



Canadian Mental
Health Association
Vancouver-Fraser
Mental health for all

Association canadienne
pour la santé mentale
Vancouver-Fraser
La santé mentale pour tous



2023-24

Impact Report

Canadian Mental Health Association
Vancouver-Fraser Branch





Table of Contents

- About CMHA-VF 4
- CEO & President Welcome Messages 5
- CMHA-VF Stories of Impact**
- Breaking Barriers 6
- Finding Strength in Support 8
- The Student Becomes the Teacher 12
- Your Mental Health Matters 7
- CMHA-VF Snapshot 9
- Mental Health is a Spectrum with Many Paths 10
- Call to Action: The Way Forward 13
- Major Fundraising Events 14
- Champions of Hope 15
- Volunteer Program Engagement 16
- Treasure Chest Thrift Store 16
- Donor Recognition 17
- Make a Difference by Becoming a Part of Our Community 19

About CMHA-VF



As the nation-wide leader and champion of mental health, **Canadian Mental Health Association (CMHA)** is a federation of local branches and provincial divisions.

Together we help people access community resources to build resilience and support recovery from mental illness or addiction. We do this by building capacity, influencing policy, providing services and developing resources. Together we positively impact change, create a community that supports mental health and reduces the stigma associated with mental illness.

CMHA, Vancouver-Fraser (CMHA-VF) branch believes everyone deserves to be mentally healthy and live in a healthy community. By offering community-based mental health education, services, and supports for children, youth, adults and seniors, CMHA-VF contributes to the long-term health and wellbeing of our communities.



National Vision

A Canada where mental health is a universal human right.

CMHA-VF Mission

We are transforming mental health and wellness practice for individuals, communities, and organizations, through programs and services that are rooted in innovation, inclusion and collaboration.

Strategic Vision

Network Collaboration

We will establish a network of cooperative services in collaboration with our existing and new partners, including funders, other CMHA branches, health authorities, municipalities, and culturally diverse community agencies.

Innovative Programming

We will explore new ways to enhance community-based mental health services and programs across the continuum from prevention to recovery.

Revenue & Capacity Growth

We are building strategic relationships with partner organizations and individual donors to create and deliver inclusive and dynamic services and programs that help transform mental health and wellness practice at work, school, home and community.

CMHA-VF CEO & President

Welcome Messages

From Ruby Ng, CEO

Reflecting on the past year, the word balance comes to mind. Amidst the increasing and evolving needs for mental health support, change and challenges due to a lagging economy and growing affordability crisis, there are two undeniable constants to balance the scales and calm the waters.

First, the dedication of the team at CMHA, Vancouver-Fraser to deliver quality and impactful mental health support programs directly in communities. CMHA, Vancouver-Fraser has once again received the highest level of CARF accreditation for both program delivery and administration, and our workforce has returned to pre-pandemic levels led by a leadership team now at full capacity. It is because of everyone's dedication that we were able to reach and support more than 15,000+ people last year.

Second, that CMHA, Vancouver-Fraser continues to evolve to be responsive to the needs of our community with new ways to meet people where they are directly in the community. We are excited to be launching new fundraising initiatives to address the increasing cost of doing business and support innovative and collaborative programs, which you can read more about in "Call to Action: The Way Forward".

Whether to maintain, improve or recover on a mental health journey, the team at CMHA, Vancouver-Fraser branch is here to help.



Ruby Ng
CEO

From Kevin Erickson, President

As we gather for this year's AGM, I'm proud to reflect on the theme of "Accountable Empathy," which has been at the heart of our work at CMHA Vancouver-Fraser. This concept captures the delicate balance between the power of empathy—essential for promoting mental health—and the need for accountability to our funders, partners, staff, and the public.

Empathy is the cornerstone of everything we do, guiding our approach to both the individuals we serve and our internal community. Over the past year, our organization has evolved to meet emerging mental health needs, always considering the lived experiences of those we support. This evolution is a testament to our commitment to truly understanding and responding to the unique challenges faced by our communities.

Our board of directors has mirrored this empathy through active participation in community events, not just as a show of support, but also by sharing their own lived experiences. These moments of connection reinforce our belief that understanding and compassion must guide our every action.

Yet, empathy must be paired with accountability. The organization's achievement of the highest level of CARF accreditation exemplifies our commitment to maintaining rigorous standards in program delivery and administration. This accomplishment is more than a recognition—it's a responsibility we carry to ensure that our services remain impactful, transparent, and effective.

