

Forward House Community Society

www.forwardhouse.com

LOOKING BACK
MOVING FORWARD

2018-19

*Annual
Report*



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President's Message

It is a privilege and a pleasure to report on the 2018 - 2019 year of Forward House Community Society. Our Mission is to nurture mental wellness through creative programs, relevant education and dynamic community partnerships.

We have increased our programs including offering outreach in Qualicum Beach: initially one day at Qualicum Commons (starting April 2018) and then adding a second day at St. Stephen's Church (starting April 2019).

Our educational initiatives continue to expand. We continue to reach out to our business community and hold special events to meet and work with community leaders. In 2018-19, we partnered with the Career Centre to deliver the 'Looking Forward to Giving Back' Employment Project at Forward House. Further, we continue to support education through practicum placements for students in a variety of disciplines including psychiatric nursing, social work, community/personal support, and mental health.

Forward House works with many partners in the community. We would like to acknowledge our major funder, Island Health, for its recognition of the value of our work. We were thrilled to form a new partnership with Oceanside Hospice Society by creating the 1st Annual 'Partners in Community' Benefit Gala which was held at the Qualicum Beach Civic Centre on May 11th, 2019. This was a hugely successful event that contributed significant funding to both of our organizations.

Everything that Forward House achieves happens because of the special people who share themselves so generously and effectively. I refer to our staff, our Volunteers, our volunteer Board, our community of supporters, and our amazing clients. The staff who provide our critical service are highly committed and skilled individuals. We thank them. Our volunteer group has been growing, as is our appreciation of them. We thank them. The volunteer Board of Directors work to look into the future and prepare Forward House for the future. We thank them. We recognize our community of supporters who share their resources. We thank them. And finally, we thank our clients for sharing their strengths and compassion with us and with each other. Compassion is the way forward.

Janet Walker - President, Board of Directors
Forward House Community Society

Executive Director's Message

Over the past five years, I have had the pleasure of working with a great team at Forward House. I admire the dedication and compassion of our Forward House family: staff members and contractors, volunteers and volunteer Board, practicum students, community members, and most importantly the courageous individuals that we serve on a daily basis. Our strengths-based approach helps people experiencing mental health challenges stay in their homes, out of hospital, and connected to community.

A special thanks to our local service clubs who have made a significant difference to Forward House this year: The 100+Women Who Care Oceanside, the four Rotary clubs in Parksville and Qualicum Beach, the Parksville Lioness Club, several local churches, and many other groups. And thanks to MLA Michelle Stilwell for giving an address about the importance of Forward House in the Provincial Legislature on Valentine's Day.

Finally, my sincere appreciation goes out to Island Health for providing us with core funding, and to Kevin Kinnear and his team at Parks West who have supported us in so many ways over many years! Together, we can all make a difference....

Sharon Welch, MA, CPHR

100+ Women Who Care Oceanside

We were thrilled to be chosen as the recipients of a \$21,700 donation from the Women Who Care in October 2018.

This funding supported the roof replacement and our general programming.

Thanks to all of the individuals who nominated us for this exceptional gift!



Forward House Board of Directors 2018-19

Thanks to our Board Members who have served in the 2018-19 year:

Janet Walker (President)
Wanda Brown (Vice-President)
Marianne O'Brien (Treasurer)
Mary Parkinson (Secretary)
Directors at Large:
Marilyn St. Clair
Jamie Johnson
Janice Tait
Jo Dunn



From left to right: Dale Partridge, (new board member for 2019-20)
Wanda Brown, Janet Walker, Marianne O'Brien, Mary Parkinson,
and Jo Dunn

Volunteer Program 2018-19

This year we had 87 volunteers who contributed 2,201 hours to Forward House. Volunteers help staff in the kitchen and around the house and provide valuable support to clients just by being here: smiling, playing a game of cards, going on a walk, sharing photographs of their travels, and quietly holding space for someone. Others have provided invaluable help with projects such as research through a focus group, a house clean-up project, the front yard project, a logo update on our van, the 15th Annual Dragonfly Dinner, the 1st Annual 'Partners in Community' Benefit Gala, and maintenance on our old house!

This year, we honoured a long-time volunteer, Dawn Smith with a 'lifetime volunteer' award, and we welcomed new volunteers to our regular schedule.

Volunteers are an important part of the Forward House family and contribute greatly to the well-being of our clients and our community. We are so thankful to each of them for their unique contributions.

And a very special thank you to our Volunteer Coordinator, Anne Louise.



