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2001/2002 Board of Directors

Stephen Edgar, Chair

- | | |
|--------------------|------------------|
| Carmel Alexander | Susan Beck |
| Shirley Broadfoot | Susan Dujmovic |
| David Garraway | John Gatlabayan* |
| Helen Gordon | Gerry Harley |
| Harry Lawson* | Brian D. Kennedy |
| Paul McGillicuddy* | Wayne Mercer |
| Leslie Mitton | Michel Roy |
| Barbara Trerise | Brent White |
| Baldwin Wong | Sheldon Zipursky |

*Resigned during the year



Coast Foundation Society

Mission Statement

Coast is a co-operative community, which fosters an environment that promotes restoring health, personal growth and a return into society for consumers of mental health services through advocacy and direct service.

Since 1974 the Coast Foundation Society has been providing high quality housing, employment programs, social opportunities and other community mental health services for people with a serious and persistent mental illness.

Vision Statement

Coast has a vision that in five years everyone will be aware of the positive achievements of individuals who have had a mental illness. They will be aware that recovery is achieved through each individual's effort supported by a community that provides appropriate formal services and informal supports. This awareness will be reflected in greater public and private support for people with a mental illness including:

More people recovering from a mental illness will live in appropriate housing and fewer will be homeless,

More people recovering from a mental illness will be able to access the full range of services they need and there will be fewer who are receiving no support at all,

More people recovering from mental illness will be able to access recreation, volunteer and employment opportunities and fewer will be living in isolation,

There will be more resources to enable universal access to needed services.

Coast Foundation will be associated with the achievement of individuals recovering from mental illness as an organization that provides exemplary services in a member-driven cooperative community and as part of a network of organizations supporting recovery.

Funding

Coast Foundation Society is funded by the Vancouver Coastal Health Authority, BC Ministry of Health, BC Ministry of Human Resources, BC Housing Management Commission, Human Resources Development Canada, Canada Mortgage and Housing Corporation and by donations from generous individuals, families, foundations and corporations.

For more information on Coast call, e-mail or visit our website.

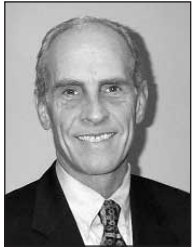
Coast Foundation Society (1974)
293 East 11th Avenue
Vancouver, BC V5T 2C4

Phone (604) 872-3502
Fax (604) 879-2363

info@coastfoundation.com
www.coastfoundation.com

Report from the Chair of Board and the Executive Director

Steve Edgar and Darrell Burnham



It has certainly been a roller coaster ride for Coast Foundation Society in the past year. We've seen considerable change in the environment in which we work as have our partners in Health and Social Services for people with mental illness. In response, Coast has made significant changes in virtually every area and program. These changes were designed to balance our budget and provide greater focus to our services. Through it all, we are pleased to say that Coast continues to have skilled and dedicated staff providing an outstanding array of important services to our members and the community.

The Health Care field in British Columbia has experienced dramatic changes in the past year. The Provincial Government has brought in a new regional management structure of Health Services and set challenging financial targets for all of the ministries. In addition, several new pieces of legislation have been passed which significantly alter the income support provisions for persons relying on disability benefits or other forms of welfare.

- In response to this situation, Coast has made significant operational changes including:
- Changing Coast's Clubhouse to 5-day a week operation to focus on vocational preparation and support, and transferring social programs to Mental Health Resource Centre
- Increasing the operation of Coast Mental Health Resource Centre from five to six days a week with the addition of the social and transportation program staff from the Clubhouse

- Significant changes in Coast's six Community Homes at management and staff levels. (Layoffs or changes affect approximately 20 positions)
- Coast Apartments have had significant change with the elimination of positions of Facilities Manager, six Resident Managers and the creation of four new Building Operators

Directly or indirectly these changes have affected virtually all of our staff and consumers. Coast is very pleased to report that its staff and consumers have proven to be extraordinarily resilient and adaptive through these challenging times. Regardless if they have agreed with the changes – and indeed opinions vary dramatically about the necessity or specifics of the changes – Coast's entire community has demonstrated much class and dignity in adapting to and accommodating these changes.

Along with the organizational change, there is a significant initiative to reinforce our philosophy of service to counter a sense of helplessness and dependence by consumers, to one that fosters self-determination and self-reliance.

Though times are challenging, not all is gloomy. With the support of some incredible partners, we have made some significant improvements in our services this past year. These include:

- Expanded Housing capacity by 41 units with the opening 20 units of housing in Candela Place in downtown Vancouver, a partnership with the MCC Housing and the leasing of the Nurses Alumnae Manor in Kitsilano which has 21 apartments.
- Several new programming initiatives have begun, supported by a donation of \$731,000 over three years. This generous donor will fund enhanced addictions services, job development initiatives, member-driven Psychosocial rehabilitation programs, peer-support

program and a transitional housing unit. To receive all this money and implement the programs, Coast is required to raise an additional \$255,000 from other sources. (see chart in the Coast Mental Health Foundation section)

- Coast Landscapes, a new business, was developed as an initiative of the Coast Mental Health Resource Centre with Leadership Vancouver Volunteers preparing a business plan and lead funding by an anonymous donor. It is training and employing consumers in a range of landscape development and maintenance projects throughout Greater Vancouver.

In addition, Coast is attempting to improve the quality of our services and internal processes, to be more efficient and in preparation for accreditation, in the fall of 2003, by the Canadian Council on Health Services Accreditation. We are members of CareNET Technology Society and through them are installing an integrated information management system across all programs and operations of the society. These initiatives have proven to be a very large undertaking, but should help us improve the quality and efficiency of all of our services and processes.

The Board of Directors have spent considerable time this year looking at its governance structure and processes. It sponsored a special one-day "Open Spaces" forum in the spring for staff and members to find solutions to Coast's communication challenges. In a June retreat the Board reviewed two areas: updating its 2000 Strategic Plan and adopting elements of a new Governance model. This model better articulates the relationship between Board and staff roles as well as the roles of committees, to complement the work of the Board and/or Management. These activities have been focused on improving Coast's stakeholders' activities, in a meaningful and timely manner.

Report from the Associate Executive Director

Heather Edgar

A highlight again this year was the fourth annual **Courage To Come Back** Awards event, which culminated in the gala awards dinner at the Westin Bayshore on May 9th. Coast received stirring nominations of courageous individuals from throughout British Columbia again this year, leaving the selection panels with an immensely difficult challenge of selecting who should receive the 2001 **Courage To Come Back** Awards. The **Courage To Come Back** Awards help share Coast's mission of creating understanding and acceptance of persons with disabilities – like mental illness – and honours those who have served as role models and a source of inspiration for many others in communities across the Province. Our thanks go to the over 100 volunteers who contribute thousands of hours to put on this inspiring and important event for British Columbia.

This past year, the coordination of the **Courage To Come Back** Awards was passed on to Coast's new Foundation, Coast Mental Health Foundation. Although still early in its development, it is clear that this foundation's full time effort of finding resources to pursue its mission will be increasingly important to the fulfillment of Coast's mission.

It has been a challenging year, one with more than its share of bumps and twists in the road. We would like to acknowledge all of those involved with Coast, our Directors, our partners, our dedicated staff and consumers, for helping guide us through this year. With your continued help and support, we together will create a future full of opportunity and hope for persons with mental illness.



In reviewing the past year at Coast, I am struck by the amount of change that consumers, staff, family members, associated partners and agencies have experienced. As mentioned in the report by Steve Edgar and Darrell Burnham, there have been shifts in funding that have required Coast to initiate changes. While change is always difficult, this transition has also presented opportunities for Coast to refocus all of our programs and services.

While changes were initiated due to significant funding shortfalls, this critical time also offered all Coast programs an opportunity for evaluation and repositioning to ensure that Coast is in fact striving to deliver services in keeping with best practices in mental health. In doing so Coast really needed to visit the concepts of psycho-social rehabilitation and open up dialogue with all staff and members of Coast, to truly make program adjustments in all areas that will be reflected in more detail through this report. As difficult as some changes have been, I wish to sincerely thank all staff, members and volunteers of Coast for this opportunity for review.

Coast operates on a psychosocial rehabilitative model that places at its core the belief that **people with a serious and persistent mental health illness need to play a responsible and pro-active role in establishing and implementing their rehabilitative goals**. Coast's culture and practice is motivated by this model and a firm belief that people with a mental illness have a role to play in society through regular volunteer activities, temporary and supportive employment whether full or part time. Coast knows that plans and practical rehabilitative outcomes are essential in any program for people with a mental illness.

Each client at Coast will establish an individual services, care or vocational plan

with rehabilitative goals, objectives and deadlines. The staff at Coast strives to provide a plan with each client, execute the plan and measure and report real results. I do believe that the program changes introduced in the past year will help focus us to achieving this goal.

In the past year and the years ahead staff and management have to work together to strive for high standards of service in times of limited resources. One example of these efforts has been the coordination of activities through the Program Committee. Through this Committee managers have had the opportunity to participate in an ongoing review of programs, exchange ideas, develop training activities for staff development and provide leadership, peer support and coordination of all of Coast's programs and services. The Program Committee will play a pivotal role in the coordination and preparation for the September 2003 accreditation survey.

In the year ahead, Coast is planning for an agency accreditation that includes internal self-examination and external review by other qualified professionals and is called **Achieving Improved Measurement**. The accreditation is offered through the **Canadian Council on Health Services Accreditation** and will be conducting an on-site visit in September 2003. This program will provide public reporting through balanced score card which will incorporate our vision and strategy to measure growth, core services outcomes, finance and external relationships. Integral to this process is the ongoing input from consumers, families, partners, management and staff.

In July, Coast welcomed Stacey Ezart to our administrative team. Officially, Stacey is the Office Manager and plays a key role in providing support to myself and Darrell Burnham as well as co-coordinating all administrative services. Stacey is also co-chairing the accreditation process with me. Stacey comes to Coast with a wealth of knowledge in accreditation, technical information, systems organization and

management. I am also pleased to welcome Jack Beatty as Clubhouse Manager and Karen Kendall as a Community Homes Manager. Over the past year we have been very successful in maintaining and building a strong management team which I am most appreciative of.

In these challenging times, consumers are faced with changes to disability legislation; uncertainty about future funding for programs and services. This requires Coast to ride the tide of budget cuts or freezing, and continue to provide support to consumers and training of staff as well as engage in open forms of communication to consumers and staff. Key changes in this past year have included consumer input, meetings and discussion of revamped services. Coast and its consumers and staff have been engaged in defining what each service area will work towards.

Communication at an organization with over 135 full-time staff and 2000 consumers is always a challenge. In the past year Coast has made enormous strides in developing and implementing methods to improve communication.

Efforts undertaken include:

- **Coast Post** – a consumer and staff newsletter written and compiled by the Communications Unit at the Clubhouse
- **E-News** – an employee newsletter that is distributed twice a month and emailed to each staff member

- **Open Spaces** – a forum of consumers, volunteers, staff, board members and management who spent a day discussing various issues

- **Added more consumers** to Coast's Board (6 of 18)

- **Planning and Partnership** – a committee of consumers and program staff

- **Tenants or Resident Community Meetings** – Take place in each Community Home and Apartment Block

- **House Meetings** at both the Clubhouse and the Mental Health Resource Centre

Members and Consumers have been a key resource for input and discussion to the recent changes undertaken in program and services. As our challenges continue, I believe it is even more critical to ensure we pursue ongoing dialogue and communication at all levels of the organization. I wish to thank everyone in the Coast Community for your contributions in continuing dialogue and opening channels for communication.

