

COAST MENTAL HEALTH ANNUAL REPORT



Supported housing brings out the best in Coast clients



*M*oving into St. Margaret's supported housing seven years ago changed Pauline Butcher's life

in ways she never could have imagined. One of more than 700 Coast clients in over 30 locations across the city, Pauline has a self-contained suite, a stigma-free environment, and access to on-site community mental health workers.

She also has the ability to nurture and support others through a very special and much-appreciated talent: she's a great cook.

"My grandmother was a well-known chef in Barbados, so I come by it honestly," says 47-year-old Pauline, who moved from that country to Vancouver with her family when she was 19. "I love having my neighbours over for tea parties or birthday dinners, and I'm always cooking for my family."

Pauline first experienced mental illness when she was 14 in Barbados, but it was not diagnosed until she moved to Vancouver. Although she still suffers with depression due to a bipolar disorder, she is well-supported through Coast services and by Vancouver Coastal Health's northeast mental health team.

A home support worker for 17 years, Pauline retired from paid work in 2001 because of her

illness. Her mental health team encouraged her to get an apartment at St. Margaret's.

"They thought I would benefit from more independence because I had always lived with my mother," says Pauline. "They were right — I love having my own place!"

The independence has boosted Pauline's confidence, which in turn has encouraged her to reach out and help others. As well as entertaining people in her own home, she helps prepare special dinners at Easter, Thanksgiving and Christmas for the tenants in her building. She has also led cooking classes at the Coast Resource Centre, and every Wednesday afternoon she bakes cookies, cakes and muffins at mental health boarding house Bridge House.

When she's not cooking, Pauline visits her 90-year-old-mother, who is now in a nursing home. She also listens to music and spends time with a Coast volunteer friend going for walks or for coffee.

"Moving into St. Margaret's, I feel like I found another side to myself," says Pauline. "I do everything for myself now, and it has taught me compassion and respect for others."

Coast Supported Housing Highlights

- serves over 700 people in over 30 locations
- will serve almost 900 people in 35 locations by 2010
- offers rent subsidies or rent geared to income
- last year Clark apartments celebrated its 30th anniversary
- a new seniors' supported housing building – a renovation of an existing Coast building – is in the works
- overall satisfaction rate of tenants in the program via a survey: 90%



A pivotal year for Coast

Coast's 34th year has been one of unprecedented growth in all

our programs. BC Housing and the City of Vancouver have supported the purchase



and conversion or construction of over 2,000 housing units, including three new Coast

projects. Our employment services and resource centre serve increasing numbers of clients. The Coast Mental Health Foundation raised more than \$1 Million at the Courage To Come Back awards, with an additional \$1 million pledged as an endowment by the B.C. government. Coast Social Enterprise Foundation has set the stage for the development of businesses that employ people with mental illnesses.

Despite these successes, the need for support for people with mental illness is increasing. To help meet that need, we interviewed partners, clients, staff and other community members for input into a Coast strategic plan. We were heartened by the broad community support and

encouragement for Coast to continue to grow its reach — assuming it can build the necessary capacity. These two themes — growing our reach and building capacity — underpin our new strategic plan, which will guide our work over the next few years.

A heartfelt thanks to our board directors, staff, partners and funders for their dedication to Coast's mission. A special thanks also to our clients, who continue to inspire us.

This short report highlights some of Coast's 2007/08 activities. For more information on our programs and services as well as our new strategic plan, visit www.coastmentalhealth.com

Pat Zanon, Board Chair

Darrell Burnham, Executive Director



Since 1974, Coast has supported people with mental illness through housing, jobs, rehabilitative social and recreational opportunities, food, clothing and life skills training.

Our programs, supported by funding partners and donations through the Coast Mental Health Foundation, include:

- Clubhouse
- Cottages
- PACT Employment Services
- Supported Housing
- Community Homes
- Resource Centre
- Social Enterprise Foundation
- Trust Program

Our Vision: a society where possibilities become reality

Our Mission: Coast promotes recovery of people with mental illness

Coast Programs and Services

As well as those highlighted in our annual report stories, Coast offers the following programs:

CLUBHOUSE

Provides volunteer and employment opportunities for more than 600 members, who work with employment counsellors in the environmental unit (*janitorial skills and lawn maintenance training*), the food service unit (*food preparation, cooking, cleaning and cashier training*), or the communications unit (*computer skills, reception duties and newsletter publishing*). Once trained, members work in the transitional employment program in six-month paid positions in the community.