Caregiver Support

Navigating mental health issues with someone close to you can be challenging. Our Families Forward support group provides family members, friends, co-workers and caregivers with a unique opportunity to share their experiences, be refreshed and encouraged, and access the tools and resources they need to advocate for their loved ones. Our Families Forward group meets weekly and is facilitated by a member of Forward House staff.

Young Adult Program

Young adults are an important part of our Forward House family. Our Young Adult Program provides weekly activities which are specifically designed for young adults ages 19-30. Together we navigate the world of anxiety, depression and other mental health challenges. Young adults are also welcome to participate in our regular programs throughout the week.

From our Clients...

Forward House is....

"...a safe place to hang out"

"...a wonderful environment"

"...a great place"

"...a caring place"

"...supportive"

At Forward House I can...

"...be myself"

"...be supportive to others and be supported myself"

"...know I'm not alone"

"...relax and feel free"

Forward House has helped me by...

"...providing a safe space for me"

"...giving me new opportunities"

"...giving me a reason to get up in the morning"

"...teaching me acceptance"

"...teaching me to laugh again"

Capital Projects 2018-19

The following projects were completed in 2018/19:

Accessibility Project - Phase Two (spring 2018) - this was our major bathroom renovation. This project has ensured that our house is fully accessible to individuals with mobility challenges. The Assemblers completed this project in April 2018. We celebrated with a 'Toilet Paper Cutting Ceremony' on May 1st.

Front Yard Improvements (fall 2018) - the Parksville Lioness Service Club donated a beautiful hand-crafted bench which we installed on a new cement pad in the front yard. Thanks to Bedrock Redi-Mix Ltd for providing the cement at a great price and to the volunteers who helped to create this peaceful sitting area.

Roof Replacement (spring 2019) - the roof on our old house was replaced by a beautiful new one installed by Jake's Roofing in May 2019. Thanks to the very generous donation from the '100+ Women Who Care Oceanside' who have literally helped us keep a roof over our heads!



Capital Project Wish List 2019-20

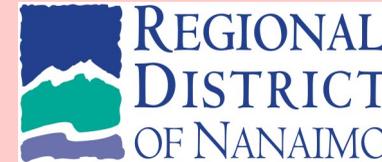
Front Yard Access - this coming year, we are hoping for a new front yard landscape design to create a fully accessible yard that is more private and provides additional 'quiet spaces' for those who need them.

Parking & Driveway Capacity - we would like to widen the front driveway and pave all driveway and parking areas to help with safe access to the house. Now that we have more staff, volunteers, and students, we are finding that parking is becoming a greater challenge. We have also experienced ongoing issues with the van being blocked in our driveway by cars that are parked improperly at the front of the house. We believe this project will be a perfect complement to the front yard access project.

Grant Sponsorships 2018-19

Thank you to all our Grant Sponsors last year:

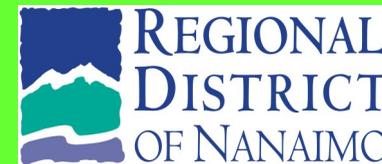
Special Recreation Program
- \$1,500 for a variety of special outings



United Way
Central & Northern
Vancouver Island

Healthy Eating Meal Program
- \$4,800 for groceries and education programs

RDN Grant-in-Aid - \$7,000 for our 'Moving Forward with Accessibility' Project (Phase Two)



'Forward House Fridays' (Qualicum Beach) - \$500 gas card for transporting clients



'Looking Forward to Giving Back' - \$11,598 for an Employment Program in connection with the Parksville Career Centre

Funding provided by



Community Action Initiative

(See page 12 for details)

Projects 2018-19

'Looking Forward to Giving Back' Employment Project

Forward House and the Career Centre have been partnering to ensure that our clients experiencing mental health challenges have easy access to job search and job maintenance supports in Oceanside. Thanks to an Island Health Community Wellness Grant, we were able to implement the 'Looking Forward to Giving Back' program from June 2018 to March 2019.

A Career Centre Job Developer visited Forward House for three hours per week, in three ten-week sessions, to deliver group workshops and one-to-one sessions with clients. Between visits, one of our Client Support Workers provided individualized support to help clients achieve their goals and follow up on action items. Participant outcomes of this project included increased self-esteem and self-confidence, enhanced job search and job maintenance skills, increased personal awareness, greater connection to the Career Centre, and both volunteer and employment opportunities in our community.



