



For more information on Coast call, e-mail or visit our website.
 info@coastfoundation.com www.coastfoundation.com (604) 872-3502

Message from the

Chair of the Board, Stephen Edgar & the Executive Director, Darrell Burnham

Our community has been under considerable pressure in the past year and Coast Foundation Society has had to adjust, adapt and respond in order to be able to assure the best quality services for persons living with a mental illness. We live in challenging economic times that have led to specific challenges for Coast and the people we support.

Government budget pressures have led to a scarcity of funds to operate current services and very limited opportunity to develop new programs. Coast's consumers have been faced with uncertainty and threat due to a total reorganization of the provincial "welfare" system.

The challenges of "city life" has complicated the recovery for people with mental illness as more have addictions or challenging physical problems in addition to their mental health concerns. Businesses have seen their profits erode in the past few years and their ability to employ or financially support our services has also been challenged. SARS has added another level of fear in our community about "super-bugs" and the relative preparedness we might have to face such a disaster.

It has certainly been a challenging environment in which to work and plan and hopefully achieve our goal of fostering recovery for persons living with mental illness. Despite these challenges, Coast's board, staff, volunteers and consumers have been working together. We have been building on our nearly 30-year history of developing and delivering effective responses to these challenges. Throughout this Annual Report you will read of many of these responses, but we want to highlight a few at this time.

Governance

Coast's Board has worked very hard on clarifying the governance model in order to achieve a strong voice for Coast's constituents, clear roles for management and the

board as well as to enhance the accountability of the organization.

These include:

- A committee structure has been developed with clear responsibilities and authorities either to the Board or to the Executive Director.
- An evolution in the role of the Annual General Meeting and the spring "Open Spaces" forum in order to ground the work of the society with the needs of its constituents.
- A focusing of the work of the Board on the planning and control elements with management focusing on program delivery and reporting.

Coast Mental Health Foundation

Coast's new sister organization, the Coast Mental Health Foundation, though still in its infancy, has made great strides in the past year. This organization has the mandate of acquiring funds and resources for Coast's services and to educate and hopefully change public attitudes about mental illness. Its importance to Coast should be self-evident as government resources become more and more scarce. The only feasible way we can respond to the increasing needs of people with mental illness is through increased support of the public, businesses and foundations.

It has had several achievements:

- Has attracted outstanding leaders in our community to its Board of Governors
- Adopted a new fundraising/friend-raising model to identify more people who care about Coast's mission through a series of orientation tours throughout the year. This culminated in an annual fundraising breakfast which this year was on October 15th and raised over \$100,000 over five years.
- Had a strategic planning session articulating several ambitious goals for the future.
- Put on the fifth annual **Courage To Come Back**



Awards – by several accounts its best ever and, never satisfied, has had several planning sessions and developed a Partners advisory group to continue to enhance the province wide **Courage To Come Back Awards** program.

Accreditation

Accreditation is the process of having an organization reviewed by external surveyors to see how it complies with national "best practice" standards. Its purpose is to both recognize quality organizations and to push the organization to constantly improve and protect its quality. In September of this year, three surveyors from across Canada completed a thorough review of our services over four days. Over one hundred people including board members, staff, volunteers, consumers, family members, and community partners were involved in this extensive review of our total organization. We are grateful for the outstanding leadership of Heather Edgar, Coast's Associate Executive Director, who shepherded us through this extensive process.

We are pleased to report that we have been accredited for 3 years. The Surveyors made many encouraging comments about Coast's programs, staff, board and leadership in their final reporting session and encouraged us to continue with our quality improvement journey.



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.

2002/2003 Board of Directors

Stephen Edgar, Chair
Susan Beck
Shirley Broadfoot
Jose Antonio Fuentes
Helen Gordon
Gerry Harley
John Higenbottam
Brian D. Kennedy
Wayne G. Mercer
Leslie Mitton
Mary Risebrough
Michel Roy
Rylo J. Santana
Brent White
Baldwin Wong
Sheldon Zipursky

Message from the Chair of the Board & the Executive Director CONT'D

The Challenge Ahead

Though we have been pleased with our ability to ride through these turbulent times, we are not satisfied that just "riding through" will help us to continue to address the needs of people with mental illness. We will need to become more resourceful and more creative and engage more support if we are to address the severe needs facing people with mental illness. Currently over 3,000 people are waiting for decent housing – a wait that can take five or more years and, unfortunately some folks cannot wait that long. We have too many people waiting for transitional and full time jobs – we must help consumers make this challenging transition to work. Finally though we can sense a real change in public attitudes and understanding of mental illness, we still have a long way to go in helping eliminate the stigma and discrimination.