Clubhouse 2007/08 highlights:

- average daily attendance: 111
- total attending last year: 2,767
- 56 people assisted with education
- 49 people in transitional employment program
- 44 people placed in supported employment

PACT EMPLOYMENT SERVICES *(Planning/action/counselling/training)*

Offers job search help for people with a mental illness, including employment counselling, career exploration and career testing, assistance to determine eligibility for training funds, job search skills, job search, and post-placement support. PACT members

have access to computers with high-speed Internet, fax, photocopier, phones and an answering service.

PACT 2007/08 highlights:

- renovations included a redesigned computer resource area and office space
- 165 people registered
- 68 people placed into employment

TRUST PROGRAM

Manages over \$11M in assets and serves 330 people classified as persons with disability (PWD). Individuals or their family members who receive a lump sum of money can place the assets in a trust naming the PWD as beneficiary. This allows individuals to keep their PWD payments and benefits, and receive income from their trust for disability-related goods and services.

Trust program 2007/08 highlight:

Coast was granted an exemption by the province of BC (*through the Ministry of Finance and the Financial Institutions Commission - FICOM*) from provisions of the Financial Institutions Act, permitting us to operate our trust program. Some limits were placed on the program, the most significant of



Coast Mental Health Clubhouse

which is a \$500,000 limit on the size of a trust excluding homes or other exempt assets.

VOLUNTEER PROGRAM

Coast volunteers assist with governance and special events and provide social-recreation opportunities and companionship for clients both one-on-one and through group workshops and seminars. Monthly support meetings provide education for volunteers on a variety of topics, and social events give volunteers an opportunity to meet and support each other.

Volunteer program 2007/08 highlights:

- Coast volunteers worked 7,739 hours
- partnered with UBC Community Learning Initiative, hosting teams of volunteers who worked with Coast clients on nutrition workshops, social recreation and art
- partnered with United Way's employer-sponsored volunteer program, where teams provided cleaning and gardening assistance at two Coast sites
- worked with volunteers enrolled in Mental Health and Social Service Worker certificate and diploma

programs, some of whom were recruited as employees

COMMUNITY HOMES

Provides 24-hour staff support to 121 clients in 11 sites across Vancouver. Residents come and go freely, enjoy privacy, and help make decisions about home routines and activities. Homes are staffed by trained personnel who provide counselling, life skills coaching, life planning, medication administration and crisis management.

Community homes 2007/08 highlights:

- 23 clients were enabled to move on to more independent living
- orientation/re-orientation to 48 staff
- new developments in the works: Dunbar and seniors' supported housing project
- in June 2008, Community homes was awarded an Excellence in BC Healthcare Award: BC Top Innovator – Affiliate Award of Merit, presented in recognition of our new Quality Work Initiative Kit (QWIK)