With operational reviews, funding shortfall and challenging economic times, Coast has had the great fortune to continue to be supported for innovative program initiatives and enhancements from external funding sources as previously mentioned in securing three year funds from \$731,000 from an Anonymous Donor. In striving to search for new opportunities I had a great opportunity to

attend a three week course in Bologna, Italy sponsored by VanCity and the Canadian Cooperative Association of BC. This program brought together 25 Canadians to participate in an intensive study at the University of Bologna on the investigation of cooperative ventures. Not only did this provide an excellent opportunity to learn about cooperative and economic models for our consideration, it also provided great networking opportunities. Although Coast is a non-profit society, cooperatives provide economic models for our consideration and learning. Coast is pursuing a Landscape Venture and has received \$51,860 from VanCity to further enhance the potential of this business and we are also investigating the potential development of a courier business. Both provide alternate models for programs and can provide our members with means to improved social-economic status. We are still working out the courier potential with partners from Vancouver Yaffa Housing Society and Vancouver Resource Society.

As Coast continues to move forward to strive to reach our vision, I would like to thank the Board, Consumers, Volunteers, Staff and Management who have played a key role in regular and new programs and in adapting to so many changes this year.

Report from the Treasurer

Brian Kennedy



Coast Foundation Society has undergone significant changes during this past year as Governmental funding envelopes have been frozen or reduced. It has become apparent

to us that additional funds will not be available for the immediate or foreseeable future and as a result, we will have to continue to be vigilant in our financial management.

Coast has been faced with similar challenges to that of other Non Profit Societies. We continue to operate in an environment of reduced Government Funding, increased overhead and non-funded Unionised Collective Agreements.

As a result of the operating environment, Coast was faced with the enormous task of "Preserving Service Quality" within the available Funding envelopes.

Current Government policy does however, allow for greater flexibility for a group such as Coast to modify operations to fulfil its mandate. Through prudent financial management we have had successes in resolving many long-standing funding shortfalls. Our operational changes have resulted in many personal difficulties and emotions including - consumers, tenants, unionized staff and management.

Modifications in operations this year that have been successful in addressing these cutbacks include:

- The creation of a new Building Operator position that redefined the Resident Manager roll and provided future savings in staff efficiencies.
- Expand the Housing Outreach Worker role and provide greater availability to our tenants to include weekend service.

- The Community Homes have now combined the cook and housekeeper rolls into one new position.
- The Clubhouse has significantly modified operations from 7 to 5 days a week.

The Mental Health Resource Centre has expanded services and opens on Saturdays to provide greater use for our clients through a 6 day week.

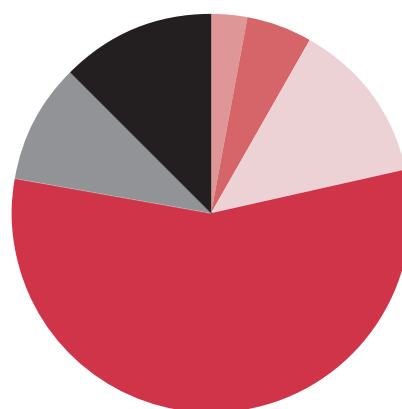
The significance of government reductions has made our fundraising even more important. The reliance and success of fundraising efforts will become ever more important as we continue to provide our core services. The following fundraising efforts continue to prosper and have become a principal revenue generating resource for the society. These efforts have assisted Coast in delivering program objectives that otherwise may have suffered due to inadequate governmental funding.

Courage to Come Back awards dinner
Capital Campaign
Holiday and All Occasion card sales
Heroes Next Door book sales
Circle of Courage (Annual Fund)
Legacy of Courage

The continued support from the B.C. Gaming Commission through Direct Charitable Access has provided us with much needed stability in these uncertain times. We do regretfully note Royal City Bingo closed its doors and that will result in an annual loss of Revenues of approximately \$60,000 per year.

The Audit and Finance Committee, a sub committee of the Board of Directors, has the mandate to review the financial concerns of the organization. The committee has spent considerable time and energy to identify both the operational needs of the society and the available resources to carry out our mandate.

I would like to thank Coast's Accounting group, led by Tom Gill, CMA, Controller, along with our auditors KPMG, for a successful year-end audit.



■ Rental Income
\$1,340,000
■ Other
\$1,040,100

■ Vancouver Coastal Health Authority
\$6,031,490
■ BC Housing Management Commission
\$1,418,060
■ Ministry of Human Resources
\$569,393
■ Human Resources Development Canada
\$313,756

Report from the Planning and Partnership Chair

Shane Fitzpatrick

In the past year I have seen many changes affecting Coast Foundation. With this committee, and the consumers, staff and management, we've encouraged an opportunity for discussion on program changes and the services they provide. I would like to thank the members of the committee for their dedication and hard work and hope to further work together to help the consumers of Coast Foundation.

This has been a busy year for the Planning and Partnership Committee (P&P). Items accomplished include:

- Successfully implementing a new orientation process for members (P&P) and providing orientations on specific topics.
- A facilitation course was offered to members to enhance their personal skills and better understand the role of the committee.
- A review of the strategic plan along with Coast Foundation's current status in relation to the 5 year plan
- A discussion of core values for the Coast Foundation
- Defining program areas with clear directives via vision statements
- A discussion on drugs and alcohol and Coast's responsibilities in providing services to help consumers in need.

A computer was given to us and the email site is up and running. Voicemail is also available. These have enabled us to communicate better with each other and the consumers we represent.

The P & P Committee had a very successful retreat designed to improve its effectiveness as a sub-committee of the Board. Topics covered this year included:

- A discussion on the role of the committee and suggestions for improvement

Mission Statement:

- To ensure consumers, staff and management work together with a common vision for Coast Foundation's services.
- To reconcile and develop plans, recommendations and responses to the needs of Coast's current and potential consumers.
- To monitor Coast's progress in addressing these needs.

Committee Members:

Shane Fitzpatrick, *Chair*

Joanie Tara

Mark Willis

Don Bangs

Pat Sawada

James Thompson

Beata Zaleska

Michel Roy

John Gatlabayan

Carmel Alexander

Heather Edgar

Darrel Burnham

Larry Andrews

Carol Salmela

Ferzana Ramji

Report from the Coast Mental Health Foundation Chair

Steve Edgar

Coast Mental Health Foundation (CMHF) was established in the Fall of 2001. CMHF has a separate Board and staff to focus exclusively on generating awareness of Coast's needs and raising funds for the programs, services, and facilities that Coast needs to help improve the lives of people with a mental illness. The new foundation is incorporated as a separate society and has charitable status.

Mission Statement

Coast Mental Health Foundation supports community mental health programs that improve the lives of people with serious mental illness

Board of Governors:

Franco Anglesio
Shirley Broadfoot
Steve Edgar
Gerald Haslam
Don Leier
Shelley Mullins

Under the direction of the Board of Governors, and in support of its mandate, CMHF manages fundraising activities including the Circle of Courage Annual Fund, the Foundation of Courage (capital campaign), the Legacy of Courage (estate and planned gifts), and **The Courage To Come Back** (Coast's annual fundraising event).

Highlights

The Circle of Courage, our annual fundraising campaign, achieved an amazing **\$202,800!**

The fourth annual **Courage To Come Back** Gala event was held in May 2002. Thank you to our partners, volunteers and staff for another incredibly successful event! (Please refer to the Courage report following my message.) Congratulations to Shirley Broadfoot, Chair of **The Courage To Come Back** and her team.

We are very pleased to report that an Anonymous Donor has indicated interest in providing extensive financial support to several of Coast's services over the next three years. **A major gift of \$714,000** in matching dollars has been committed. Coast will raise \$254,000 to maximize the matching funds that will provide a **total of \$970,000** in support for the following initiatives over three years:

- Training & Support for services to individuals with an Addiction and Mental Illness (Dual Diagnosis)
- Job Development initiatives to support acquisition and maintenance of Part-time work for consumers
- Startup funds for a Landscaping Business
- Outreach and support services to at-risk individuals

- Psychosocial rehabilitation program development and operation
- Housing to enable individuals to transition from Residential Care facilities into independent living including employment of peer support workers
- Outreach services to individuals with mental illness and their children

Most of these initiatives will benefit consumers in all areas of Coast's services. Coast thanks the anonymous donor for continuing and sustaining support for much needed services!

Coast also received **\$32,000 US** from the Bilby Foundation, an American Foundation of which Shelley Mullins, a Coast volunteer, is a director. Thank you! These funds were designated for the outreach program at Coast Mental Health Resource Centre.

The Vancouver Foundation committed **\$50,000** to assist Coast in running its financial trusts program. Vancouver Foundation has a long history of generously supporting Coast's programs. Coast gratefully acknowledges their continuing support. The Law Foundation of British Columbia has also supported the trust program with **\$15,000** to write a manual to help other agencies manage Financial Trusts for their clients.

A Broadway Valentine took place on February 10, 2002 at the Arts Club

Anonymous Donor Gift and Match Dollars Needed

Fiscal Year Funding

	2002/3	Year 1 Match By Mar 31/03	2003/4	Year 2 Match By Mar 31/03	2004/5	Year 3 Match By Mar 31/04	Total
PROJECTS							
Dual Diagnosis Training & Support	\$ 64,065		\$ 48,049	\$ 16,016	\$ 32,033	\$ 32,032	
Family Support Outreach Worker	\$ 33,287		\$ 24,965	\$ 8,322	\$ 16,644	\$ 16,643	
Job Developer and Administrator	\$ 98,842		\$ 74,132	\$ 24,710	\$ 49,421	\$ 49,421	
Landscaping Startup Funds	\$ 25,000	\$ 25,000					
Outreach Program	\$ 70,913		\$ 53,185	\$ 17,728	\$ 35,457	\$ 35,456	
Psychosocial Rehabilitation programs	\$ 15,000		\$ 11,250	\$ 3,750	\$ 7,500	\$ 7,500	
Transitional Housing & peer support program	\$ 24,500		\$ 18,375	\$ 6,125	\$ 12,250	\$ 12,250	
Annual Donation Totals	\$331,607		\$229,956		\$153,305		\$714,868
Fundraising Matching Obligation		\$ 25,000		\$ 76,651		\$ 153,302	\$ 254,953
Total towards Projects		\$ 356,607		\$ 306,607		\$ 306,607	\$ 969,821

Theatre. The funds raised from this annual event, sponsored by the Canadian Actor's Equity Association, are donated to various charities. Coast was one of the recent beneficiaries of this event and received **\$9,000!** Thanks to Danny Maloney for spreading the word to the Actor's Equity Association. And thank you to the Actor's Equity Association for volunteering their time and talents in creating a wonderful event to help raise funds for Coast.



CIBC, Coast's longtime banker has generously committed **\$30,000** for the capital campaign for Coast Mental Health Resource Centre. Thank you CIBC!

Challenges Ahead

The CMHF Board needs to increase funding to the Circle of Courage and other fundraising campaigns. CMHF needs to establish a \$5 Million Endowment for operating costs for the foundation. CMHF is planning the fifth annual **Courage To Come Back** Gala event that will be held on April 24, 2003. Mark your calendars!