On the board level, we have worked diligently to enhance our processes and policies, ensuring that we are not only empathetic but also accountable in our governance. This ongoing effort strengthens our ability to steer the organization toward its goals with integrity and clarity.

Thank you to our dedicated team, partners, and supporters who help us uphold this balance. Together, through accountable empathy, we continue to make a profound impact on the mental well-being of our communities.



Kevin Erickson
President



CMHA-VF Story of Impact

Breaking Barriers



"I'm E. I've been working with the Peer Navigator program for about a year. I initially joined because I wanted to apply for Persons with Disability (PWD) status and Liam (Assistant Manager, Peer Services) really supported me through that. I've been struggling with mental health since I was a young child. This has been a lifelong thing as I was diagnosed with ADHD when I was 6 or 7. In school, I started having really severe anxiety, followed by intense depression. I would struggle with keeping jobs and general day-to-day social functioning.

I moved to BC partly because I thought there might be better mental health care available, and there definitely is. It's more accessible, and there are more programs and people that talk about mental health in BC more in general. There were more low-cost therapy programs available and things like that. It's hard for people to realize the impact of having support available.

I have collected a number of diagnoses over the years and taken various medications. I also have treatment-resistant depression, so I have had a hard time finding a medication that works for me. I talked to WorkBC and they recommended a program with Simon Fraser University where they have a student do sessions with you and try to figure out if you have underlying conditions or other things. I was diagnosed with autism. I was like, OK, that makes sense, and decided to apply for disability.

I wanted to apply for a while, but I was told, 'Oh, no, you don't need that!' a lot of times. I had this whole experience where everyone's trying to gaslight me into thinking

I didn't need this, or wouldn't help me with it. I heard about the Peer Navigator Program with CMHA-VF and, after some difficulties, eventually was able to get information to contact them.

I have pretty bad executive dysfunction. I have a hard time responding to emails, making phone calls, doing appointments, composing an email, or even figuring out how to log into my CSR account—something that really frustrates me. Liam sat with me through that and having accountability and support helped me a lot.

One thing I've struggled with is that it's hard to know where to start, how to find the kind of resources you need, and what they can do for you. So if you're able to ask someone "Can you help me find these things and understand what they do?" and "How can I make contact with them?" that helps a lot. That's really a valuable service.

I want people to take mental health seriously. I want people to understand that there are others struggling with it. It's so easy to get caught up and feel there's no way out of this, but there is and it's definitely worth it.

Now that I am on disability and work part-time, I can organize my own life. I work from home. I don't have to leave my house and that's really nice. I can set my own hours and that's what I needed. I'm proud of myself because I've fought pretty hard and done a lot of things to get somewhere that I need to be. Yeah, I'm doing a lot better.

I want people to take mental health seriously. I want people to understand that there are others struggling with it.

E, Peer Navigator Participant

Should I tell my friends or employers about my mental health issues?
Will it be held against me?

My pain is invisible to others.

Are people making assumptions about me?

Will this mental struggle pass?

My family relies on me to provide.

Is there something wrong with me?

I want to be seen.

One moment I'm up, the next down.

How can I trust my brain to work properly?

Where can I get help that is safe and confidential?

Your Mental Health Matters

More than one-third of Canadian workers have high mental health risks.

CMHA Vancouver-Fraser meets you where you are!
Visit cmhavf.ca and see how we can help.



Finding Strength in Support

Meet Claudia Lopez

I started receiving Super Saturday (now called UROK) services about eight years ago. Basically, I was very depressed. The reason I was so depressed was that I was a single mom. In addition to that, one of my daughters has special needs, so I constantly had physiotherapists coming to my house and was trying to absorb the information they were sharing. So, yeah, it was pretty hard for me. Plus, I was on social assistance. It was so hard for me, raising two girls. I felt like I couldn't do this on my own, so I reached for help. I told my social worker, "I'm feeling very depressed. I can't do this. It's hard for me to get out and take the kids outside. I want to be in my house all the time." I used to be very outgoing and worked in sales, but depression can happen to anybody. I felt very overwhelmed. They referred me to Super Saturday.

The first time they (UROK) came to my house, they said, "Oh, we are going to take your daughter for Super Saturday." I remember I was so hesitant. You know, you are giving your precious child to somebody, and I'm like, "Can I trust them?" With my depression issues and my non-trust, but I said, "OK, I have to let them go." Then I noticed they came back happy. They said, "Oh! We went to laser tag." I was like, "Whoa," because they didn't go out for very long.