2007 – 2008 Coast Financial Information

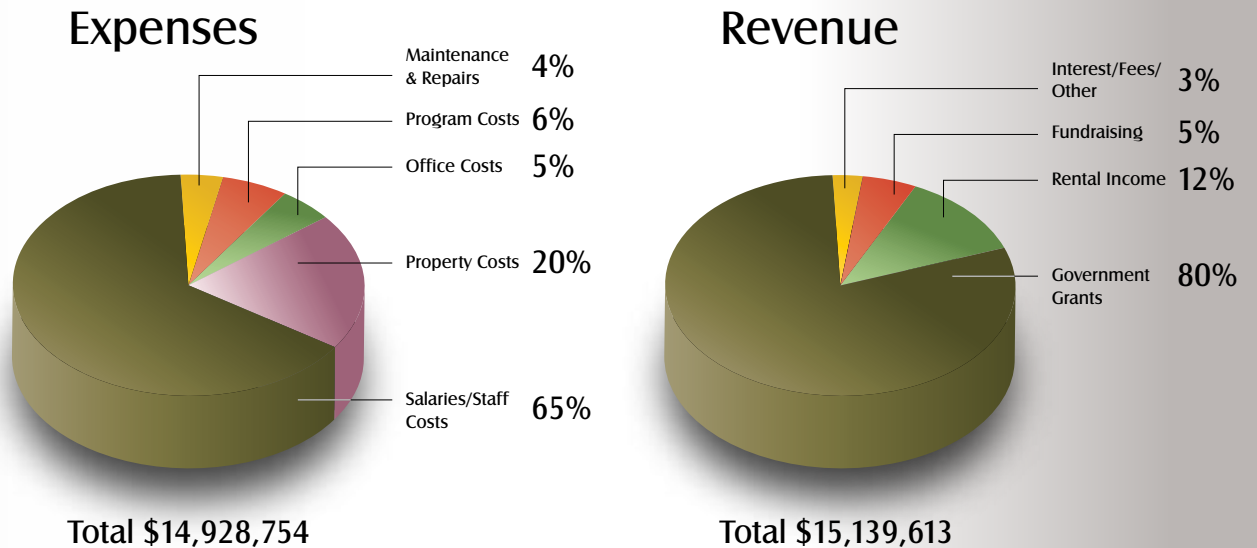
Coast Board Members 2007/08

- | | | |
|-----------------------------------|------------------------------------|---------------------------------|
| • Peter Brannan | • Keith Elliott | • Calvin Fong, <i>Treasurer</i> |
| • Peter Gibson | • Elliot Goldner | • John Higenbottam |
| • Peter Hopkins* | • Ultan Kampff | • Brenda Karp* |
| • Rosemary Mah | • Greg Noga* | • Gail McGonigal |
| • Peter Ng | • Margaret Perry, <i>Secretary</i> | |
| • Zerom Seyoum | • Pat Zanon, <i>Chair</i> | |
| • Baldwin Wong, <i>Vice Chair</i> | | |

* Resigned during 2007-2008 Board term

Coast Board Committees

Audit and Finance – Communications – Governance – Human Resources – Nominations – Quality Improvement/ Risk Management – Planning and Partnership



Cottage program a stepping stone on the road to recovery



34 year-old Rod Ramsami has a story to tell. It's about his

struggle with a drug addiction and the long road to recovery. His audience will be high school kids, and his ultimate message is: "don't go there."

"I know how easy it is to get off-track," says Rod, who grew up in Vancouver with three brothers and his mother, who cared for them all after his father died of an overdose. "I want to tell young people you can't win with drugs — better to get high naturally on being with friends and finding out about the world."

Rod has what's known as a dual diagnosis — a mental illness as well as an addiction. In high school, he was a star football player. He became the father of a baby girl shortly after graduating, and not long after that, married and had another daughter. Throughout that time, Rod worked hard, sometimes on three jobs at once. But not long after his marriage, he became ill and his life fell apart. He lived in a number of Downtown East Side hotels and lost touch with his family.

Strangely, it was getting convicted of a crime that saved him. He was found not guilty due to a mental disorder and moved to Colony Farm, where he lived for about a year on a supervised ward.

Three years ago Rod moved from Colony Farm into the Coast cottages program, a partnership between Coast and the Forensic Psychiatric Services Commission. The program provides 24-hour care to 41 residents in 12 cottages with the goal of helping residents transition into the community once they are at low risk of re-offending.

Today, Rod has reconnected with his family, including six nieces and nephews he's devoted to, his mother, from whom he says he learns something every day, and his eldest daughter, who's now 16. Rod is on the Coast Board of Directors' planning and partnership committee, and a member of Coast's clubhouse, which provides supervised employment opportunities.

"The clubhouse is great — as well as earning extra money for maintenance or catering or landscaping, you also get to connect with people who really understand what you're going through," says Rod.

Speaking at high schools is a long-term goal, but one he's committed to reaching.

"I used to tour Vancouver schools with a hip hop group, warming up the crowd as MC," he says. "I'm good with kids and I feel my testimony is compelling enough that they'll really listen."

Coast Cottages Highlights

- operating since 2003, expanded from 3 cottages to 12, serving 41 clients aged 21–70
- new "clean start" cottage providing support to three clients with difficulties due to drugs and alcohol
- new long-term cottage for three senior clients
- a supported independent living program consisting of four placements in the Tri-City area
- outreach services to clients who have successfully transitioned to the community
- "inreach" program for former residents to volunteer/provide peer support to residents

Banner Year for Coast Mental Health Foundation

Last year, generous donors continued to demonstrate their dedication to Coast's mission, allowing us to provide services that promote a healthy, safe and strong community.