CMHF has a very ambitious goal to Get Money! Get Housing! and Get Jobs! With your support we can accomplish our goals for improving lives for persons with mental illness.

Partners

Thank you to all our Courage partners and the many individuals, foundations and corporations who have supported us this past year. We honour you and gratefully acknowledge your support.

Other Acknowledgements & Special Thanks

Richmond Hospital for donation of computers



Coast Foundation Society (1974) acknowledges and thanks the many donors who supported the Circle of Courage Annual Giving Campaign in the year 2001.

PLATINUM

Billy Foundation
Shirley & Ian Broadfoot
Darrell & Nancy Burnham
CIBC
City in Focus (anonymous)
Credit Union Central BC
Carol Dauphinais *

Nicky & Ian de la Roche
Dr. Norma Calder Foundation (anonymous)
First Baptist Foundation
HYDRECS Fund
Intrawest Corporation
Brian D. Kennedy

Don Leier
Line One
Hugh & Elonna Mitchell
Mr. and Mrs. P.A. Woodward's Foundation
Partnerships in Organizational Development (United Way)
Raymond James

Richmond Savings Foundation
RBC Foundation
Ruth Sebastian
The Our Lady of the Prairies Foundation
Barbara Udy
Vancouver Foundation
VanCity Community Foundation

Doug & Lucy Anne Waters
Westcoast Energy Inc.

GOLD

Anonymous Donors (2)
Michael Audain
Jane Cale
Croden Personnel Consulting Services Inc.
Steve Edgar

Freelance Mac Stuff Inc.
Gerald * & Pat Haslam
Margaret Hellivell
Odlum Brown Limited
Sharlene Hertz *

Blake & Elizabeth Kelley
Kimberly-Clarke Inc.
MacDonald Detwiler & Associates Ltd.
Michael McGhie
Serge Mainville

Margaret B. Pitts
Susan Rhodes
Mary Riebroough
John Russell
Nikki Sones
Barbara Terrie

United Parcel Service
Elizabeth Vogt & Chris Hodgson

SILVER

Anonymous Donors (9)
AMCO Appliance Service
Albert P. & Patricia M. Andrews
Auxiliary
Jack Austin
Renay Bajjak
Erling Bjarnason
V.J. Brandon
Doreen Breary
Pamela Broadfoot
Phyllis Burnham
Raymond Chan

Reine Chu
Heather Edgar
George Fan
Denys & Marguerite Ford
Lucie Fournet
Mary Gabrik
Irene Gannitsos
Lee & Adrian Geraghty
Cameron Gray
Ronald & Ruth Haack
Kathryn-Jane Hazel
Todd Horton
Alan Huml

Peter Huyck
Patricia Janz
Cathy Johnson
Bryn Jones
Tony Jones
Joyce Lakomy
Mary Landell
Jennifer Larsen
Lionel (Lee) Vincent Hodgson & Associates
Lorna Lycan
Pamela Martin
Fraidie Martz

Rennell McNeil
Wayne G. Mercer
Mitch & Joan Mitchell
J. Ross Montgomery
Ric Moore
Keith Morgan
Joan Mounce
Jennifer Munro
Anne Nickerson
Rick & Mary Reynolds
Rolf, Benson
The Salisbury Foundation

Schenker of Canada Limited
Marilee Sigal
Ray Silver
Joanie & David Tara
Trinity Foods
Julia Van Gorder
Norman Walker
Larry Wright
Tamara Wojdylo
Yorkton Securities Inc.
Beata Zaleska

BRONZE

Anonymous Donors (7)
Joan Berlow
Pat Bernstein
Muriel Boyes
Rees Brock
Georgina & Francis Brunette

James E. Burns
Ann Chasmar
Janet Davis
Betty Evans
Ted Evans
Gladstone Mechanical

Pearl Glen
Innovative Housing Society
Gordon & Linda Johnson Lee
Shirley Kealey
Nancy J. Kirk
Elisa Lay

Legacy Filmworks Ltd.
Elaine Paget
Shirley Sexsmith
Ethel Truman
Nicholas Voss
Jim & Kathryn Woodward

Olive & Bruce Young
Sheldon Zipursky

IN MEMORIAM

The Booth Family
in memory of Bob Booth
Anthony Gauvreau
in memory of Lenora Gauvreau

Jane Hutchings
in memory of Lenora Gauvreau
Shirley McIntyre
in memory of David Brawn

William & Barbara Murphy
in memory of Carmo Rogers
Mary Ellickson
in memory of Pat Louis

Mary E. McKinnon
in memory of Ted McKinnon
Lee & Thais Kornder
in memory of David Brawn

IN HONOUR

The Rivers Family
in honour of Lori Nobes, the Nobes Family and the Massey Family

FRIENDS

Anonymous (5)
Canadian Airlines International Employees' Charitable
Donations Foundation
Castaways Clothing Co.
Caulfield Elementary School, West Vancouver
Choices Market Yaletown Ltd.
Coast Hotels & Resorts

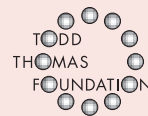
Judith Davis
Antoni Degutis
Michele R. Dempster
GardenWorks
Alice Hajny
Heather Hamilton

Jean Hardwick
Mary Helem
Norma Jean Hughes
Moya Jack
Neil Jure
Joyce Knapp
Lenscrafters (North Vancouver)

Janet Lexier
Monika O'Sullivan
Dave Roek Photography
Willow Rodgers
Pat Rose
Shoppers Drug Mart (Davie)
The Fairmont Waterfront Hotel

Urban Fare
Darrell Walker
Colin & Cynthia Yip

* Legacy of Courage (Bequest)



Selection & Nomination Panels

Chemical Dependency

Heather Edgar, *Facilitator*
 Beata Zaleska, *Facilitator*
 Karen Johnson, *Scotiabank*
 Frances Lauritzen, *Lonsdale Recreation Centre*
 Gregg Meneer, *City Central Lodge*
 Kirsten Stuerzbecker, *Portland Hotel Society*
 Cherie Third
 Tim Veresh, *John Howard Society of the Lower Mainland*

General Medicine

Linda Chandler, *Facilitator*
 Michael Simmonds, *Facilitator*
 Karen Clerkin
 Dr. Ian Connell
 Bill Koteles, *Scotiabank*
 Ken Levinstein, *Sidaway Elementary School*
 Joshua Nielsen
 Barbara Sihota
 Russell Smith, *Odlum Brown Ltd.*

Physical Rehabilitation

Marty Norgren, *Facilitator*
 Beata Zaleska, *Facilitator*
 Pam Aikman, *G.F. Strong Rehab Centre*
 Jennifer Baxter, *Scotiabank*
 Maggie Caunter, *U.B.C. Health Sciences Centre*
 Steve Edgar, *Cartier Partners*
 Patty Flaherty, *G.F. Strong Rehab Centre*
 Lori Ross, *Venture*
 Kit Schindell, *Providence Health Care*

Youth

Linda Chandler, *Facilitator*
 Michael Simmonds, *Facilitator*
 Deborah Cushing, *Scotiabank*
 Paige Gibson
 Brian Hall Stevenson
 Carly McPetridge, *St. George's School*
 Robert McKenzie, *Westminster Medical Centre*
 Zahra Rasul
 Darren Storsley, *Bradshaw Elementary School*
 Joanne Taylor

Mental Health

Renay Bajkay, *Facilitator*
 Lynda Bowes, *Facilitator*
 Caroline Cook, *Dr. Norma Calder Schizophrenia Foundation*
 Lillian Goodman, *Scotiabank*
 Eva Ho, *VCMHS South Team*
 Barbara Trerise, *Providence Health Care*
 Dennis King

Social/Economic Adversity

Renay Bajkay, *Facilitator*
 Lynda Bowes, *Facilitator*
 Sheyda Azizi
 Judy Graves, *City of Vancouver*
 Dave Pasin, *Gibsons Paints*
 Pia Schindler, *Scotiabank*
 Mary Risebrough
 Stella Tsang, *St. Paul's Hospital*

Final Selection Panel 2002

Facilitators

Heather Edgar, *Coast Foundation Society*
 Beata Zaleska, *Coast Foundation Society*

Final Selection Panel

Franco Anglesio, *President, Coast Hotels & Resorts*
 Dr. Ray Baker, *Medical Director, Health Quest Comprehensive Care Ltd.*
 Sarah Chilvers, *Program Director, Vancouver Foundation*
 Daphne Corbett, *Senior Vice President, BC Region, HSBC Bank Canada*
 Susan Evans, *Donations Coordinator, Duke Energy Inc.*
 Susanne Hille, *VP of Transformation Strategies, TELUS*
 Heather Knittel, *Community Relations and Sponsorship Coordinator, Global Television*
 Peter Ladner, *Editorial Director, Business in Vancouver*
 David A. Larsen, *Vice President, Government and Public Affairs, Weyerhaeuser Company Ltd.*

Shelley Mullins, *Director, Coast Mental Health Foundation*

Toni Onley, *Artist*

Keith Purchase, *Chair, Vancouver Coastal Health Authority*

Patrick Reid, *Chair, Rick Hansen Institute*

Barb Ruff, *Assistant General Manager, Scotiabank*

Rebecca Tilbury, *Executive Assistant, Scotiabank*

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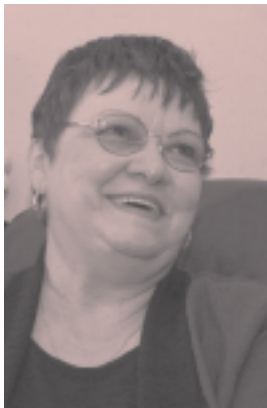


**THE
COURAGE
TO COME
BACK™**

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2002

SOCIAL/ECONOMIC ADVERSITY

Yvonne Sutton-Fregin



"IF I CAN MAKE IT, ANYBODY CAN"

Yvonne grew up in Edmonton, a victim of sexual abuse sent to foster homes and convents. At 14, she was sentenced to the Alberta Institution for Girls (AIG), from which she often ran away. At 16, she made it to Hay River, then Toronto and Peterborough, Ont. Sent back to AIG, Yvonne was befriended and helped by two staff members she came to trust. She had two marriages to abusive men (and two children) as a young adult. At 21, she was a single mother. At 25, she moved to BC, refused welfare and took menial jobs to support herself. Mentored by the late May Gutteridge, Yvonne began working at the St. James Community Service Society. She remained a binge drinker, however, and in 1982, her teenagers forced her to confront the issue and join a self-help program. In 1989 Yvonne met her future husband, Rodney Fregin; they married in 1994. Today, she is a senior staff member at Aunt Leah's Residential Home, a group home for pregnant teens. Yvonne is an active attendee at Pastor Mark Francisco's Coquitlam Alliance Church. As she emphatically puts it, "If I can make it, anybody can."

PHYSICAL REHABILITATION

Randy Herman



"THERE'S ALWAYS A POSITIVE."

