and some people even laugh at my jokes!” –AW-

“What I’d like to say about volunteering for the newsletter is: The newsletter has the potential to help many people and lessen the stigma revolving mental illness. We realize its potential and don’t mind putting the work involved in putting the newsletter together. I can see that if the newsletter helps one person, it will be worth it. Doing the volunteering involved is actually enriching and enjoyable. It is fun. I would hope this newsletter would help those who have an illness and those who don’t. It’s also good at bringing together all those involved (we work together and decide what to put on the newsletter) Overall I think the newsletter is a wonderful thing and we hope it reaches out to those who might need it.” –DS

Thank you

**We appreciate all you do for
and with us!**