The Courage To Come Back awards gala generated over \$1 million, which was matched by Premier Gordon Campbell in the form of an endowment fund grant. Our sincere appreciation to the Premier and other individuals and organizations, without whose contributions this event would not be possible. Key sponsors included:

Scotiabank, Weyerhaeuser, The Province newspaper, Global TV, TELUS, Great-West Life, BC Housing, News 1130, Fairchild Media, TV Week, Vancouver Coastal Health, Providence Health Care, Provincial Health Services Authority, HYDRECS, Spectra Energy, Blenz, Infinity Films and The Hyatt Regency Vancouver. We also wish to thank Lorne Segal for his leadership as Chair of the awards, which have become a highlight event for Vancouver.

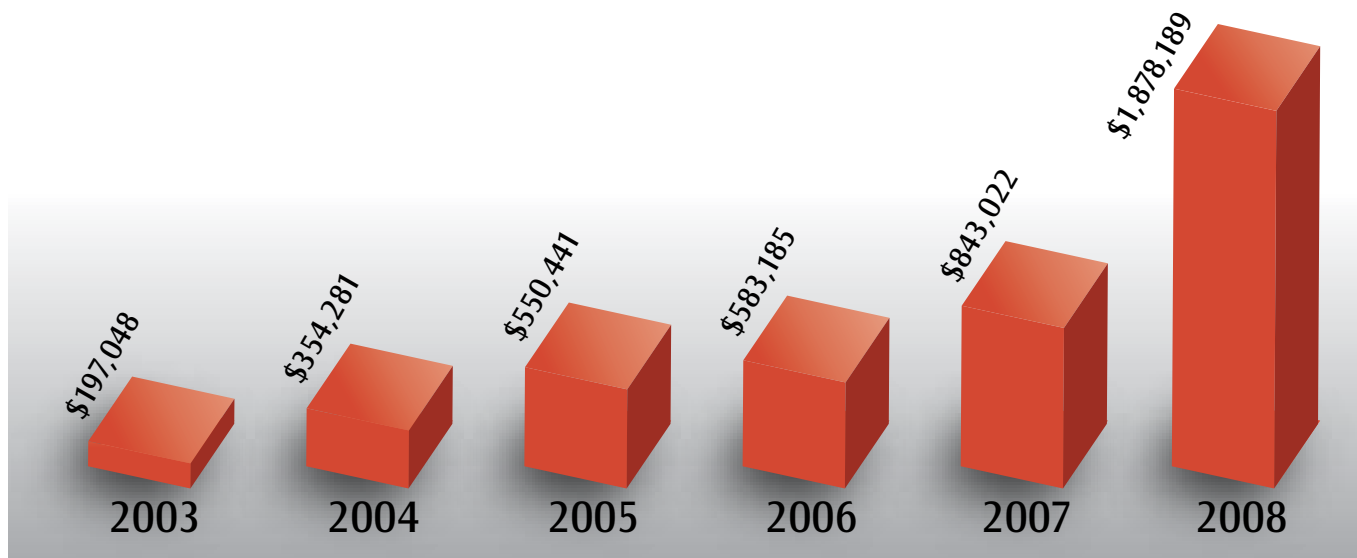
We also produced a 2007 donor report and donor plaque, introduced at our 2008

reception. Special guest The Honourable Mike Harcourt spoke to attendees about his vision for the future, which includes the eradication of homelessness by 2015. Donors were given a tour of the new 44-unit Doug Storey building.

Finally, to expand Coast services, the Foundation continues to pursue the development of a Coast Mental Health Centre. We envision a knowledge/research institute dedicated to increasing understanding of mental health problems as well as the practical and policy-related solutions needed. The centre will also provide additional housing and an employment centre.

COAST MENTAL HEALTH FOUNDATION BOARD 2007/08

- Doreen Braverman
- Shirley Broadfoot
- Winton Derby, *QC, Chair*
- Kevin Evans
- Calvin Fong
- Sarah Goodman
- Wendy King
- Ross Stringer, *Treasurer*
- Baldwin Wong



Coast Resource Centre: *A safe haven in a sometimes-stormy world*

Coast Board member Peter Brannan credits the Seymour St. resource centre — in particular its Bingo sessions, tasty lunches and welcoming atmosphere — with helping him get through a very tough period in his life.

Through the '80s and early '90s, Peter had two jobs, a wife and a son to support and a keen interest in higher education, with two university degrees already under his belt. He'd had a difficult childhood and put it all behind him by working hard and focusing on others' needs rather than his own problems.