Corporal Randy Herman began his RCMP career in 1972. In February 1985, during a traffic stop in Maple Ridge, a truck smashed into him. He woke up three days later in hospital, with fractures and internal injuries. Four months later, he was back at work. Nearly two years later, Randy was driving home with his wife Tammy when a car rolled over ahead of him. A youth from the car attacked Randy, stabbing him with a screwdriver in the head. Randy Herman, a father of two sons, was quickly back to work and soon volunteering his time with the Law Enforcement Torch Run, Special Olympics and BC Summer Games. Then, in 1998, he was stricken with crushing pain, diagnosed with a rare form of cancer and given less than two weeks to live. At home getting his affairs in order, Randy suffered a grievous blow when Bob Franklin, his father-in-law and very close friend, fell off a ladder and died. Randy underwent a 14-hour surgery in 2001 to remove a huge tumor. He lost 65 lbs. but has now gained 40 of them back. He returned to work in April, 2002. "There's always a positive," he says.

MENTAL HEALTH

Paul Bhushan



"IT'S POSSIBLE TO LIVE A FULL AND HAPPY LIFE"

Paul was an MBA student when he was first diagnosed with schizophrenia in 1991. The combination of the illness and the drugs used then for treatment left him morose, drowsy and unfocused, and often in the hospital psychiatric ward. Gradually he learned more about, and came to grips with, his challenges. As his sisters Shashi and Renu recall it, "it was he who found the courage to explain to us what he was going through." Paul had begun his comeback, buying a business which helped him learn about management, customer service and self-esteem. That was in 1995, the year he married Anooradha, with whom he has daughter Daamini, three, and is expecting a second child in June. Beginning in 1998, Paul worked as a volunteer, then a staff member at the BC Coalition for People with Disabilities, then at the Canadian Mental Health Association. He is now performing contract research for VanCity Credit Union and continues to speak out at seminars and conferences. His message to those with mental illness: "With the proper medications, education and lifestyle, it's possible to live a full and happy life." He knows; he does.



YOUTH

Kelsey Kilburn

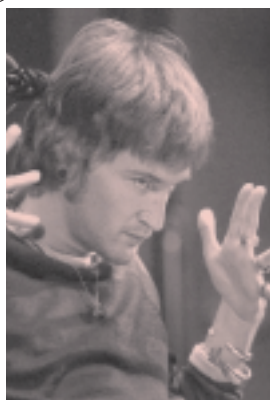


"SHE HELPS EVERYONE WHO KNOWS HER PUT THEIR ISSUES IN PERSPECTIVE"

Kelsey was born with a series of challenges including a collapsed lung and non-functioning "polycystic" kidneys. She was placed on dialysis at age three and had a kidney transplant at four. Her anti-rejection medicines produced a series of side effects and she was subsequently diagnosed with fibrosis of the liver. "It seems surreal to me now," Kelsey says of those days spent being constantly in and out of hospital at a very early age. Today, Kelsey Kilburn is a Grade 11 Honor Roll student at Steveston Secondary School, and a student councilor. She is an active volunteer with the BC Transplant Society, for whom she makes presentations to other students about organ donations. Through the Kidney Foundation, Kelsey has attended Camp Dialysun in Ontario on six occasions, taking a leadership role among children who share her affliction. "I love that place," she says. Kelsey is an aspiring actress who plans to take courses in both that discipline and broadcasting after graduation. She approaches her life with optimism and great energy. "The way she lives her life," says her mom, "helps everyone who knows her put their own issues in perspective."

CHEMICAL DEPENDENCY

Jade Bell



"THE ONE I SAVE WILL MAKE MY LIFE WORTH LIVING"

Jade grew up in Coquitlam, tall, handsome, intelligent and energetic. But at 12, he became a diabetic and started believing that he was here for a good time, not a long time. He started drinking alcohol, and by the time he was 15 he was doing crack cocaine; later, he graduated to heroin. On August 22, 1997, Jade got off work and went to a friend's place. While there, he overdosed on a combination of alcohol, cocaine and heroin. Despite mouth-to-mouth resuscitation, Jade was starved for oxygen for 15 minutes and lapsed into a coma. At first he appeared unscathed, but when he awoke the second time, he was blind, paralyzed and unable to speak. For the longest time, he just wanted to die. But Jade decided otherwise. After months of encouragement from his father, Jade said, "I am going to tell my story until innocent people stop using dope. Some won't listen. But the one I save will make my life worth living." Jade has brought his message (using Morse code and a computerized voice generator) to more than 58,000 school students throughout BC.

GENERAL MEDICINE

Cheryl Brown



"I KNOW THAT I'M MAKING A DIFFERENCE."

Cheryl came to BC from Montreal in the 70s, worked as a school psychologist and post-secondary counselor and earned a Masters in Educational Psychology at UBC. In the late 70s, she developed rheumatoid arthritis, first in her shoulders and hands, and then throughout her body. She was hospitalized for surgery and rehabilitation on a number of occasions; it wasn't until 1995 that a reasonably effective combination of medications and other treatments was in place. By 1993, Cheryl had retired early due to her arthritis and was diagnosed with stage IIIc ovarian cancer. Since then, she has faced at least eight recurrences of the disease, necessitating chemotherapy, radiation, surgery to remove tumors and other treatments. The disease spread to her brain, but she refuses to give ground or lose hope. She was the co-founder of the Ovarian Cancer Alliance Canada/Alliance Canadienne du Cancer de l'Ovaire (OCAC/ACCO), a national organization which supports and informs women, their loved ones and health care professionals about the disease. OCAC/ACCO today consumes most of Cheryl's time. "I know that I'm making a difference," she says, "and that's what's important to me."

Report on Properties

Tom Gill, CMA



As mentioned earlier, there was a restructuring of the properties division this year. The department now has four building operators, two maintenance workers and Head of Plant Maintenance. The Building Operators are Rocky Craig, Errol Dickau, Kent Rowland and College Halliburton and the Maintenance Worker is Glen Taylor (one position vacant). Currently, Coast is conducting a search to hire a Head of Plant Maintenance. Mark Fisher and Glen Taylor have been acting supervisors for the properties division and they have done an exceptional job.

Even during the staff restructuring some significant property repairs have been finished this year including:

- Replacing the roof at McLean Apartments
- Phase one of building remediation at Frances Court, Phase two will begin in the spring
- Replacing the roof at Clark Apartments

Capital Needs

Coast owns six community homes, eight apartment blocks and the building that houses the Clubhouse, Housing Department, PACT Employment Services and the main Administration.

Last year a thorough review of all building repair-needs was conducted and many buildings need significant repairs as described in the following list:

Capital Projects

With reduced levels of government funding many capital repairs need to be met through partnerships with donors and volunteers.

NEED	LOCATION	COST
Roof replacement, exterior repairs, interior repairs (painting/flooring/cabinets/window coverings),electrical system and lighting	Clark Apartments	\$ 75,560
Exterior repairs, interior repairs, window replacement, mechanical and electrical building systems, lighting	Cherry Doors Community Home	\$ 63,615
Roof Replacement, exterior repairs, interior repairs, window replacement, mechanical and electrical systems	Coastwest Community Home	\$ 82,950
Exterior repairs, interior repairs, mechanical and electrical systems, renovation of washroom and office	Champlain House – Community Home	\$ 29,250
Exterior repairs, interior repairs, mechanical and electrical systems, renovation of hallway fire door electrical upgrade	Ananda House – Community Home	\$ 38,450
Exterior repairs, interior repairs, mechanical and electrical system	Highland Manor – Community Home	\$ 22,700
Exterior repairs, interior repairs, mechanical system	Crossroads Community Home	\$ 20,200
interior repairs, electrical system, renovation of construction storage shed	Hydrecs Apartment	\$ 28,950
Mechanical system to move drain line	Coast Mental Health Resource Centre	\$ 1,500
Exterior repairs (trim), interior repairs, mechanical system, lighting, renovate domestic water re-piping	China Creek Apartments	\$ 180,660
Roof replacement, interior repairs, mechanical and electrical systems, upgrade electrical distribution system	Clubhouse	\$ 160,100
Roof replacement, exterior repairs, interior repairs, mechanical and electrical systems, window replacement, renovation of washroom in lounge to accommodate handicap residents and guests	Coastview Apartments	\$ 201,700
Total		\$905,635

Report from the Supported Housing Coordinator

Joanie Tara



The Programs

Coast's Supported Housing provides housing and support services to 408 tenants. Supported Housing consists of Supported Independent Living

program (SIL), the Apartment Program, the Satellite Program, Yaffa House, Dr. Peter Centre Housing Outreach, the Transitional Program, Housing Access and the Independent Living Program (located at Alumnae Manor).

The goals of Coast's Supported Housing Programs are to:

- To provide safe and affordable housing
- Provide Access to trained and supportive Community Mental Health Workers
- Reduce the need for hospitalizations and clinical supports
- Provide opportunities for growth and learning
- Support its clients to meet their personal goals.

The SIL Program

(started in 1992) provides subsidized housing to 165 tenants. Of the 165, 115 tenants live in a market rental apartment of their choice, 20 tenants live in Candela Place a partnership program, (owned by MCC Housing) and 30 tenants live in Seymour Place a partnership program, (owned by Affordable Housing Society). All tenants receive a rent subsidy and support from one of the eight Community Mental Health Workers (CMHW) who work on this team.

The Apartment Program

consists of eight apartment buildings:

- Hooper Apartments (originally built 1974, re-built 1997) home to 31 tenants
- Clark apartments (built 1977) home to 16 tenants
- Coastview Apartments (built 1979) home to 31 tenants

- China Creek Apartments (built 1981) home to 29 tenants
- McLean apartments (built 1986) home to 25 tenants
- Frances Court (built 1989) home to 34 tenants
- Hydrecs house (built 1994) home to 9 tenants
- St. Margaret's (built 1995) home to 20 tenants

In all there are 195 tenants in the Apartments program, and a team of seven Community Mental Health Workers (CMHW) provide support to these tenants.

The Satellite Program

(started in 1981) provides a subsidized apartment and CMHW support to 31 tenants. Of these suites 13 are Coast owned individual condominiums, 14 are rental suites, and four suites are in a renovated Victorian house called Trinity House.

The Family Support Program

(officially started 2002) provides support to 15 families. Thirteen of these units are in a partnership program, owned by the Living The Difference Society and two are SIL units. This program originally operated in the SIL program, but was developed into a more comprehensive program this year when an anonymous donor funded a three-year project. It provides rental subsidy and support to 15 tenants and the support of a CMHW in an outreach capacity to another ten clients.

Yaffa House

(started in 2001) is a partnership with the Vancouver Yaffa Housing Society it provides subsidized room and board and CMHW support to 5 tenants in a communal Kosher home. There are 18 hours of Coast staff support per week, and many more hours of volunteer support provided by the Vancouver Yaffa Housing Society.

The Dr Peter Centre Housing Outreach

(started as the Bonaventure Project in 2000) consist of one part-time (.5 FTE)

CMHW who provides housing outreach and support services to clients of the Dr. Peter Centre at St. Paul's Hospital.

The Transitional Program

provides clients of Coast's Community Homes with opportunity for successful transition from a residential facility to a supported independent living program, such as the Coast Apartment program. Two CMHW provide the clients with assessment for independent living and some orientation to the skills needed for independent living.

The Housing Access

is the access point into all Coast Supported Housing; a CMHW, whose job it is to coordinate all access to Coast's supported housing, runs this program. The Housing Access Coordinator receives referrals from the Coast Transition Team, Mental Health Residential Services and requests for transfers from current Coast tenants.

Independent Living Program

(started in 2002) consists of one 20-unit apartment building called the Nurses Alumnae Manor. This provides the opportunity for a tenant to live in a subsidized building with no support services from Coast. The tenants in this building are assessed to be able to live independently with other community supports.