As a parent, you don't realize that if you're happy, they're happy; if you're sad, they're sad as well. I didn't realize that I was taking them with me in my depression as well. Because I didn't want to go out, I didn't want to go to the park either. UROK came at the right time for me because they were able to go out. I was concerned about the meals too, because they said, "We're gonna bring them back around 3 or 4," and I was like, "I didn't pack any food for them." And they said, "No, don't worry about it." So just the fact that they covered those costs, I was like (deep sigh of contentment). It was pretty good for me.

Little by little, I started to increase my self-esteem. I had time for me. I watched a movie, something I didn't do for so long. I had forgotten what it was like to have time for me.

Five years ago, I decided to go back to school. Out of the 22 students who registered, only eight graduated, and I was one of them.

Then I said, "I'm ready to finally live for myself, I'm going to love somebody." I registered online and put up my profile. At first, I thought, "No one is going to love me," but then I met my husband, and he helped me with my two girls. We got married in Vancouver and Mexico. I started to see the light. With the right support, I eventually had another baby with my husband. I have taken music classes every Wednesday and Thursday. I work in a salon, and have started to work in the film industry. You might have recently seen me in a show called "Irrational."

Little by little, I started to increase my self-esteem. I had time for me.

Claudia Lopez, UROK Participant Parent

I know more parents are in the same shoes that I was. It's important to have that break as a parent. It takes more than one person to make it happen, from the people who raise the funds to those who put it in the right places, and those who organized the program. There are so many people involved, and this is the result.

LEFT: Claudia Lopez and her family.



CMHA-VF Snapshot

82%

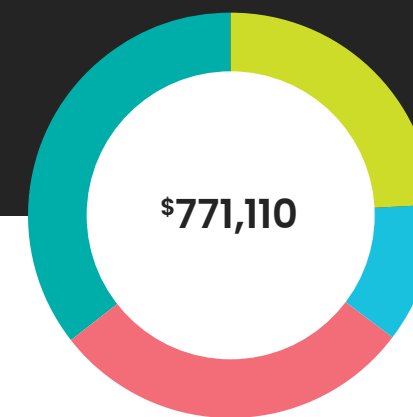
of every dollar directly funds CHMA-VF's vital programs and services for people affected by mental health.



15,000+
People Supported

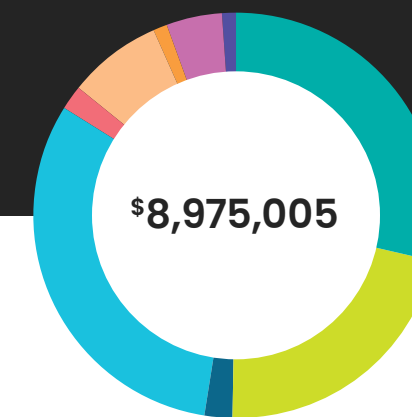


12 Programs
& Services



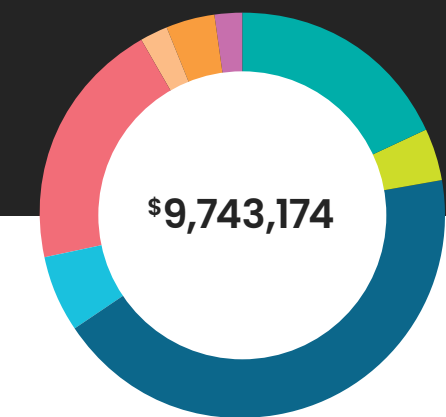
2023-24 Fundraising

Gaming Grant	24%
Donations	11%
Other Events (BMO Marthathon & Third Party Events)	29%
Sponsorship	35%



2023-24 Revenue

Fraser Health	28.70%
VCH	21.70%
BC Housing	2.21%
Other CMHA's	31.29%
Gaming Grant	2.09%
Donations and Fundraising	7.57%
Tenant Rent Contributions	1.07%
Program Generated Revenues	4.52%
Other Revenue	0.85%



2023-24 Expenses

Housing	18%
Child & Youth	4%
Adult Recovery & Rehabilitation	43%
Peer Services	6%
Mental Health Promotion	20%
Social Enterprise	2%
Fundraising	4%
Administration	2%

Mental Health is a **SPECTRUM** with Many Paths



Prevention & Education

Community & Workplace Education

2139 participants
91% average satisfaction

Wellness

BounceBack®

894 participants
4.6/5 average rating of overall program satisfaction

Recovery

ECHO Clubhouse (Education, Community, Health, and Options)