Closing

Our mission statement begins with "Coast is a cooperative community" and it is clear that our success as an organization starts and stops with the outstanding contributions of our whole community. We want to acknowledge and thank our dedicated and capable group of employees, the many volunteers who toil selflessly and the incredible contributions of Coast's clients who provide so much service and support to one another.

We'd also like to acknowledge and thank our partners and donors for their critical contributions. Every year, more and more of what Coast does is dependent upon strong and open relationships with partner organizations that share our values and goals and through the financial and in kind support of our many donors.

We also want to recognize the important relation-

ship we have with our government funders and partners. All levels of government have had to look hard and long at how they can fulfill the high expectations taxpayers have for service during tough economic times. We thank them for placing their trust in Coast to deliver important and cost-effective services that not only benefit people with mental illness, but our whole community.

Our final thanks go to the directors of both the Coast Foundation Society and our new Coast Mental Health Foundation who have given such strong leadership to our organization this past year. Of note, Two directors are retiring after the AGM after six years of service; Baldwin Wong and Shirley Broadfoot (Shirley is not going too far as she is a director of the CMHF). Baldwin and Shirley have helped guide this organization over some rocky roads and we thank them for their contribution.

Message from the

Associate Executive Director, Heather Edgar

Program staff and management have had a very busy and productive year. They have been adding new programs, reviewing current ones for quality improvement and implementing changes to better serve our clients. Despite the many challenges Coast faces in today's environment, morale is high. Clients, family members of clients, peer agencies as well as public and private funders have continually affirmed the effectiveness of Coast programs, high standards of care and our commitment to ongoing quality improvement.

Some of the items of recognition are as follows:

Accreditation

Coast received exceptional reviews from external surveyors. For some programs the surveyors identified us as setting standards for Best Practices in Canada and encouraged Coast to document and publish how our services and philosophy of care provides measurable benefits for our clients. We were the first social housing organization in Canada to undertake an accreditation with the Canadian Council of Health Services Accreditation (CCHSA). The CCHSA has a long history of setting national health standards and improving both acute care and community health organizations. We will continue to pioneer setting community mental health standards with CCHSA for our future accreditation in 2006. Our current challenge is the development of a coordinated quality improvement plan, establish Balanced Score Card reporting framework that will assist us to report clearly on the impact of key indicators, and continue to work with our broad-based community to help update our strategic plan.

Publicly Funded New or Continued Programs:

In competitive bid processes Coast has been funded by

- the Vancouver Coastal Health Authority to take over

the management of Bridge House (seven residents in a 24/7 licensed care facility):

- the Forensics Psychiatric Hospital to start a transitional housing program in three cottages on the grounds of Riverview Hospital (12 residents) and
 - Human Resources Development Canada funding for employment programs.

Coast is also involved in bidding for three other projects at this time.

Donor Funded Programs

Individuals, Corporations and Foundations (in brackets at end) continue to fund various new programs. Some of the programs include:

- Grants for clients to **return to school or take training** (Weyerhaeuser)
- **Job Development** worker to find and secure employment placements for Coast clients (Anonymous Donor, Bilby Foundation)
- **Dual Diagnosis** Training staff (Anonymous Donor, Bilby Foundation, First Baptist Foundation)
- **Peer Support Programs** – Teach clients to support other clients reach rehabilitation goals (Anonymous Donor, EILB Foundation)
- **Family Support Worker** – assist parents with a mental illness to access services and help maintain mental health (Anonymous Donor)
- **Financial Trusts Program** – support to further develop program and have external reviewers (Vancouver Foundation, Law Foundation of BC)

- **Outreach Worker in Downtown Vancouver** – helps clients one-on-one to find housing, emergency shelter, clinical support and set rehabilitation goals. In addition a peer support program regularly works with and visits St. Paul's Hospital psychiatric ward (Anonymous Donor, Bilby Foundation, St. Paul's Hospital)

There are many more programs to mention but the examples given show that there is vitality in Coast's Community. In the Accreditation focus groups staff and clients both expressed pride in being involved with Coast. While there still is a tremendous need for more housing, back to work programs and other community mental health services there is a sense that we are moving forward and targeting resources to provide the most effective services.