Highlights of the Year

2002 has been a very busy and productive year with the opening of two new programs, Candela Place and the Alumnae Manor, and the evolution of the Family Support Program.

We anticipate that 2003 will be just as busy with the announcement that Riverview will be down sizing and transferring many of its residents into the community. With this in mind we are expecting our SIL program to grow and that opportunities may arise for the development of other supportive housing programs.

Thank you to:

- Yaffa Housing Society, whose endless support and volunteer hours have made Yaffa House such a success
- The Learning the Difference Society for their cooperation with our Family support program
- Affordable Housing Society for partnering with us in the Seymour Building
- Mental Health Residential Services for their assistance with Housing Access
- Vancouver Coastal Health Authority for their continued support and funding
- The MCC Housing for their cooperation and respect, in our new partnership at Candela Place

**MCC Housing****Vancouver Coastal Health Authority**

North Shore/Coast Garibaldi, Vancouver & Richmond

Our Partners

Coast's Supported Housing would not be so successful without the many partners that have contributed to us throughout this year (and in the many previous years). We have many partners; however there is only space to highlight just a few. This is an acknowledgement of Coast's appreciation of the work they do.

Our Team

The Supported Housing team is made up of 19 Community Mental Health Workers, one Peer Support Worker, one TVP Volunteer and one Coordinator. The team's combined experience in mental health work is about 250 years. I would like to acknowledge the effort, teamwork and creativity that this team has demonstrated for the last year. The Supported Housing team is a warm, caring, funny and incredibly original team that give from their hearts.

The SIL team is made up of: Henning Johansen, Carol Hunter, Brooke Opaloch, Joyce Lakomy, Patty Lang, Mario Acosta, Shawn Flannery, Colin Baker.

The Apartment Team is made up of Tony Jones, Rennell McNeil, Orit Reem, Joe Cowie, Shan Ripon, Tessa Warburton and Ferzana Jamani.

The Dr Peter program's only staff is Lisa Elsner.

Terry Power staffs Seymour Building.

Deborah Brown staffs Candela Place.

Ursula Kvac staffs Yaffa House.

The Peer Support Worker is Doug Beveridge.

Report on Community Homes Program

Coast's Community Homes Program provides licensed care to 76 residents. Each of the six licensed homes provides varying programs to a target population.

- Ananda House located in East Vancouver has 20 beds and has both male and female residents
- Crossroads is located in Kitsilano and has eight female residents
- Coast West is located in Kitsilano with 12 male residents
- Champlain is located in Champlain Height with ten female residents
- Cherry Doors is located in Shaughnessy with 13 female residents
- Highlands is located in Shaughnessy with 13 male residents

Highlights of the Year

Due to funding cutbacks and time for evaluation and review, the Community Homes division underwent a detailed review towards the end of 2001. The coordinated result of this was the John Russell Report. John met with a wide range of staff, residents, family members and other agencies to provide guidance to implementing program changes in 2002.

This report contributed to the following changes, namely:

Philosophy

The Community Homes division and staff recommitted itself to Psychosocial Rehabilitation. As a result the number of housekeepers and cooks has been reduced with a view to increasing the level of involvement that each resident has in preparing meals and cleaning the homes. Psychosocial Rehabilitation customizes individual care plans with each resident and sets goals that help people increase their life skills so that they can move to a more independent housing program. Residents have a significant role in setting rehabilitation goals.

Eight hour shifts

The shifts in all the Homes now have the same start and stop times. Prior to this the shifts varied from home to home in

duration and start/stop times. A Job Fair was held in May 2001 and all permanent Mental Health Workers had to bid into new shift lines. Because of this, there were changes in some long standing staff groups, as well as the appointment of permanent night staff in all the homes. The transition, although one that impacted a lot of people, went smoothly.

Displacement of the Cooks and Housekeepers

All permanent full time and part time Cooks and Housekeepers in the division were displaced and the casual Cooks and Housekeepers were laid off in March 2001. We thank all of these staff members for their service over the years.

Five new Cook/Housekeeper positions were created and these were filled by: Eva Kraus at Highlands, Ronna Finkleman at Coast West, Zdenka Stark at Cherry Doors, Kushma Sami at Ananda and Vince Denault at Champlain.

Activity Workers

Now they share resources among Community Homes. Only three of the homes previously had the expertise of Activity Workers on their staff. This was changed, Anna Dalla Zanna now works at Highlands and Crossroads, Eileen Neill now works at Ananda and Coast West, Cathy McPherson remains part time at Cherry Doors and a new part time Activity Worker will be hired for Champlain.

Weekend Supervisors

The positions of Weekend Supervisor were eliminated.

Residents Coordinator

Three new positions called Residents Coordinator were created. The creation of these positions resulted in many applications from current Community Homes Staff.

The successful applicants were, Emma Charman working at Crossroads and Coast West, Myrna McLaughlin working at Ananda and Champlain and Soressa Gardner working at Highlands and Cherry Doors.

Revision of Community Homes Managers Role

The Community Homes Managers role was revised and the outcome of this was that there would no longer be one Manager per home.

The changes are:

- Karen Kendal appointed as full time Manager to Ananda House. Welcome Karen
- Renay Bajkay is the part time Manager at Crossroads and establishing a new part time role of Quality Improvement in Community Homes
- Will Tessier part time Manager of Coast West and part time Manager of Highlands
- Winnie Yung part time Manager of Cherry Doors and part time Manager of Champlain
- We have said goodbye to Lynda Bowes who managed Ananda and wish her every success in her new career

Community Homes Coordinator

Under the new structure this position was eliminated. The Community Homes Managers now reports directly to Heather Edgar, Associate Executive Director.

Challenges

- ▶ The above changes have impacted the programming in the homes with the elimination of positions and other staff working in more than one site. There is a move toward more resident involvement in the everyday issues of running the homes and building the skills necessary to live independently. This is notably evident in the new roles of residents and staff in the shopping, cooking and cleaning of the Homes.
- ▶ Staff continue to work on the challenges of their new roles and worksites. This has had an impact on the programming in each house and presents unique challenges.

- ▶ Staffing in Community Homes continues to be a challenge in 24-hour staffed facilities. There is ongoing recruitment of Mental Health Workers to maintain the Casual On-Call List. A major challenge has been to recruit Community Homes Managers; we presently have our full complement and hope to build a new team.
- ▶ Some of the Community Homes are old, have deteriorated and need attention, this is an area which needs to be focused on and renovation and repairs done.

New Projects

- ▶ The Community Homes Satellite Program was re-established with support from the Anonymous Donor.

A one-bedroom apartment in the Nurses Alumni Building was rented, fully furnished and equipped. This apartment serves the residents as a place to be used for a trial of independent living. The resident moves to the apartment for a period of one day to two weeks. The Community Homes staff provides ongoing support through phone consultations and review of skills necessary to live independently on the residents return to the Home.

- ▶ With the support of the Anonymous Donor, the role of a Peer Support Worker position was created in the Community Homes Satellite Program.

A Coast West resident, Bill Badman successfully filled the position.

- ▶ The role of Quality Improvement in Community Homes was implemented in September. This role will focus on ensuring that all the Community Homes provide consistent clinical practices and focus on areas to improve in established and/or best practices in Mental Health.
- ▶ Community Homes is involved in the Coast wide Accreditation. This is a lot of work but provides the opportunity to look at what we do and improve on it.



Crossroads Follow-U Program Statistics

Crossroads Follow-U Program is designed to offer ongoing support to Crossroads residents after their discharge. It assists Crossroads staff in determining the level of functioning of former residents in the community, as well as collecting feedback from former residents in order to improve the transition into Semi-Independent Living. The program also gives former residents the opportunity to share with current residents their experience and perceptions of Community Living.

The Follow-U Program statistics for 2002 are as outlined below.

Without additional funding for staff or meals, the Crossroads staff takes on all the work done in the Follow-U Program. This is a substantial undertaking in addition to their normal routine duties at Crossroads.

Coast West

This year a resident has become the peer support worker for the Community Homes Transitional Apartment. He ensures that the residents staying in the apartment are oriented to the apartment and the stores and cafes in the neighbourhood. After they leave, he ensures that the apartment is clean, and that

Community Homes Partners

Community homes has many partners including:

- Anonymous Donor
- Vancouver Volunteers
- Mental Health Teams
- Mental Health Residential Services Licensing
- AIDS Vancouver
- Vancouver Art Therapy Institute
- Langara College
- UBC Nursing Faculty
- Douglas College
- Theo BC

2002 Follow-U Program Statistics

	JAN 2002	FEB 2002	MAR 2002	APR 2002	MAY 2002	JUN 2002	JUL 2002	AUG 2002
Number of ex-residents using the program	8	5	10	9	9	8	8	8
Number of Telephone calls received	44	53	76	40	54	41	18	27
Time in minutes of Telephone calls	422	503	648	525	558	469	225	360
Number of visits to Crossroads	49	23	38	26	29	17	23	23
Total visit time in minutes	7975	4535	7175	3750	4470	2630	4015	4015
Staff time during visits	752	238	876	332	421	284	227	335
Number of meals eaten at Crossroads	17	16	12	5	8	4	9	0
Number of interventions with Health Prof.	2	1	0	0	3	0	0	0
Staff time with Health Prof.	140	15	0	0	155	0	0	0
Number of other interventions	0	2	1	0	1	0	0	0
Staff time on other interventions	0	95	5	0	20	0	0	0
Total staff time in minutes	1314	851	1529	857	1154	753	452	695

there are enough food staples and cleaning supplies for the next person.

Another resident has been working with the Downtown Business Improvement Association, helping to keep the downtown area free of litter.

One of our residents now has a TVP job doing cleaning, yard work and re-cycling at our sister home, Crossroads. Two have continuing TVP jobs here at Coast West. Two more residents have started EIB jobs this year that consist of shopping, cooking, and house cleaning.

There is no better way to portray the feelings of the residents, than with a poem by our resident poet, David White.

JERICHO

by David White

Home, heart, healing, humanity.

Hearing our voice through the void of darkness
in alleys far away, past our homeless days and
endless night's.

We felt the wind at our backs for years

In a youth of voices and anger.

Now the ocean is calm
and the boat sails smooth
near Jericho.

Cherry Doors

One of the newest residents at Cherry Doors', C.M., has made impressive progress towards her stated goal of independent living. C.M. recently completed the "First Step" program offered by the West Side Team. This program focused on goal setting, helping participants move towards meaningful activity, volunteer work or employment. C.M. not only completed the course; she made some lasting friendships. C.M. is currently taking a computer course offered by the West Side Team. In addition, she has begun the important task of administering her own medication. The future looks bright for C.M.



Highlands

D.V. has been a resident of Ananda House since September of 1991. At this time, he experienced anxiety attacks to the extent where he had difficulty leaving the house, showering, or even coming out of his room. It has been a long road for D.V., and since moving into Ananda House, he has accomplished a lot. D.V. can now go out of the house alone and attend his computer classes. He uses the resident computer on a regular basis and attends many social activities with his friend, movies being his favourite thing to do. D.V. didn't think he would ever be able to go to a movie, and now he takes full advantage of going whenever possible. He uses his good sense of humour to keep the staff and residents laughing, as well as keeping up to date the best of the comic strips on the bulletin board.