382 members served
84% average satisfaction

Resilient Minds®

3,743 participants including: instructor trainers, peer instructors and course participants
86% average satisfaction

Here4Peers

2,322 elementary/middle school youth served
322 youth facilitators trained (grade 10-12 students)
69% of workshop participants reported finding it valuable to receive a workshop delivered by high school (secondary) student facilitators

Urban Resilience Opportunities for Kids (UROK)

98 children and youth participants
70% of parents satisfied the program helps their family feel supported in their community
258 meals served

Chinese Mental Health Promotion

398 participants
96% average satisfaction

Delta Resource Centre, OCD Counselling & Support Groups

200 participants
76% average satisfaction

Get, Set & Connect

160 participants
94% reported good/excellent satisfaction

Peer Navigator Program

456 Vancouver participants
38 Burnaby participants
81% average satisfaction and recommendation of the program to others

Individual Placement & Support (IPS)

698 participants
95% reported good/excellent satisfaction

Housing

160 adults placed in independent housing
34 individuals housed as residents in transitional housing
100% received the level of support needed

CMHA-VF
meets you
where you are.



Mental Health For All

The Student Becomes the Teacher

The biggest thing I've done in my life was traveling to another country to further my education, where I don't have any friends or family.

I arrived here in 2017, where I started my PhD studies at Simon Fraser University. Until 2019, it was going well, until I realized it wasn't. I felt unsafe. I felt like something was happening to me and that somebody was after me on my journey back to my house. A few friends noticed my struggles and brought me to the hospital. After one week, I was discharged. Soon after I was hospitalized again, this time for one month. This was a frequent occurrence for me until COVID began and I thought the best decision was to return home to my home country.

When I arrived in my home country, I still didn't feel safe. I still felt that somebody was after me. I was hospitalized and my doctor diagnosed me with the mental disorder, schizophrenia. I was prescribed medication, felt better, became stable and returned to Canada to finish my studies. I felt that living in Canada was a better option for me to continue to seek treatment for my illness.

The biggest problem I faced is that when you are sick as a temporary resident in Canada, there is no financial help. I couldn't take an absence from school because I needed the money from my teaching assistant job to pay for healthcare. The worry of money and supporting myself resulted in another hospitalization, and a change in my studies from a PhD to a Master's degree because of my disorder. It wasn't something that I was happy with, but it was the only option I had.

When I graduated in 2022, I started looking for jobs, and I found hope from my case manager, Emily. She introduced me to Farah (Vocational Rehabilitation Counsellor at CMHA-VF). We worked with Farah to create resumes and cover letters. She taught me how to respond to the interviewers, how to go to interviews, how to dress, and how to be more energetic! This gave me hope for paying my rent and supporting myself. I got help from Farah. I got help from Emily— all of them helped me.



Working with IPS program and attending events at the ECHO clubhouse gave me the skills and confidence I needed to secure my job here in Vancouver as a teacher. I also now have access to the treatment I need, and I'm striving as a new immigrant to Canada. Thank you CMHA.

One thing that helps me (when feeling down) is remembering it's just a small episode in your life. It doesn't mean you have to stop all of your life.

M, Individual Placement & Support Participant

Connect & Share

Follow us, share your story and continue the conversation:

- @CMHAVancouverFraser
- @CMHA_VF
- @cmhavancouverfraser
- @CMHA-VF Branch
- @cmha-vancouver-fraser

Call to Action: The Way Forward

Over the past year, CMHA-VF has been exploring how we can respond to the evolving needs of mental health support in our region. In addition to continuing to deliver our programs and supporting our participants, in the new year we are looking forward to:



- **Implementing a community engagement plan** to invite input that informs a collaborative approach to addressing the evolving needs of mental health support.
- **Engaging partners in new programs** to support psychological health and safety in the workplace for both employees and employers.
- **An education and employment way-finding program.**
- **Multicultural expansion** that reflects the cultural diversity of the community we serve.
- **Scaling up our Resilient Minds® program.**



Major Fundraising Events

BMO Vancouver Marathon



Reflecting on the 2023 BMO Vancouver Marathon fills us with immense gratitude and pride. Together, we achieved something truly extraordinary. Thanks to the generous support of our community, CMHA-VF raised an incredible **\$79,238** with the help of 112 dedicated charity runners. Their commitment to mental health made this achievement possible, and each step taken was a testament to the charity runners' belief in our cause. We celebrate not just the funds raised but the impact they will have on our programs, touching countless lives in our community.