In the midst of daily events I am continually reminded and greatly appreciative of staff and members ongoing contributions to continue to build "Coast Community" through hard work, creativity, enthusiasm, and high standards of services even in the light of continuing challenging times. It is in a human community of care that people with a mental illness find hope, dignity and respect.

In this busy year, I want to deeply thank staff and management for their hard work on Accreditation, initiating program changes as needed, implementing programs funded by both the Anonymous Donor and new donors, generating increasing opportunities for peer support, continuing to focus on Psychosocial Rehabilitation activities and training throughout Coast. In addition, management and staff continue to develop new relationships and maintaining ongoing partnerships to bring hope and healing to the people Coast serves.

Report from the

Treasurer, Brian D Kennedy

The financial pressures on non-profits and funded health care agencies as the provincial government continues to focus on budget constraints is still a major concern. At Coast, we are no exception, and the Society is operating in an environment of reduced Government funding, increased overhead and unfunded Collective Agreement cost pressures.

The Board of Directors and senior management have met most of these challenges head on. We have, during this past year, undergone significant operational changes which have dramatically changed the landscape of virtually all departments of Coast.

The management of Coast were successful in re-engineering many programs without compromising program quality while remaining within our constrained budgets. Service to the end users of Coast's mental health programs, our consumers, was not adversely affected

Our success includes:

- Restructuring and implementation of a new Building Operator position that redefined the former Resident Manager position to provide service to all Coast sites.

- Re-created an after hours emergency program to allow consumers to get support after normal business hours and weekends from qualified staff.
- Re- Structuring of Community homes, Combined the cook and housekeeper rolls into one job description, creation of a new Residence Co-ordinator position to facilitate the changes incorporated to the Home Manager job descriptions.
- The Clubhouse has significantly modified operations; clients are now required to focus on pre-vocational training. A client must now actively participate in one of the four pre-vocation work units:
 - Food
 - Maintenance / Environment
 - Communication
 - Transitional Employment
- Expanded services at our Seymour Street Drop Inn Resource Centre which now offers programming on Saturday's to provide 6 days of service per week of mental health programming.

Our most urgent budget issue continues to be the annualized operating deficit of the Resource Centre. This is an important area of Coast that receives less funding than other services.

We have been successful to date in dealing with this cost pressure, and others, by a combination of utilizing funds from Direct Access (B.C. Gaming Commission - Grant), through our general fundraising efforts and in particular through a very generous anonymous donation.

Through the efforts of senior management and the Development Committee, Coast's fundraising has alleviated most cost pressures to date allowing us to continue to offer significant housing and other services to the mental health consumer.

The Audit and Finance Committee, is a sub committee of the Board of Directors, with 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.



Report from

Coast Mental Health Foundation

In 2002/2003 Coast had its most successful fundraising year in its history. Generous individuals, families, corporations, partners and foundations have supported Coast to meet the growing needs of our clients.

The Foundation has also been fortunate to recruit a strong Board of Governors and has successfully recruited new supporters to the Board. The Board of Governors of CMHF are as follows:

Chair, **Steve Edgar**, Investment Advisor, Dunedin Securities Inc.

Franco Anglesio, President and CEO, Coast Hotels and Resorts

Shirley Broadfoot, Chair of *The Courage To Come Back*

Kevin Evans, Western Vice President, Retail Council of Canada

Gerald Haslam, former publisher Pacific Press Ltd.

David Larsen, Vice President, Weyerhaeuser Company Ltd.

Don Leier, President, North America, Compton International

and **Shelley Mullins**.

In cooperation with CFS, CMHF intends, over the next couple of years to take on the responsibility of all fundraising activity previously undertaken by the Development Department of CFS. For the fiscal year, April 1, 2002 – March 31, 2003, CMHF managed **The Courage To Come Back** Campaign. The fifth annual campaign was held in April 2003. This high profile public awareness and fundraising campaign has successfully linked Coast to key members of the corporate and philanthropic community. Through these linkages Coast has achieved an enhanced status in British Columbia and has received increased revenue generation.

The core purpose of CMHF is to raise money for Coast Foundation Society (CFS). For the fiscal year 2003/2004 CMHF will manage **The Courage To Come Back**, as well as general fundraising.