Selected Quotes from Coast Mental Health Resource Centre Members

Working in the volunteer program some scheduled hours per week provided discipline, which had been almost non-existent in my life. The program restores the flow of human dignity, which I've lost through hardship. - MR

I feel very comfortable here because I know I won't be judged for having a mental illness. The people are great; both the staff and clients. - MH

Before I became a volunteer in the Coast Resource Centre I was depressed, I didn't eat properly, and I didn't see any purpose in my life. That changed when I was given the opportunity to volunteer. I feel that I am contributing to Society. I feel useful and my sense of dignity is restored. - JB

There is always someone at Coast to talk to and get me in touch with the proper people and places to help me. Coast has many outings and many therapy classes, and has helped me to start socializing. - JP

When I first walked into Coast I felt I was dying inside and needed an alternative to suicide. Coast members and volunteers became my lifeline and saved me. - DT

I have been coming to the Coast Resource Centre off and on since 1998. They help me in every way, in getting my self-esteem back, with physical needs, and helping me with my volunteer job placement. - DB

I am very thankful for the staff and programs offered here at Coast. They are very important parts of my life.

I enjoy all the services provided here at Coast and don't know how I'd manage if it weren't available to me. - JG

I walked into the old Richards street location and discovered an environment where the clients were treated with dignity and respect, and where the staff was genuinely considerate of each member's particular needs. The stigma I associated with mental health services was not something I was looking forward to at all. But through the Resource Centre my entire belief system regarding that stigma was changed.

I was ill and Coast helped me on the road to recovery. - MG.

I have made a lot of friends here. They talk to me when I don't feel good and that helps me a lot. I also attend the dual diagnosis program on a weekly basis. This helps me stay sober and healthy. - JR

Coast has benefited me the most in that it has always been a place to come to on a daily basis. I've been a member for almost 4 years. The staff comes to visit me in the hospital and talk to my doctor to find out how I was doing. They helped me with housing and now I live in the Seymour Place building. - TE

During a stay in the hospital a year ago, an outreach worker introduced me to Coast Mental Health Resource Centre. I now come to the Centre on a regular basis to participate in cooking class and to socialize. Since I have been coming to the Resource Centre there has been a great improvement in my ability to relate to people. - JR

Report from Coast Mental Health Resource Centre Coordinator

Beata Zaleska



August of this year marked the second anniversary of Coast Mental Health Resource Centre's relocation to the 1225 Seymour Street location. Services have been expanded

and enhanced since the Centre, then known simply as the "Drop-In", opened its first facility in 1993.

Coast Mental Health Resource Centre provides support to individuals suffering from mental illness, in a peer driven environment, overseen by a team of mental health advocates. It is also the point of entry for many homeless individuals in the downtown area into mental health services. Counseling and housing advocacy services are offered on site, as are volunteer and pre-employment programs. Coast Landscapes is one such program. Operating as a competitive business venture, it provides flexible employment and vocational rehabilitation to a number of the Centre's members.

The Centre provides an affordable, nutritious lunch and a free, hot breakfast and snack every day. There are a variety of activities that include: weekly outings, Ping Pong, pool, bingo, art classes, and social groups focused on music, fitness and exercise, sewing, and photography. There are also full laundry facilities, showers, a computer room, a temporary storage area, a donation room, and a library. At every opportunity members are encouraged to participate in the administration of programs and services and to take charge of their own recovery process. Through its partnerships with other mental health agencies, the Centre acts as an important point of contact and referral.

Between August 2000 and August 2002:

- Total monthly attendance increased from 2000 to 4000
- Number of lunches served monthly increased from 1400 to 2700

- Membership increased from 550 to 1250
- Number of monthly interventions increased from 200 to 1000
- Mental health monthly interventions increased from 90 to 330
- Monthly Interventions related to housing increased from 45 to 140

Social and Transportation Program

The Social and Transportation Program, at one time based out of the Clubhouse, now calls the Resource Centre home. The move in January of this year was accompanied by a renewed commitment to program excellence.

Social programs are comprised of weekly and seasonal outings, activity groups, and recreational programs organized to meet the needs of the Centre members. For many individuals these outings are the main connection to the world outside of their immediate communities and are important avenues of social interaction with peers. Individuals who live in Coast housing or boarding homes depend on the Transportation program for such basics as grocery shopping trips and social activities like overnight camping or picnics. Nearly 50 individuals participated in four camping trips which were organized during spring/summer season.

The Transportation program also serves other individuals who have a mental illness and are the clients of other mental health agencies in Vancouver.

The Transportation program currently has as many as 2500 persons on the contact list residing in over 20 outside Coast residential facilities and other community based agencies. There are plans to expand the program to include other mental health programs, including Venture and in-patient units at St. Paul's Hospital and Vancouver General Hospital.

Psychosocial Programs

Thanks to a generous donation by the anonymous donor, a number of member-run programs have been established:

Health and Wellness: facilitated by two members, this weekly group provides forum for education and support for members. Participants discuss a wide range of topics such as coping with mental illness, medications, stress management, communication skills, etc

Women's Group: facilitated by one member, the group is a forum for female members of the Centre to socialize, support each other and access community based programs relevant to participants' interests and needs

Baking Group: facilitated by one member it allows a small group of participants to exercise cooking and baking skills and sharing created goods

Gardening Group: facilitated by one member, allows participants to work in the Centre's garden and learn basic gardening skills. The facilitator expanded his program to St. Paul's hospital in-patient unit where a gardening and flower arrangement group is conducted once a week.

Peer support workers: two members deliver support and a helping hand to their peers – other members of the Centre. One peer support worker also visits currently hospitalized clients

Community store: one member is responsible for the management of the store, including purchasing, pricing, financial management, etc

In collaboration with the Coastal Health Authority Consumer Initiative Fund, the Centre hosts the following consumer run programs:

- Sewing program
- Art program
- Photography Group
- Social Activities group

Outreach Program testimonials

(names have been changed)

Shawn, a 24-year-old man recently diagnosed with schizophrenia, was referred to Coast outreach from Covenant House. Originally from Ontario, he came to Vancouver on the bus and being new to the city was having difficulty accessing social services, housing and psychiatric services. He was living in a shelter, wandering the streets of Vancouver without food and any belongings except the clothes he had on. The outreach worker advocated for Shawn at the Welfare office so Shawn could receive financial assistance and his medications would be paid for. He was placed immediately in one of the emergency hotel rooms Coast Outreach program rents out at the Ambassador Hotel. He was also accompanied to see a psychiatrist.

Shawn has a long history of living on the streets in Ontario in his late teens and early twenties and his biggest fear was that he would end up there again, using drugs and sleeping in doorways and alleyways. Referred by the outreach worker, within a month Shawn was transferred to a psychiatric boarding home where he will learn the skills he needs to successfully survive in a community.

Mike has been a long time member of Coast. Due to his difficulty maintaining mental stability he was evicted from his apartment. Released from hospital on extended leave his options were limited to either be re-hospitalized or try to survive in the community. Outreach worker supported Mike in getting into Coast emergency hotel room at the Ambassador Hotel. From there the worker helped Chris to move into more stable housing in another hotel where he is planning to stay until he is eligible for subsidized supported housing. Mike continues taking his medication and seeing his psychiatrist regularly. He comes to the Centre every day.

Jackie was at Venture, a short-term crisis intervention treatment centre, following psychiatric hospitalization. Her release from Venture depended on the availability of suitable housing in the community. A Coast Outreach Worker secured an emergency hotel room for Jackie and within 24 hours she was released from Venture. To ensure her stability in the community, staff at the Centre helped Jackie take her medication and made sure she had access to food and social activities.

In June 2002, The Art Studios, a highly valued and well-recognized program funded by the Coastal Health Authority moved into the Centre on a temporary basis. Many members of Coast already participate in the programs offered by the Studios and many more will get involved in the near future.

Drug and alcohol issues are very prevalent at the Centre. Currently we have two support programs addressing issues related to substance use.

Staff facilitated group:

- 24 members involved to date
- weekly 1-1.5 hour sessions facilitated by Outreach Mental Health Worker
- 4-8 in attendance each session
- supportive, motivational and self-help model of the group seems to meet the needs of the Coast members

Dual Diagnosis Anonymous:

- Peer run weekly group
- Modeled on other 12 step programs like Alcoholics Anonymous
- Open to members and non-members of the Centre
- Facilitates personal recovery in an accepting, supportive environment
- Members of the group decide on topics discussed each week



Coast Landscapes

Launched in June of 2002, Coast Landscapes is a unique business venture, which provides flexible employment and vocational rehabilitation to members of the Coast Mental Health Resource Centre.

Many people with mental illness have often encountered difficulties in securing and maintaining regular employment. Coast Landscapes program establishes a flexible, supportive working environment considerate to the particular needs of its

members, with a diverse range of employment opportunities, all of which support and facilitate the individuals' recovery from mental illness. Coast Landscapes enables clients of Coast a graduated return to a working schedule without compromising existing individual disability benefits. It encourages members to increase their level of self-reliance, acting as a transitional mechanism between income assistance and full time employment.

Currently Coast Landscapes employs 5 individuals on a regular basis with 30 others employed intermittently on a rotational basis. Over the next two and a half years, as business develops and grows, it is expected that Coast Landscapes will become a major source of both part-time and full-time employment for Coast's members.

The initial response has exceeded all expectations. Featured in local print media, including the Vancouver Sun, Coast Landscapes enjoys a distinct public profile, community support and growing recognition for its excellence. During this summer the Coast Landscapes' crew completed 18 contracts and new contracts are being linked daily. Within 18 months of becoming operational, Coast Landscapes intends to break even, with subsequent profits to be used to increase employment opportunities for members, support new and existing Coast programs, and fund educational options for the program's members.

Mental Health Outreach

As of June of 2002, thanks to the anonymous donor's donation, the Outreach program has increased from 3 to 5 days a week with a full time staff member appointed to handle its expanded scope. Outreach operates from Coast Mental Health Resource Centre within the larger downtown south community, advocating on behalf of members and non-members alike, and acting as a liaison between agencies, housing, and clients. The

outreach worker attends weekly rounds at St Paul's Hospital and tries to connect presently hospitalized clients with community resources. The long-term goal of the Outreach program is to secure housing for mentally ill people in the downtown area and to introduce these individuals to Coast and other agencies and services such as psychiatry, social assistance, etc.

Many of the individuals whom Outreach benefits have little or no prior contact with the mental health system and are desperately in need of assistance. By helping mentally ill individuals access affordable, quality housing, and the help that may need, Outreach alleviates pressure on the emergency psychiatric units by reducing the length of psychiatric stays and the frequency of emergency visits. Outreach allows people to manage their mental illness in the community and reduces crisis situations. Since June, Outreach has secured two single occupancy hotel rooms at the Ambassador Hotel which are used as an immediate, emergency placement for those in dire need of housing and has placed four more people in affordable housing. Of these four, two were previously homeless. Since their placement, one has entered into the dual diagnosis program and another has been moved into more permanent housing.