I chose the Canadian Mental Health Association as my half marathon charity to raise money for mental health services and raise awareness about the importance of acknowledging and discussing mental health.

Imagine a world where people honestly answered the question "How are you?" and shared their true feelings and struggles...

Rhylin Baillie, Charity Runner

Top Charity Runners

- Rhylin Baillie
- Mal Karwowska
- Michael Solomon
- Mackenzie Stirling
- Brooke Callaghan

Top Charity Teams

- Mining Digs Deep
- Acutas Therapeutics
- HDR Architecture Associates, Inc.
- Team Newcrest
- Team Roper Greyell

Push-Up Challenge



The inaugural Push-Up Challenge in February 2024 exceeded all expectations, uniting over 49,000 Canadians in a remarkable effort to promote mental health. Participants embraced the challenge, completing 2,000 push-ups each to symbolize the 20% of Canadians affected by mental illness annually. Together, they not only improved their strength and fitness but also raised **over \$2 million** crucial for mental health services across Canada.



We extend a special acknowledgment to our 1,697 legends whose unwavering dedication pushed the boundaries for better mental health in Greater Vancouver and Fraser Valley. Their commitment and spirit have ignited hope and support, embodying the true essence of community and compassion.

There was so much to learn from the app with the daily mental health facts.

Sasha Sa, Team CMHA Vancouver-Fraser Pushers

Top Individuals

- Am Dhaliwal
- Vanessa Levasseur
- Arun Anji
- Sonja Reyerse-Peters
- David Arnault

Top Teams

- Orbis Investments Canada
- Team BIM
- 2Fat2Furious
- Team Chesticles
- Chris Ball

Top Communities

- Balance in Motion
- Pacific Coastal Airlines Community
- Vancouver Mind-Body
- stronger with kat
- 0018

Champions of Hope

Introducing the Champions of Hope program has been a pivotal initiative for CMHA-VF, inviting community members to design and host their own unique fundraising events, allowing them the flexibility to contribute in ways that resonate personally.

Since its launch last year, the program has welcomed passionate supporters into our family of Champions, whose dedication and creativity continue to make a significant impact in advancing our mission.

Additional 2023/24 Champions of Hope

- 2nd Annual Michael James Greene Charity Memorial Golf Tournament by Greene Family
- Bling-a-Thon for Mental Health 2023 by Pamela Steen
- Face Your Fear by Jay Townsend
- Kiewit Run for Mental Health Campaign by Kiewit Design Team
- Nick Healey Hike for Mental Health by SFU's Delta Kappa Epsilon – Tau Beta Fraternity
- Steady Golf Teach-a-thon for Mental Health by Brady Stead



3rd Annual Petan Invitational Charity Golf Tournament

Our deepest gratitude goes to Alex and Nic Petan for hosting their annual golf tournament. Their special day brings friends and family together to honour their father, Franc. Thanks to the generosity of these incredible champions and their donors, **\$27,711** was raised for our mental health programs.

Parkland Refinery Mental Health Luncheon

Parkland Corporation has demonstrated exceptional commitment to promoting workplace mental health and wellness. During Mental Health Week, generous employee and company contributions totaled **over \$22,000**. Parkland Corporation also utilized our Workplace Mental Health Education program to promote Psychological Health and Safety within their organization, setting a commendable example for fostering a supportive workplace culture.



Drop the Puck for Mental Health

This year marked the 5th anniversary of this inspiring event. Organized by the student-run groups Beta Theta Pi and Phi Delta Theta at The University of British Columbia, this fundraising initiative has consistently supported our children and youth programs while fostering essential conversations about mental health within the student community. Their efforts raised **\$27,084** for our agency.

Volunteer Program Engagement

Canadian Mental Health Association, Vancouver-Fraser (CMHA-VF) is a **volunteer-driven organization** that depends on volunteers to help promote mental wellness, provide services to those in need and supports our vision of mentally healthy people in a strong and inclusive society. Research indicates that regular volunteer activity has a positive effect on mental and physical health.



188
Volunteers



7,247 Hours
Contributed

I have been volunteering with CMHA-VF for a year with the Peer Navigation Community Outreach Program in Vancouver and Burnaby. This experience has enabled me to strengthen my own skills and learn more about the stigma associated with mental health.

Anyone looking to make a difference in someone's life by walking with them through their journey, I highly recommend volunteering at CMHA Vancouver Fraser branch.

Avtar B, Peer Navigator, Community Outreach Volunteer



ABOVE: CMHA-VF volunteers help to promote mental health initiatives.