Courage Partners

Platinum Partners

Scotiabank
Global Television

Gold Corporate Partners

Weyerhaeuser Company Ltd.

Gold Media Partners

The Province

Silver Corporate Partner

Duke Energy Gas Transmission
Magnolia Mercantile Corporation
TELUS

Silver Community Partners

Providence Health Care
The HYDRECS Fund

Bronze Corporate Partners

Bull Housser & Tupper
Finning International Inc.
Freelance Mac Stuff Inc.
Great-West Life Assurance Company
HSBC Bank Canada
International Conference Services Ltd.
KPMG
Sierra Systems Group Inc.
UnumProvident Canada

Bronze Community Partners

BC Housing Management Commission
Pacific Blue Cross

Media Partners

TV Week Magazine
Fairchild Media Group

Event Host

Westin Bayshore Resort & Marina



Photo Courtesy of Dave Roels



2002
COAST FOUNDATION SOCIETY CIRCLE OF COURAGE

Coast Foundation Society (1974) acknowledges and thanks the many donors who supported the Circle of Courage Annual Giving Campaign in the year 2002.

PLATINUM

Anonymous
Barolo Investments Ltd.
Shirley & Nancy Broadfoot
Darrell & Nancy Burnham
Ian & Nicky de la Roche

Dr. Norma Calder Schizophrenia Foundation
Duke Energy
First Baptist Foundation
Freelance Mac Stuff Inc.
John Higenbottom

Joseph Segal Family Foundation
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Hugh & Elnorha Mitchell
Outreach Committee, St. Mary's Church (Kerrisdale)
Simoon, Wiener and Adler

The Law Foundation of British Columbia
Theatre Cares
Marjorie Tunbridge
Barbara Udy
David & Joanne Unruh

VanCity Community Foundation
Doug & Lucy Waters
Weyerhaeuser Company Ltd.

Coast Hotels & Resorts
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Gerald & Pat Haslam

Elizabeth Kelley
David Larsen

Mitch & Joan Mitchell
Shelley & Jeffrey Mullins

Margaret Pitts
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Philippe Tortell

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Tommy Jones

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TELUS Community Connections
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Joan Berlow
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Alexander Bingham
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Norma Doucette
Terry Eisen
Betty Evans
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Pearle Glen
Irene Goldstone
Ronald Goodline
Mareel Greenough
Wendy Hall
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Daniel & Wendy Jarvis
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Corinna Yan

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Sylvia Skene
Roy Slakov
Genevieve Smith
Peter Tao
Susanne Tauber
Kathryn Thorson
David Uterman
Harold Welch
Anthea Wong

FRIENDS

The many family and friends
in memory of Ann Basser

The many family and friends
in memory of Ethel Fuhlin Dyke

May Ellickson
in memory of Pat Louis
William & Barbara Murphy
in memory of Carmel Rogers

Jason McNaughton
in honour of Ron McNaughton

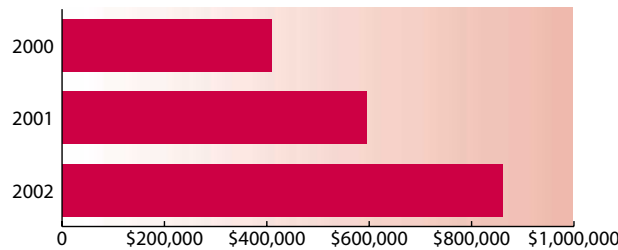
Helen Rivers
in honour of Lori Nobes

IN MEMORIAM

IN HONOUR

* Legacy of Courage (Bequest)

Coast Resource Development Achievements 2000 - 2002



(Left to Right)
Deb Hope; co-host,
Bev Voise; Scotiabank
recipient
Blanche Anderson
Social/Economic Adversity,
recipient
Jacqueline Pope
General Medicine,
recipient **Jill Stainsby**
Mental Health,
recipient **Robb Dunfield**
Physical Rehabilitation,
recipient **Hardeep Bath**
Youth,
recipient **Joe Roberts**
Chemical Dependency &
Silken Laumann; co-host.
All of the recipients
courageous stories
can be read at
www.coastfoundation.com.





STEPS TO INDEPENDENCE

Janice's Story

The place I was living in was somewhat noisy and rowdy. I hoped to qualify for supported independent living. The Social Worker at Vancouver General Housing put me on the list in 1995. The opening came up at Mclean Apartments. This turned out to be a happy move! I participated in Communal Dinners, Creative Writing, and Friday Walks.