Snapshot of the monthly interventions delivered by the Outreach Worker:

- 30 different individuals engaged
- 25 crisis intervention
- 245 non-crisis interventions
 - Mental health 81
 - Medical: 30
 - Substance misuse: 42
 - Medication assistance: 21
 - Financial: 17
 - Home visits: 11
 - Housing advocacy: 67

Coast Mental Health Resource Centre would like to gratefully acknowledge the following donors and agencies for their support throughout the year:

The Greater Vancouver Food Bank, Food Runners Program
 Mr. Will Shields, Coordinator. For their generous weekly donations
 Choices Market for their substantial weekly bread donations
 George Ward of Arctic Meats for their donations and quality of service
 Yens Brothers for their donations and excellent service
 English Tea Garden
 Urban Fair
 Shoppers Drug Mart
 Dairyland
 Vancouver Symphony Orchestra (VSO)
 The PNE
 Lenscrafters
 Affordable Housing Society, Seymour Place. Gordon McGee, Building Manager
 Cuppa Joes Coffee Bar
 CFOX radio station
 JR FM Radio Station
 Wendy's
 Roots Canada
 Purdy's Chocolates
 Dolphin Cinema
 Body Shop
 The Vancouver Canadians Baseball/Nat Bailey Stadium
 Wagner Hills Farms
 Leadership Vancouver
 Van-City Credit Union
 West End, Strathcona, West Side, Act/Bridging, and
 Grandview Woodlands Mental Health Teams
 St. Paul's Hospital
 Three Bridges Health Centre
 Gathering Place
 Covenant House
 Shirley Broadfoot
 Steve Edgar
 Trish Gardham
 Sharlene Hertz
 Michelle Kotowski
 Trish Walley
 Brent White
 Barbara Trerise
 Susan Dujmovic
 Leslie Mitton
 Weyerhaeuser

Final Remarks and Future Plans

- MHRC plays an important role in the lives of people with a mental illness, including those who are homeless. For many, the Centre is the first point of contact with mental health services.
- The Coast Centre assists consumers in meeting their basic needs by providing nutritious meals, free laundry, shower and donated clothing.
- Homeless people can come off the street to a warm welcoming atmosphere, have a coffee, a meal, use of a washroom and/or shower, obtain counseling, referral to other services and assistance in finding housing.
- Regular members can make and meet friends, join in social and recreational activities and explore their interests in a variety of psychosocial programs.

Plans for the future include:

- Create more pre-employment opportunities and vocational counseling. Expand existing landscaping program
- Develop a relationship with local primary and secondary schools and facilitate visits of the students at the Centre so they can learn about realities of mental illness
- Medical / dental assistance on site
- Physical wellness programs provided by a community nurse
- Expansion of outreach
- Nutritional counseling
- Partnerships with universities to promote research
- Expansion of formal drug and alcohol counseling
- Develop more housing opportunities in the immediate neighborhood of the Centre: Coast owned / leased, pool of SIL units available to the members, etc

Report from Coast Clubhouse Coordinator

Jack Beatty



The Clubhouse offers a cooperative, safe and supportive community where individuals with a mental illness, who are members of the Clubhouse, work side by side with staff.

They contribute to and participate in the work activities required for the operation and enhancement of the Clubhouse Community. Through the provision of a variety of vocational and employment opportunities, Clubhouse helps members to discover, develop and apply their capabilities, skills and interest in the areas of self development, employment, and every-day living.

This year the Clubhouse has experienced profound changes in the way it operates. The changes in program and structure were participated by systemic changes within the mental health system and Coast's desire to improve the services. The main focus of these changes are centered on differentiating the Clubhouse from the Mental Health Resource Centre. The Clubhouse is now devoting its energy and resources towards prevocational and employment skills for their members ending the social unit which was 80% of the Clubhouse membership. The members who wish only to be involved in the social aspect of rehabilitation can attend the Mental Health Resource Centre. The changes were introduced in October 2001 to the Board of Directors for approval and announced to all in November/December 2001.

The restructuring started in February 2002. The Social unit was eliminated and the Employment and Marketing unit was started. The work units now consist of Communication and Creativity, Food Services, Environmental Services and Employment and Marketing. All memberships were revoked with the option for current members to sign up for new membership (approx. 70% of the

members declared a willingness to continue with the Clubhouse). New hours started with the Clubhouse opening 9 to 5 on weekdays except Friday when open till 7:00 pm and closed on weekends. Many thanks should go to the members and staff for their cooperation during this adjustment period. The Clubhouse now has about 300 members a month involved in one these units. September 2002 saw the appointment of Jack Beatty as the Clubhouse manager.

The philosophy of the Clubhouse program is to ensure:

- A place where people come to live their lives as wholly and creatively as possible
- A community of people who have a willingness to participate, be useful and productive to the best of their ability
- Opportunity to grow and change through meaningful work, creative process and planning their own recovery
- A reinforcement of societal norms and to follow behavioral code

To join the Clubhouse people must:

- Book and attend an orientation session held two times a month
- Have a diagnosis of a mental illness and a connection to a mental health professional such as a family doctor, psychiatrist, or mental health team
- Attend an intake interview
- Once accepted, members need to have a meeting to establish a rehabilitation plan with an employment counselor

Food Service unit reports another active year. The members in this unit are committed to carrying out the daily tasks required to keep the kitchen running smoothly. It's a wonderful group of hard working men and women, who add plenty to the vitality of the Clubhouse. A few members have attained part-time work through the Transitional Employment Program (TEP). Congratulations goes to one member in particular for obtaining

part-time weekend work at Salt n' Pepper Grill. We have received very good news from the employer on his work performance. He's doing a great job.

Communications unit reports they have about 90 members of whom 50 are participating on a regular basis. The unit runs the reception desk, work on the computers and publish The Coast Post, our newest publication since the restructuring. The computer centre now boasts 12 computers available to its members. Several members have advanced computer skills and are available to help other members and staff, especially the new manager. Members of this unit also learn important office skills such as photocopying, mail-out, faxing and typing skills. The unit publishes 300 copies of the Coast Post monthly which reports on employment articles, members and staffs concerns along with poems and artwork of the members.

Environmental Service unit is a place where new members fit in easily. They may be looking for some structure in their lives and have some favorite tasks or they may be fully accredited janitors who want to build up their resume. Whatever the skill level or interest, the Environmental Services is a place for members to put together the know-how to move into the Transitional Employment Program. The unit also provides WHMIS training which is essential to obtain employment.

The **Employment** unit is a new addition to the clubhouse community. It was introduced to bridge the gap between the Clubhouse and Pact Employment Services. The staff and members work together to access independent part-time work for the Clubhouse members who have graduated from the Transitional Employment Program. Once members have gained work experience and references they are supported to write resumes and cover letters, practice interview skills and carry out a job search. The recent addition of a job developer position to the staff team in the Employment unit has increased the

ability to promote job ready Coast members to new employers. This individual will enhance the communication and cooperation between the Clubhouse employment programs.

Clubhouse Employment Program

The Clubhouse Employment programs encompass both the TEP and the Supported Employment Program (SEP). The TEP has grown to 17 employers from 12 last year and now currently has 45 TEP positions, an increase from 28 last year. Many thanks go to the employer associations and businesses for their continuing support of our members. Our newest employer this year is the Downtown Vancouver Business Improvement Assoc., which provide 8 TEP positions. The Transitional Employment Program allows the members the opportunity to gain work experience, evaluations and references. This is a crucial first step towards entering the workforce.

Transitional and Supported Employment Program Employers

- Burnaby Heights Business Improvement Association
- Davie Village Business Improvement Association
- Downtown Vancouver Business Improvement Association (new)
- Granville Rise Business Improvement Association
- Hastings North Business Improvement Association
- Marpole Business Improvement Association
- Mt. Pleasant Business Improvement Association
- RCMP

- Red Onion Restaurant
- United Civic Savings Credit Union
- Coast Foundation Housing Clerical (new)
- Coast Foundation Administrative Clerical
- Coast Foundation Housing Janitorial
- Coast Foundation Administrative Janitorial
- Coast Foundation Clubhouse Janitorial
- Coast Foundation PACT Employment Janitorial
- PACT Reception (new)

Future plans include:

- Increasing members participation in decision making
- Developing comprehensive employment services with the Clubhouse and PACT and the Resource Centre, with the Centre acting as a starting point to offer seamless services to members
- Developing personal competency and pre-employment skill building programs
- Expanding transitional and supportive employment opportunities

In summary, this has been a year of many changes, which has seen some positive improvement for the Clubhouse. Many thanks should go to Beata Zaleska for her endurance overseeing these changes. Also thanks to Judy Treherne and Kim Calsaferr from the Vancouver Coastal Health Authority for helping transition the Clubhouse and make its program unique in Vancouver and different from the Coast Mental Health Resource Centre.

Report on the Community Link Program (CLP)

Debra Simpson

The Community Link Program has moved. We are now in a more central location, the same building as the Northeast Mental Health Team, at 2610 Victoria Drive. Please come and visit us if you are in the area. We have not changed our phone or fax number

Youth

We have been serving youth, ages 16 – 19, for over a year now. We have had 10 young people in the program and they have worked on all sorts of personal goals such as recreation, socialization, fitness, work, and education. Although CLP does not usually run group programs, we piloted a summer recreation program for young adults ages 16 – 25 this summer. The program was a tremendous success and we are in the process of writing an outcome report that can be used to show the need for programs specifically designed for young adults, and to seek further funding

Adults

CLP continues to provide individualized, community based services for adults who are having difficulty assessing community resources

CLP currently employs 15 consumers in positions called Mental Health Support Workers. We are conducting a survey of all our current and past Mental Health Support Workers to look at demographics and job satisfaction. This report should be completed by the end of the year. *Please contact us if you would like a copy.*

Report from the Human Resources Advisor

Marty Norgren



The Human Resources department provides support, guidance and resources to the Board, Managers, Supervisors and Staff through coordinating labour relations and human resource

management. Labour relations relates to all the nuts and bolts of the daily operations of a staff's working life at Coast. It may include assistance with dealing with conflicts amongst coworkers/supervisors, managers, grievance handling, contract interpretation and pay and benefit entitlement issues. To the managers and supervisors the department will offer support education and assistance through all supervisory issues as well as all of the above functions it offers the staff. The Human Resource function involves strategic planning, recruitment and development for all staff and management: Finally, it assists and is an integral part of organizational and operational policy development and implementation for consistent practices.

Highlights of the Year

The position of Human Resource Manager was vacated and revised to Human Resource Advisor. Marty Norgren was the successful candidate.

As part of the review done in late 2001 early 2002 the Community Homes held a Mental Health Worker schedule and work assignment fair. The process involved every Mental Health Worker in a regular shift schedule being able to bid on a schedule line by seniority. 32 Mental Health workers took part including some changing work locations.

In fact, every department with the exception of the accounting department underwent a major review and substantial changes to the staff and managers working life.

Through CareNet and the accreditation process Human Resources is in the process of setting up an easy to maintain central personnel records for all employees and system for all to follow.

Coast Foundation Society has made a conscious decision to move to a learning organization. What that has meant for this year is to identify the needs of the staff and research and set up various learning opportunities. Courses like WHMIS, Non-Violent Crisis Intervention, First Aid and basic courses on psychosocial rehab to name but a few.

Challenges Ahead

The CARF accreditation process had some harsh words in regards to Coast's human resource practices or lack thereof back in 1997, so achieving a marked improvement in the accreditation survey is our number one priority. Other challenges will include aligning our policies and practices with accreditation and government policy. It has been a number of years since they have been reviewed. The next issue is the satisfaction of the staff, managers, volunteers, and students. Through a series of surveys we hope to identify key areas of concern, then we will develop a plan to address those concerns.