But in 1995, for reasons he can't fully explain even now, he left it all behind and ended up on the Downtown East Side struggling with serious depression and a drug habit for a number of years. "I think I'd avoided the trauma of my childhood until my 40s by taking care of people," says Peter, who was born in Dundee, Scotland. "When my wife started working and my son grew up, there was less of a role for me, and I kind of fell apart."

Peter lived in a number of downtown hotels over the next few years. The details of his daily life during that period have faded from memory, he says. But he does remember

hearing about the Coast Resource Centre from a friend. He visited one day about five years ago, and has been a regular ever since.

"I got hooked on the Bingo," he laughs. "But there are all kinds of other activities — from art classes to quit smoking sessions — as well as good, affordable meals."

At the centre Peter found out about the vacant Coast Board position, for which he applied and has held for a year. He sits on two Board committees — planning and partnership, and quality improvement/ risk management — and through Coast's volunteer program provides peer support to St. Paul's Hospital psychiatric patients. He's also a certified yoga instructor, but due to health issues is not teaching at the moment.

"I really take my hat off to the Coast Board," says Peter, who lives in the new 44-unit Doug Storey apartment building, a social housing project for low-income people who are homeless or at risk of homelessness. "Their programs mean a lot to people who need some certainty in a very uncertain world."



Resource Centre Highlights

- located in downtown Vancouver, open six days a week
- provides nutritious, affordable meals, free laundry, shower facilities and social and recreational activities
- more than 200 people use the centre every day
- two new outreach workers hired last year (*there are now four*)
- new partnership with Collingwood Neighborhood House, contracting outreach services one or two days a week to Vancouver's Collingwood area



Mayor Sam Sullivan was among 100 dignitaries, media and tenants celebrating the official opening this summer of the Doug Storey apartments, a partnership between Coast and the City of Vancouver. The 44 studio-style units provide housing for 44 at-risk clients.

Coast Social Enterprise Foundation

Coast Social Enterprise Foundation (CSEF) was created in 2005 to oversee business ventures that would provide employment opportunities for people with mental illness.

Last year CSEF received a \$30,000 Coast grant and a \$20,000 British Columbia Technology Social Venture Partners grant to further our work. The CSEF business Landscaping with Heart (LWH) launched a marketing campaign that brought in increased service contracts and kept a 20-member workforce of mental health clients busy. In partnership with Rona and the Land Conservancy, LWH also developed a training program, Building Opportunities with Business (B.O.B), to prepare people from Coast and Vancouver's Downtown East Side for employment in landscaping. The program will be repeated in winter 2009.

In 2007/08 CSEF also developed:

- a tool to evaluate business opportunities
- a 2008 business plan with more efficient financial reporting tools
- Board governance procedures as well as CSEF operational practices
- a demonstration project through a \$5,000 Vancity grant resulting in tools to assess the impact of our social enterprises

COAST SOCIAL ENTERPRISE BOARD OF DIRECTORS 2007/08

- Peter Dueck
- Peter Hopkins *Chair: October 2007-July 2008**
- Harry Lawson*
- Bruce Lounds, *Treasurer*
- Sarah Moen
- Margaret Perry, *Secretary*
- Wayne Rawcliffe, *Chair: August 2008*
- Pat Zanon

**Resigned during 2007-08 term*

Coast Funding Partners

Thanks to our funding partners, who make our work possible:

- Vancouver Coastal Health
- Provincial Health Services Authority
- BC Ministry of Health Services
- BC Ministry of Housing and Social Development
- BC Housing
- BC Gaming
- Service Canada
- Human Resources & Skills Development Canada
- Canada Mortgage & Housing Corporation
- City of Vancouver

Coast Executive Team

Darrell Burnham, *Executive Director*
 Heather Edgar, *Associate Executive Director*
 Tom Gill, *Controller*
 Marty Norgren, *Human Resources Advisor*
 Rhonda Rector, *Director of Quality Improvement*
 Cathy Taylor, *Acting Director, Coast Employment Services*
 Renay Bajkay, *Community Homes Director*
 Tracy Schonfeld, *Community Services Director*
 Rudy Small, *Supported Housing Director*
 Beata Zaleska, *Cottage Program Director*

Coast welcomes anyone with a mental illness to participate in our services and programs. We also welcome volunteers and financial supporters to help us do our job better. Contact us at info@coastmentalhealth.com or 604-872-3502.



COAST
 MENTAL HEALTH

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