My inspiration is Tracy Chapman. I hope to return to work some day. I think my resume is fine. I now live in East Vancouver in supported independent housing. I call myself an activist.



HOME AND HAPPY

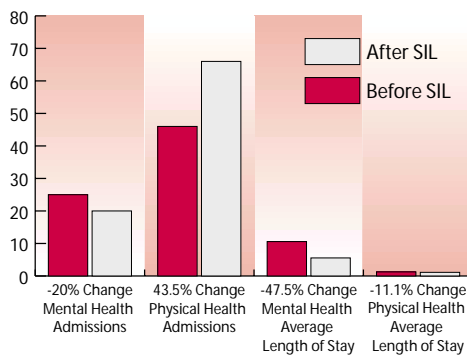
Lilly's Story

I moved into China Creek Apartments on October 15, 2001 from Phoenix House. This was the one of the happiest days of my life. Gradually, I made some new friends and soon became popular. People drop by to visit for coffee or tea or dinner.

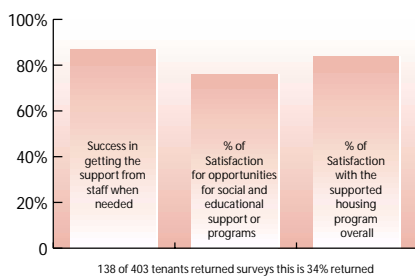
What I enjoy most about my stay at China Creek is meeting a great friend who is supportive of me. His name is Eddie. My sister also lives in the neighborhood and that is the reason the housing managers chose this address for me.

I thank Coast for giving me a chance to live in their supportive housing.

Coast Hospitalization Before vs After SIL



Tenant Satisfaction Survey

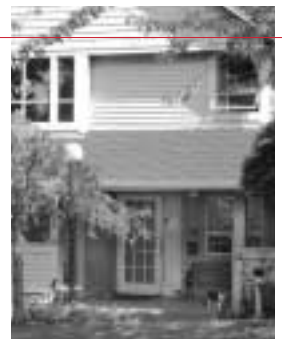


COAST SUPPORTED HOUSING

Coast offers a full continuum of housing supports including small apartment blocks where all tenants have a mental illness, to supported independent living where a housing subsidy is portable within Vancouver.

COAST HOUSING

Coast houses over 520 people in a variety of locations and with a variety of service levels. Housing for people with mental health difficulties has been identified as a key determinate in recovery and rehabilitation. All the tenants in Coast housing have the availability of mental health workers to provide support. Research studies have recorded the fact that people with a mental illness in supported housing use less services in the health system and recover more quickly. In addition, supported housing programs saves health care costs significantly. (Visit the Corporation of Supportive Housing's website at www.csh.org under *Why Supportive Housing* for more details.)



MENTAL ILLNESS COST HIM THREE JOBS

Bill's Story

Bill was born in Vancouver, in VGH in 1951. He grew up in various communities in the Lower Mainland, attending North Delta Senior Secondary School, making it to grade 11. After that he trained as a welder in Burnaby Vocational School and in 1969 landed a welding job with Tetra Steel and Dominion Bridge. In the 1970s' when he first started to become ill, he lost those jobs, and two others. Then came a series of stays in Riverview Hospital.

After his stays in Riverview, he found help and work through the Mount Pleasant and Kitsilano Community Care Teams. Interestingly, Bill lived in Highlands before Coast Foundation owned it.

When he moved to Coast West in 1992 he was working part time for the Kitsilano Neighbourhood House, helping with the seniors' lunch program.

Bill got a job as a peer support worker in 2002, in the Transitional Apartment program. He has done well in that job for the last year. Bill is now hoping to become the peer support worker for the men in Coast West, teaching them cooking and cleaning skills.

He has always contributed to the general upkeep and meal preparation here at Coast West, on a volunteer basis, and is hoping that those skills will help him get this new job.

At this time, Bill has no desire to move into different housing. He wants to feel secure that he is truly on the road to wellness before making any moves. As he says, "I know they are on my side, my new friends."