'Oceanside Outreach' Project

Forward House and Island Crisis Care Society received \$75,000 from the Community Action Initiative to implement the Oceanside Outreach Program from November 2018 to August 2019. Through this initiative, we have been providing two non-clinical Outreach Workers, several Peer Support Workers, community education around mental health and addiction, and harm reduction supports. We are so thankful to be able to offer responsive and preventative action at a time when mental health and addiction issues are so prevalent in our province.

A very big thanks to the Community Action Initiative, the Ministry of Mental Health and Addictions, and the Overdose Emergency Response Centre for their financial support, which has made this project possible. Thanks also to the Oceanside Harm Reduction Committee for additional financial support. For more information, see our website.

Qualicum Beach Outreach Program

Our pilot project, Forward House Fridays, from 11:00 am to 3:00 pm at Qualicum Commons, was a huge success! Our Outreach Worker, Doreen 'Coco' Littlejohn and her team of volunteers visited businesses, churches, and other service agencies to ensure we meet the needs of the community in Qualicum Beach. We have been enjoying sharing the office with the Division of Family Practice.

We are happy to announce that we have expanded our work in Qualicum Beach to two days as of April 1, 2019:

Thursdays 11:00 am to 3:00 pm at St. Stephen's Church (150 Village Way) in their 'old lounge' upstairs with Coco and her volunteer team.

Fridays 11:00 am to 3:00 pm at the Qualicum Commons (744 Primrose St.) in room 8 with Brad and Myra and their volunteers.

A special thanks to the Town of Qualicum Beach, School District 69, Parks West Business Products, Qualicum Beach Pharmasave, Qualicum Foods, St. Mark's Church, Christian Fellowship Centre, St. Stephen's United Church, and several community members for their most generous support of this outreach initiative.



New Staff Team Members

We welcomed three new Client Support Workers during the past year:

Cathy (June 2018)

Natasha (January 2019)

Brad (April 2019)

Grant Sponsorships 2019-20

Thank you to all our Grant Sponsors for this year to date:



Art Calendar - \$1,250 for the printing of 100 client art calendars and art supplies



Special Day Trip - “The Foreigner” theatre tickets for 10 clients

Special Recreation Program
- \$2,200 for a variety of special outings



Funding provided by



Community Action Initiative

Oceanside Outreach Program - \$75,000 received in October 2018 for Forward House and Island Crisis Care in connection with the Overdose Emergency Response Centre. This project is also supported by the Oceanside Harm Reduction Committee.



Ministry of Mental Health and Addictions

Statistics

Forward House has seen significant growth over the past five years:

	2014-15	2015-16	2016-17	2017-18	2018-19
Average Registered Clients per month in Parksville	44	57	71	74	80.3
Average Drop-In Clients per Month	2	8	12	26.8	36.9
Annual Client Service Hours	22,381	29,022	28,780	32,658	36,201
Annual Meals Served	Not tracked	2,571	2,941	3,221	3,388
Annual Volunteers	25	28	30	63	87
Registered Clients in Qualicum Beach	N/A	N/A	N/A	N/A	19

Other 2018—19 Statistics:

Practicum Student hours:
904.5

Total Volunteer hours:
2,201

Number of new clients:
19 Parksville
19 QB

Grocery Costs:
\$22,110

Total Vocational hours:
3,118.75

Client-Led Programs 2018-19

We have a growing number of client-led programs at Forward House. The opportunity to facilitate programs empowers our clients to hone their leadership skills while developing healthy self-esteem, social responsibility and autonomy.

Our Client-Led Programs include:



Tim Talks - monthly workshops in our living room. Topics revolve around communication strategies, relationships, self awareness, body and mind connection, and mental wellness issues, with Tim and his assistant, Di.

Jewelry Craft - a weekly jewelry-making class facilitated by Amie.



Dinner by Troy - a delicious meal cooked by Troy every Tuesday.

Art Drop-In - a weekly drop-in art class facilitated by Judy.



Coffee with Gord - specialty coffees made by Barista Gord!

ACE & Lawn Crew Programs 2018-19

Our ACE Program (Ability through Contribution and Education) is a vocational rehabilitation program. Clients are encouraged to volunteer either in the community or at Forward House, and they are provided with a small stipend to support this service.

The **ACE programs** during 2018-19 involved 8 clients and included the following:

- Barista & Yard Caretaker
- Qualicum Beach Outreach Assistant
 - Education Facilitator
 - Education Assistant
 - Jewelry Class Facilitator
 - Art Class Facilitator
- Creator of Client Birthday Cards
 - Kitchen Assistant/Cook



Lawn Services Program **'helping our community by helping others'**



For many years, our Lawn Services Program has provided clients with an opportunity for paid employment with Forward House. During the past year, four of our clients performed lawn care, including our new weeding services, throughout District 69.