Treasure Chest Thrift Store



NEW WESTMINSTER

Our **Treasure Chest Thrift Store**, located in the heart of Uptown New Westminister, operates as a social enterprise for Canadian Mental Health Association, Vancouver-Fraser (CMHA-VF) with all proceeds supporting programs and services helping youth, adults and seniors in our mental health community. The Thrift Store provides volunteers with a range of employment training skills and an opportunity to enjoy a meaningful experience interacting with their peers and community members.



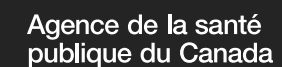
ABOVE: Visit us at 435 Sixth St, New Westminister to find your next treasure.

Donor Recognition

We are incredibly grateful for the outpouring of support that has propelled us to another remarkable year of fundraising and impact.

Your dedication and generosity have exceeded expectations, allowing us to extend our programs and services to those facing mental health challenges. It is through the unwavering support of our community — funders, donors, sponsors, volunteers, and partners — that we can reach out and continue to make a meaningful difference in countless lives. Together, we continue to shine bright, driven by the belief that every contribution, no matter how small, creates a ripple of hope and healing.

Major Funders



Major Donors & Grant Funders

1282507 BC Ltd.
Acuitas Therapeutics Inc.
Astoria Retirement Residence
Bonnie Szekely
Bustos Family Giving Fund
Christopher Anderson
City of New Westminister
City of Richmond
City of Vancouver
CKNW Kids' Fund
Dale & Joanne Boddy
Danny Amoroso
Dante Fabbro
Darren Bidulka
Diamond Foundation
Donna Ogilvie
Double R Rentals
Edward Wang
Electronic Arts
Equinox Gold
Gabriele Boyd
Gary Lutke
Gateway Casinos & Entertainment Limited
Gregory Aasen
Jacob Sawatzky
Karin Arkininstall
Kelvin Lum
Ledgeview Golf Club
Lori Tome
Mac & Mac Hydrodemolition Services Inc.
Marcel Zastre
Melinda Suto
Michael Rose
MP Jenny Kwan
PayPal Giving Fund
Peter Broderick
Petro-Canada CareMakers Foundation
Richard Green
Rick Twining
Ruby Ng
Ryan Roukema
Service Canada
Simpson, Thomas & Associates
SurreyCares Community Foundation
Sutherland Foundation
Tsawwassen Order of Old Bastards
Vancouver Giants Hockey
Vlad Tucakov
Westland Insurance

We Stand United & Work Towards a Future Where Mental Health is a Priority for All

[#mentalhealthforall](https://www.instagram.com/mentalhealthforall)

© cottonbro studio

Make a Difference by Becoming a Part of Our Community

Our collective efforts are making a real difference. Now is your chance to take one of the many paths of support coming together as a community and build hope for the future.

Donate

Your gift helps people struggling with their mental health by providing them the supports they need through CMHA-VF.

Partner with Us

Join our team of corporate and community partners making an impact through our programs and services, and event sponsorship.

Volunteer

Develop skills, learn about mental health and meet new people, while building a more caring community. Because of the many benefits of volunteering, we especially encourage those personally affected by mental illness to volunteer.

Get Active

Join the CMHA-VF team at our major fundraising events. Participate and fundraise in the Push Up Challenge, returning this February, and lace up your shoes for the BMO Vancouver Marathon in May, 2025.

Champion of Hope

Host an event in the community, at your workplace or school, and raise money for CMHA-VF.

Membership

Become a member of CMHA-VF and provide hope to the 1-in-5 Canadians directly affected by mental illness, support specialized services across BC and in your community, and join a movement to build a community of hope, support, and inclusion for people with mental illness.

Get involved today!
cmhavf.ca/get-involved








Canadian Mental Health Association Vancouver-Fraser Branch

110 - 2425 Quebec Street, Vancouver BC V5T 4L6
Phone: 604.872.4902 **Fax:** 604.872.5934 **Email:** info@cmhavf.ca

cmhavf.ca

Connect & Share

-  @CMHAVancouverFraser
-  @CMHA_VF
-  @cmhavancouverfraser
-  @CMHA-VF Branch
-  @cmha-vancouver-fraser

Charitable Registration No. 81169 1922 RR001
ISBN: 978-1-7381110-2-2



**Canadian Mental
Health Association**
Vancouver-Fraser
Mental health for all

**Association canadienne
pour la santé mentale**
Vancouver-Fraser
La santé mentale pour tous