COMMUNITY HOMES

Community Homes provide 24/7 staff support to residents in shared facilities. Many of the residents have spent years in institutions like Riverview Psychiatric Hospital. Community Homes take residents out of more expensive hospitals and provide a better quality of life for residents. This division is implementing the restructuring that occurred last year with a renewed commitment to Psychosocial Rehabilitation. Each person develops an individual care plan in cooperation with their Key Worker. Coast has eight homes housing almost 100 people.

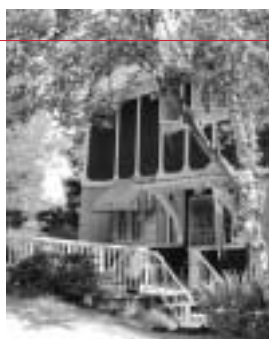
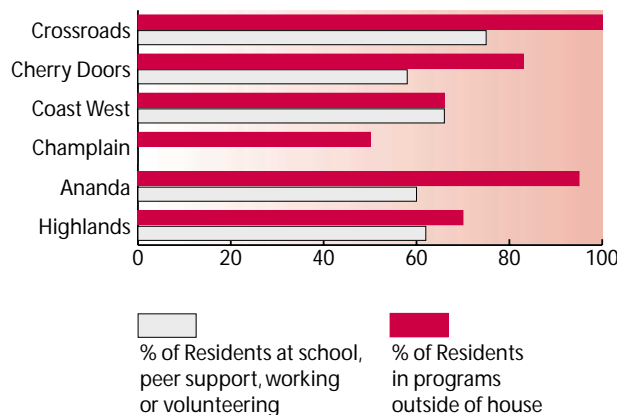
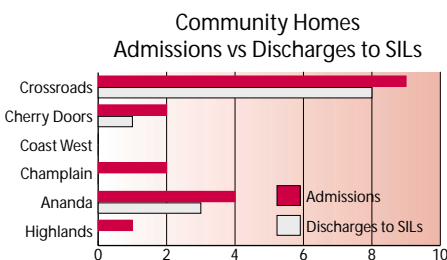
COMMUNITY LINK PROGRAM

(partnership since 1994 with Health Authority & CMHA)

Utilizes the expertise of staff and peer support workers to give intensive and individual support to those having difficulty accessing services.

Serves any adult with a mental illness as well as youths, ages 16 to 19 who have experienced a psychotic episode.

Community Homes Resident Program Participation





COAST MENTAL HEALTH RESOURCE CENTRE

Coast's Downtown Mental Health Resource Centre has continued to offer drop-in services (shower, meals, free clothing, washer and dryer etc.) as well as programs that teach basic life skills and assist people in recovery. The Centre is open Monday to Saturday but is only funded for five days. Members, volunteers, peer support workers and the staff work together to create a healing community and run the Centre. More and more people are using services as people have left the Downtown Eastside as a result of the police crackdown. There is a tremendous need for this facility to be open in the evenings and on Sunday. For many members it is one of the few "safe" places to go in the downtown.



FROM HOMELESSNESS TO HOME

Alex's Story

Alex is 46 years old and was born in middle class family. His father owned a nursery and his mother was a social worker and they had five kids. As a result of Alex having schizophrenia, he became estranged from his family and last saw his family 12 years ago.

He came to British Columbia nine years ago and was homeless, penniless and had no work. For a while he lived in a Christian group home but eventually became homeless.

He lived in Stanley Park for two years. Alex had little hope and trust of others. Coast's Outreach Worker engaged Alex in 1995 and slowly developed a relationship with the reluctant Alex. The Outreach Worker invited Alex to the Mental Health Resource Centre for coffee and eventually Alex allowed Coast to provide him with food, a shower and new clothes.

As trust developed between them, the Outreach Worker arranged connections for Alex with a medical clinic and mental health team. Alex eventually started taking medications for his schizophrenia. In 1999 Alex moved into supported independent housing through Coast.

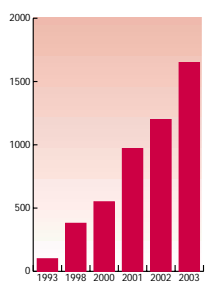
Alex remained an active member at the Centre volunteering in janitorial services, kitchen maintenance and the community kitchen. He also got involved with the horticulture program cutting grass and helping with gardening at Coast Community Homes. Since 2002 Alex has been involved with Coast Landscapes as well as street cleaning through Coast Clubhouse employment program to earn some extra money.