We also partnered with the SOS's "Better at Home" program to provide lawn services for their clientele.

Our Crew has continued to receive outstanding reviews for their work. They were also successful in winning contracts with a couple of local strata councils. Thanks to Duncan for his leadership of the Crew, and welcome to our newest Lawn Crew members, Ben and Justin!

Community Contributions 2018-19

Forward House has been actively involved in the following Community Committees:

Oceanside Task Force on Homelessness (OTFH) - Co-Chair

Homelessness Outreach Support Team Committee (HOST) - member

Oceanside Health & Wellness Network (OHWN) - Chair

OHWN's Mental Health Action Group - Co-Lead

OHWN'S Network Development Action Group - member

Local Action Team (LAT) - member of Committee & Trauma-Informed Practice Sub-Committee

Coordinated Community Action Team (CCAT) - member

Oceanside Harm Reduction Committee - member



We were also pleased to be involved in the following Community Events:

Beach Fest - provided Gate Ambassadors (clients, staff, volunteers)

Project Connect Health Fair - hosted a booth and provided desserts

Oceanside Family Health & Wellness Fair - hosted a booth

Meet & Greet BBQ at PASS Woodwinds School - participated

RDN's Active Aging Week at Qualicum Commons - provided seniors' services

OHWN Youth Mental Health and Wellness Forum - participated and provided refreshments for the event

Parksville Chamber of Commerce's first Business EXPO - hosted a booth

Donations 2018-19

We are grateful to everyone who has given us donations during the past year. These are some examples of the generous donations that we have received:



The **Parkville Lioness Service Club** presented Forward House with a beautiful wooden bench for our front yard, along with a cheque for \$3,000 toward Forward House programs.

Forward House contributed four shifts as Gate Ambassadors at the Sand Sculpting competition. Each shift involved a team of clients, Board members, staff member and volunteer. Because of our participation, we received a \$2,200 donation from Parksville Beach Festival.



Birthday Box Donations: Thank you to the **Church of Jesus Christ of Latter Day Saints** in Qualicum Beach who have continued to keep us supplied with cake mixes, frosting, candles, coloured napkins and other treats for our Birthday Box this year.

15th Annual Dragonfly Dinner

Our **15th Annual Dragonfly Dinner** took place in September 2018. Thank you to the Quality Resort Bayside and Galloping Gourmet Caterers. This event raised funds for Forward House programs.

The following people were the recipients of our Dragonfly Awards:

Carol Richardson Compassion Award— Lorraine & Ron Stephenson
Community Service Awards — 4 Rotary Clubs of Parksville and Qualicum Beach
Business Award — Lori & Steve Bradley, Bradley's Bistro
Healthcare Award — Dr. Samantha Saffy
Lifetime Volunteer Award — Dawn Smith



Forward House Community Society's 16th Annual Dragonfly Dinner & Dance

Saturday, September 28, 2019

Doors open @ 5:00, Dinner served @ 6:00

Qualicum Beach Community Hall

644 Memorial Ave

Buffet dinner—\$40 per guest

**Tickets available at Forward House,
136 E. Hirst Ave, from August 1, 2019**

**If you have questions, please call us at 250-954-0785 or email
execdir@forwardhouse.com to reserve your tickets.**



A Sinatra Inspired Benefit Gala



A Great start to 2019-20

1st Annual 'Partners in Community' Benefit Gala

What: 1st Annual 'Partners in Community' Benefit Gala

When: Saturday, May 11, 2019

Where: Qualicum Beach Civic Centre

Who: Forward House & Oceanside Hospice

Why: To help support programs for individuals and families who are facing advanced illness, death and bereavement (Hospice), as well as programs and services to support adults experiencing mental health and addictions recovery challenges (Forward House).

Featuring: The renowned jazz singer, Joe Coughlin, who sang the Sinatra Songbook with the Phil Dwyer Orchestra, and the amazing Tina Jones who helped us dance the night away!

Thanks to: Phil Dwyer for organizing the entertainment, the entertainers who partially sponsored the evening, Galloping Gourmet Caterers for a wonderful meal, Parks West for all the printing, and all of our sponsors, donors, and volunteers who made the evening a great success!

The best news: We raised more than \$17,000 which has been split evenly between our two organizations!!!!

Thanks to everyone who participated!





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