Partners

Partners include the Hospital Employees Union (H.E.U) (Erin Paul, Staff Representative), H.E.U. local stewards and executive (Genny Mangiola and Morena Taylor); The H.E.U. represents almost all of the employees at Coast. Within the province of BC they represent about 300 employee groups in all sectors of health care. The Union got its' roots at Vancouver General Hospital back in 1944. They have represented our staff since 1995. Health Employers' Association of British Columbia (H.E.A.B.C.) (Bruce Grant and Heather Paton senior labour

relations Officers), H.E.A.B.C. got its' start back in the early 90's with a merger of CCERA and HLRA. It is the Employers bargaining agent as well as providing expertise in a wide variety of labour relations and human resource management. The Coast Board of Directors, personnel committee (Brent White, David Garraway, Gerry Harley, Helen Gordon). This committee consists of Board Members either interested in or having expertise in the area of Human Resources. They provide the Human Resource department with a wealth of knowledge and commitment to improving the working conditions at Coast. Finally, Bob Kenward previous Coast HR Manager, his current position is at the BCCD and what Bob has allowed me to do is to stay in touch and access him to provide the necessary continuity.

All of the above have been of great assistance to the department and therefore have assisted in all staff's working lives here at Coast.

Other Acknowledgements

Three areas of thanks: The line staff has been absolutely fabulous through all the adversity and changes to their programs, clients and ultimately their working lives.

Secondly, the Management team, who have embraced me into my latest position within the organization.

Last, but as cliché as it sounds, certainly not least the Board of Directors: They have given me clear guidelines and been a huge resource of information and knowledge.

PACT Participant Testimonial

Lisa had depression and social anxieties throughout her teens. Through her early adulthood she had a job with a sales position with a company and progressed to outside sales. Her depression and anxieties became too overwhelming and she was let go.

After completing two years at a local College in business she was going to try the workforce again. She had several part-time jobs in the service industry but could not hold any job down due to her anxiety disorder.

Feeling the pressures of supporting herself, she had a complete breakdown. She started fresh and decided to move to the city. Lisa heard about the Coast Clubhouse and she joined as a member. She began making new friends and tried working in a Temporary Employment Position the Clubhouse had to offer. Lisa gained back her self-esteem and confidence by taking part in the Orientation to the workplace offered through **PACT Employment Services**.

Since participating at Coast, her depression is under control and she has regular meetings with her Care Team therapist. Also, Lisa now has an auxiliary position with Coast as a clerk typist. This position has various demands such as: answering phones, typing, and communication with staff and the public.

Lisa enjoys the challenges of this job and feels that Coast has deeply enriched her life and the road to recovery. The success of developing new friends, working at a job she likes and being involved with the Coast programs and her community has improved her quality of life.

Employer Advisory Council Testimonial

The Insurance Corporation of BC is a company committed to having a qualified workforce that represents our diverse communities. As such, we have been a member of the Coast Foundation's Employer Advisory Council since its inception in 1997.

As an Employer Advisory Council member, I have learned a great deal about the valuable work of Coast Foundation and the challenges facing many individuals with a mental illness. The Council creates many opportunities for possible employment by providing information on hiring, on-site job shadows, informational interviews, feedback on resumes, and valuable information on specific industries.

I feel honoured to work with the people at Coast and on the Council and am encouraged by the quality of the employment programs that are offered at PACT Employment Services and the Coast Clubhouse. I am looking forward to our continued involvement and to the exciting new projects in the coming year.

Margo Vanderweele
Operations Manager
Customer Contact, ICBC

Report from PACT Employment Services

Cathy Johnson

PACT Employment Services is a Coast program serving the employment needs of adults with mental health barriers. We work in partnership with the Employer Advisory Council to improve access and increase employment opportunities for participants.

PACT is a dedicated staff team with seven employment counseling professionals committed to the delivery of high quality programs as well as to the success of our participants. We offer a specialized service to address the barriers individuals face in their job search and to assist with their job placement success.

PACT Employment Services provide:

- Career exploration and testing to develop personalized career plans
- Individualized employment counseling for each participant
- Career decision making and job search skills training
- Specialized service for those making a transition to school through a supported Education plan
- Supported job search and employer marketing
- Post employment support
- Resource center with computers, Internet, fax, photocopier and telephones

This year we have had excellent results with 170 new individuals registered with **PACT Employment Services** and 81 participants secured employment. We also assisted 50 individuals with their transition to education and 26 were successful in obtaining a training skill placement. Also, this year our staff team expanded with the addition of a Job Developer funded by an anonymous private-sector donation. The Job Developer has been successful in assisting individuals to seek employment by talking to employers and finding the right job for our participants.



We have enjoyed the benefits of a stable staff and supportive community referrals and are very grateful for the continued funding from the BC Ministry of Human Resources, Employment Services Centre, and Human Resources Development Canada, Vancouver Centre and private donations.

Employer Advisory Council

The **Employer Advisory Council** has been the driving force in providing employment opportunities and valuable information on industry specific hiring practices for our participants and members.

Council Representatives:

City of Vancouver,
 Duke Energy Gas Transmission
 Greater Vancouver Regional District
 GT Holidays
 Insurance Corporation of British Columbia
 Sev Morin Consulting
 Mt. Pleasant BIA
 Paprican
 Scotia Bank
 Tolliday Consulting

Consulting Members:

United Parcel Service, Vancouver Resource Society for the Physically Disabled, and Vancouver Yaffa Housing

In the spring, the **Employer Advisory Council** and the Coast staff successfully hosted an evening networking and education presentation at the Coast Plaza Hotel. Guest speaker Kevin Evans, currently the B.C. Vice President of the Retail Council of Canada and with 23 years in journalism spoke about "Mental Health: Community Media, and Stigma." In this most moving presentation Kevin said, "the true measure of the health of the community is how that community treats it's most vulnerable." He spoke about his perspective on how he learned from his own experience with depression and addressed how stigma can be more threatening than mental illness itself.

Deborah Cushing, Diversity Manager for ScotiaBank, who presented to guests on accommodation and job placement success of a program participant with ScotiaBank.

The Employer Advisory Council is very pleased with the results of this years activity and are encouraged about some very exciting events in the works for this coming year.

Report on the Coast Financial Trust Program

Blandyna Skowronska



For over four years Coast's Financial Trust Program has successfully helped people with mental illness to enhance their lives by allowing them to be more financially independent.

Coast helps Disability Benefit Recipients with mental illness to preserve their additional assets by creating for them the opportunity to set up their assets in a trust fund. According to BC law, if a person receives an inheritance or insurance money, they can place these assets in the trust and receive support from their trust without their Disability Benefits being affected.

People on Disability Benefits cannot have more than \$3,000 in assets. If they receive any money such as an inheritance or retroactive CPP, their benefits are cancelled until they deplete their assets to under \$3,000. As a result of this governmental policy, people with severe and persistent mental illness are confined to live in chronic poverty and to experience poor nutrition and substandard housing conditions.

People who have trust funds increase their budget for food, clothing, shelter, medical services etc. The trust program helps them to improve their health, well being and standard of living. In general, the trust program is designed to help people on disability benefits to live better lives.

Most private financial institutions, however, will not handle accounts worth less than \$200,000 - \$250,000. Government trustees will only manage assets of those who are incapacitated. Many people on Disability Benefits and in need of trust funds don't fit into any of these categories. With the help of VanCity Credit Union, Coast has established trust funds for its clients as part of its mandate to improve the lives of people with a

mental illness. By establishing and managing trust funds, Coast enhances the economic, social and well being of seriously ill people and helps them to improve their quality of life.

The current Trust Coordinator, Blandyna Skowronska, has coordinated the Trust Program for over two years. Until recently, Darrell Burnham, Coast's Executive Director, was the person responsible for the management of this program. In June 2002 Joanie Tara became the new manager responsible for the Trust Program.

Highlights of the Year

The recently conducted survey of Coast's Trusts participants shows a high rate of satisfaction for its clients. There was a 30% response rate and 92% of these respondents said that they were highly satisfied or satisfied with the Trust Program. The majority of respondents said that their mental health, ability to handle stress and their financial security have improved. The survey results confirm what research says: improved income levels have positive outcomes on a person's mental and physical health and their ability to cope with stress.

Presently, Coast handles 138 active and 18 non-active trust accounts and there are many more trusts to come in the near future. The majority of trusts are set up as Non-Discretionary Trusts. In these trusts, the beneficiary of the trust is also a co-trustee together with Coast. This type of trust gives the beneficiary partial control over the use and management of the money. The total value of these accounts is approximately 2.5 million dollars.

Challenges ahead

Coast is currently developing operating and best practices manual for other non-profit organizations, which would like to follow the Trust Program. We would like to share the lesson we have learned with others seeking to improve the lives of people with a disability

Partners

The Vancouver Foundation and The Law Foundation of British Columbia have generously provided \$65,000 in total to aid in the success of Coast's Trust Program. The grant from the Vancouver Foundation is being used toward the development of operating and best practices and towards the expansion of the existing "Financial Trust Management" program. The grant from The Law Foundation will be used to develop a manual on how non-profits for other groups can run a financial trust program.

Coast Foundation Society would like to recognize Halldor Bjarnason and David Unterman for their generous contribution of legal advice with regard to the trust program. Coast would like to thank Bill Biles from Van Tel Credit Union for his contribution of financial advice to the program.

It also should be mentioned that Mental Health Organizations such as Kettle Friendship Society, Mental Patients Association, Mental Health Empowerment and Mental Health Teams, to mention only a few, provide good support and assistance to the Trust clients.



Coast 2002 Directory

Apartments

China Creek

Phone/Fax: 872-1394

Clark

Phone/Fax: 874-5823

Coastview

Phone/Fax: 251-4198

Frances Court

Phone: 253-7714

Fax: 253-7776

Hooper

Phone/Fax: 605-8511

Hydrecs House

Phone: 874-1170

McLean

Phone/Fax: 255-2677

St. Margaret's

Phone/Fax: 875-8935

SIL & Scattered Units

C/O Administration Office

Phone: 872-3502

Fax: 879-2363

Community Homes

Ananda

Phone: 872-7134

Fax: 872-8420

Champlain

Phone: 435-1300

Fax: 435-9796

Cherry Doors

Phone: 738-2892

Fax: 738-2866

Coastwest

Phone: 733-0504

Fax: 733-0512

Crossroads

Phone/Fax: 730-2855

Highland Manor

Phone: 731-7310

Fax: 733-3142

Administration

Housing, Accounting, Development & General Office

293 East 11th Ave.

Vancouver, B.C.

V5T 2C4

Phone: 872-3502

Fax: 879-2363

Website: www.coastfoundation.com

Email: info@coastfoundation.com

Community Services

Mental Health Resource Centre

1225 Seymour St.

Vancouver, B.C.

V6B 3N6

Phone: 683-3787

Fax: 683-3750

Members Line: 683-3752

Clubhouse

295 East 11th Avenue

Vancouver, B.C.

V5T 2C5

Phone: 876-6345

Fax: 876-6105

Members Line: 879-9612

Community Link

2610 Victoria Drive

Vancouver, B.C.

V5N 4L2

Phone: 435-5677

Phone (2nd phone): 435-5619

Fax: 435-5694

PACT Employment Services

250 Kingsway

Vancouver, B.C.

V5T 3J4

Phone: 877-0033

Fax: 872-8783