Alex went back to school and started a Landscapes Technician Certification Program in January 2003 and was at the top of his class after the first semester. He wants to continue with school and obtain diploma in horticulture and first aid certificate.

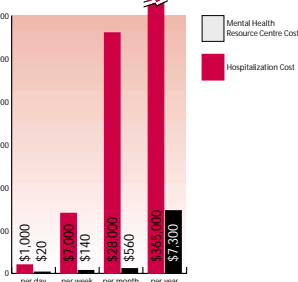
He eventually wants to work full time, become financially independent, to buy his own truck and develop his own business.

Quite simply, Alex says, "Coast saved my life."

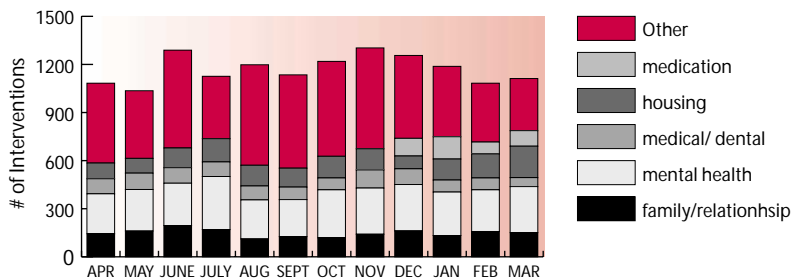
Coast Mental Health Resource Centre Membership



Hospitalization vs Coast Mental Health Resource Centre Costs



2003 Program Utilization



OLD MEDICATION - POOR RESULTS

Jack's Story

Jack is a 36 year old man, who was diagnosed with paranoid schizophrenia at the age of 19. He had just completed high school, had moved out of his parent's home and was sharing a house with other people.

Jack believed he had special powers: he could broadcast his thoughts to others and everyone could hear what he was thinking. He was worried about his thoughts and referred himself to the Broadway Mental Health Team.

He came to the Coast Clubhouse in 1987, and joined the maintenance unit. He ended up working in a janitorial Transitional Employment Position, and after successfully completing that, was given a Supported Employment job cleaning someone's house.

Jack was employed in this position for six months and then found another job on his own. His new position entailed working seven nights a week for three years, with only Christmas days off. Like many people, Jack went off his medications because he found the side effects were too severe.

Jack spent a number of years suffering, always hoping he'd get better. "If I'd known how long this illness would have lasted, I would have found some kind of medication long ago". Despite doing everything right, eating healthy, exercising regularly, he was still suffering.

At 28, Jack started drinking heavily, and oddly enough, "I started feeling better. At least now I had a social life, because, before I started drinking I was always alone." He did this for about 10 years.

Last year, after watching television for three years straight, Jack realized he needed human contact. He went back to his doctor, and was prescribed new medication that had no horrendous side effects.

Jack then registered for a seven month janitorial course and he saw an advertisement for the Coast Clubhouse. "I came back to the Clubhouse, and it seemed like a much friendlier place than the first time I was here." He participated in the Food Services Unit, which gave him something to do everyday and build a routine. He also plowed through the Janitorial Course,

and ended up completing his practicum under Gregg James, Property Manager at Coast.

He took on the job of maintaining all the floors and carpets in the Clubhouse. After successfully completing his term, Jack was hired by the Coast Properties division to be on the maintenance crew. He is now responsible for maintaining the floors and carpets of the entire Coast Foundation. "I really like working with the properties division staff".

Like so many of Coast's clients, Jack has managed to accomplish, what just a few short years ago, seemed impossible to do.



EMPLOYMENT PROGRAMS

CLUBHOUSE

People with a mental illness want to work at the level of their skill level, education, recovery and experience. Coast employment programs offer various paths to return to work. The Clubhouse is run by volunteer client units and staff. The Clubhouse provides hands on volunteer experiences and transitional employment positions. Volunteer and paid positions give people "on the job" experience and current references.

PACT EMPLOYMENT SERVICES

PACT Employment works with clients who are ready for a competitive job search. PACT Employment Counselors assist in researching the job market, developing resumes, job hunting tips, interview preparation, providing clothing for interviews and other important activities.

If you can
provide a job
for a person with
mental illness
please contact
604-872-3502





COAST

COAST FINANCIAL TRUST PROGRAM

My Story

When, some years ago, my mother became incompetent to look after herself, despite all the help I could give her, I was forced to have her committed to an appropriate facility. Since the complexities of managing the estate were beyond me, the Public Trustee took over. I was on a Disability Pension at the time.

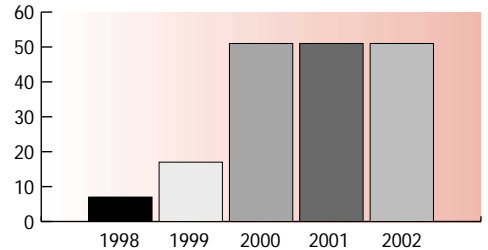
Some seven years ago she passed away, intestate. Inasmuch as I was her only living relative, the Public Trustee advised me that I must settle her estate of some \$100,000 plus personal articles in storage. I procrastinated about doing so since I was fearful, being on Disability Pension, of the consequences of having this money. Each year the Public Trustee would send a stronger and stronger worded letter advising me that I must settle her estate. I remained fearful.

Being a member of Coast, I was informed of the Coast Trust Program. Upon inquiry, I was put in touch with the Trust Coordinator who was friendly, understanding, helpful, and sympathetic. I was referred to a solicitor who was also most helpful and considerate. He took care of all the legal complexities in dealing with a government bureaucracy such as the Public Trustee, leaving to me, only the simple task of signing the appropriate documents. I am certain that there are many other competent solicitors available, but the lawyer, himself being a person living with a disability, seemed to have an intuitive grasp of the problems facing others living with disabilities and maintaining the client's self respect and esteem.

Once established, the Trust has made my life ever so much easier. I am diagnosed with Obsessive Compulsive Disorder and have lived in the same residence for over twenty-two years. I would not have been able to continue to do so without the Trust. It enables me to cover shelter costs over and above the \$325 allowed by the Ministry for rent each month. It also covers extra medically required dietary costs.

I have also, through the Trust, been enabled to cover other medical related expenses such as adequate corrective lenses prescribed by a doctor of Optometry, but not paid for through my Provincial Medical coverage. Many other benefits abound. There have been items necessary to maintain my residence and promote my independence that I would otherwise have had to do without. Education is very important to me. Education keeps the mind active and courses that I've taken, paid for through my Trust, help maintain my mental stability, give me great personal pleasure and satisfaction, and may increase my eventual employability. In conclusion I can only say that my overall standard of living and quality of life has been greatly benefited by the Coast Trust Program.

New Trust Accounts Opened Per Year



COAST 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.
info@coastfoundation.com
www.coastfoundation.com

Coast Foundation Society (1974)
 293 East 11th Avenue
 Vancouver, BC V5T 2C4
 Phone (604) 872-3502
 Fax (604) 879-2363

Apartments

China Creek
Tel/Fax: 872-1394

Clark
Tel/Fax: 874-5823

Coastview
Tel/Fax: 251-4198

Frances Court
Tel: 253-7714
Fax: 253-7776

Hooper
Tel/Fax: 605-8511

Hydrecs House
Tel: 874-1170

McLean
Tel/Fax: 255-2677

St. Margaret's
Tel/Fax: 875-8935

SIL & Scattered Units
C/O Administration Office
Tel: 872-3502
Fax: 879-2363

Community Homes

Ananda

Tel: 872-7134
Fax: 872-8420

Champlain

Tel: 435-1300
Fax: 435-9796

Cherry Doors

Tel: 738-2892
Fax: 738-2866

Coastwest

Tel: 733-0504
Fax: 733-0512

Crossroads

Tel/Fax: 730-2855

Highland Manor

Tel: 731-7310
Fax: 733-3142

Community Services

Mental Health

Resource Centre
1225 Seymour Street

Vancouver, BC V6B 3N6
Tel: 683-3787

Fax: 683-3750
Members Line: 683-3752

Clubhouse

295 East 11th Avenue
Vancouver, BC V5T 2C5

Tel: 675-2357
Fax: 675-2375

Members Line: 675-2362

Community Link

2610 Victoria Drive
Vancouver, BC V5N 4L2

Tel: 435-5677
2nd Tel: 435-5619

Fax: 435-5694

PACT Employment Services

250 Kingsway
Vancouver, BC V5T 3J4

Tel: 877-0033
Fax: 675-2371

Administration

**Housing, Accounting,
Development &
General Office**

293 East 11th Avenue
Vancouver, BC V5T 2C4

Tel: 872-3502
Fax: 879-2363