

The Notepad



Supporting families dealing with serious mental illness

May 2014, No. 134

Public Education Lecture Series

“It Takes a Team:” Primary Care in Mental Illness



What Role Does Primary Care Play in Dealing with Mental Illness?

Ideally, general practitioners serve as the first point of contact for those family members or individuals seeking help for a mental illness. These physicians have a critical role, from recognizing the early signs of mental illness, to signing a first certificate, to coordinating with acute care in order to provide ongoing care after a patient's time in hospital.

A team approach, where primary-care doctors, psychiatrists, families, and other healthcare and service providers work together, along with the ill person, allows for stronger continuity of care and helps to ensure better outcomes.

To learn more about the complex role primary care plays in treating and managing mental illness, join NSSS for a panel presentation, Wednesday, May 28, at Lions Gate Hospital. Guest speakers Dr. Dean Brown, GP, and Dr. Betty Tang, child and adolescent psychiatrist, will discuss several key points, including:

- What is primary care?
- The North Shore Division of Family Practice
- Where does the GP fit in?
- Early recognition and ongoing care
- Coordination of acute care with primary care
- The family's role

Dr. Brown has worked as a full-service GP on the North Shore since 1980 and leads the Lions Gate Hospital General Practice Department. He is chair of the North Shore Division of Family Practice and active in the Practice Support Program, which provides training and support for physicians and their medical office assistants.

Dr. Tang is a dedicated child and youth psychiatrist working on the North Shore, who liaises with GPs and families to help ensure a patient's continued care.

The Public Education Lecture Series will return on September 24, 2014. If you have ideas for upcoming lectures or would like to volunteer at the event, please contact us by phone or email, found below.

Featuring:

Dr. Dean Brown, GP, and Chair,
North Shore Division of Family Practice

Dr. Betty Tang, psychiatrist,
NS Child & Youth Mental Health Services

Wednesday, May 28, 2014
Lions Gate Hospital Auditorium
7:30 p.m.

Supported by:



Letter from the NSSF President, Cheryl Zipper

Our major fundraising event of the year, Circle of Strength, was a great success. It was very well executed, and some say that it was our best ever. Jon McComb, of CKNW, was a wonderful Master of Ceremonies. His shared story, along with the stories of other courageous family members, were tremendously moving and meaningful for all in attendance. The luncheon raised an amazing \$67,055 to carry our organization and our programs forward. Thank you to the fund-raising co-chairs, Herschel Hardin and Shirley Chan, and their team, for all their hard work in making this such a success. And thank you to all of you for your donations, which are so deeply appreciated (for photos, please see page 6).

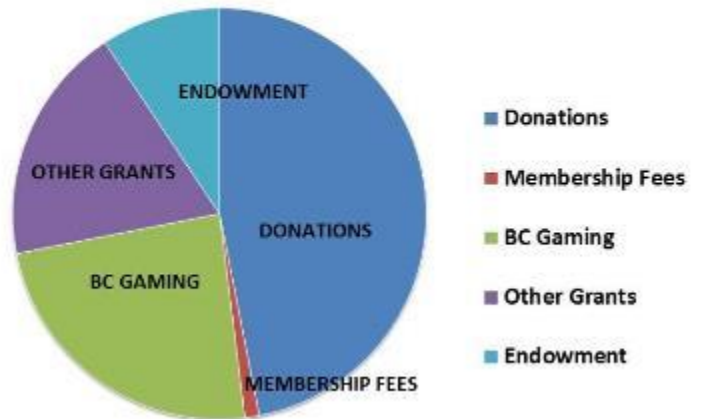
This brings me to the broader topic of funding and its importance for our existence. We are a small non-profit organization with a total budget of approximately \$175,000. In 2002, our total government operating grant of \$65,000 was suddenly cancelled. In the subsequent years, after recovering from this initial shock, the Society has succeeded in diversifying our revenue base so that any one funding loss in the future is not so traumatic.

The sources of our funding fall into three main categories: BC Gaming funds and other municipal or community grants, membership fees and donations, and project funding and fundraising. We also have one very important bequest fund, providing a legacy of funding which generates income on an annual basis. We encourage our membership to consider the NSSF in their estate planning, which helps to secure long-term financial stability.

Examples of project funding include the Canada Post Community Foundation Grant, in 2012, for \$25,000. This project facilitated the development of our NSSF support team and training manuals. Examples of donations and fundraising include the Seymour Golf and Country Club Charity Invitational Tournament, in 2013, which very generously raised \$47,200 for us. The Soroptimist International of North and West Vancouver raised funds for our society over two consecutive years. And there is, of course, our annual fundraiser, Circle of Strength. It's impressive that such a small organization, such as ours, can host such a successful, and enjoyable, fund-raising event as the Circle of Strength.

Larger grant applications of \$50,000 or more are a collaborative effort involving the Executive Director, the board of directors and the fund-raising team. Donations and fund-raising events, such as Circle of Strength, fall mainly to the fund-raising team. The fundraising team is also making significant efforts to secure a major donor to increase our endowment capital, which would generate an additional long-term source of revenue and im-

NORTH SHORE SCHIZOPHRENIA SOCIETY
2013 REVENUE STREAMS



prove our financial stability (see chart, above, showing the relative proportions of these various revenue streams).

Fund development is really a collaborative effort involving the executive director, the fund-raising team, and all of us who contribute to the society. NSSF has an excellent reputation of serving families in their most difficult moments providing direct support, family-to-family support, and both individual advocacy and large-scale policy advocacy. Collectively, we can be very proud of our reputation. It's this reputation that inspires people to become members, to volunteer their time, and to make their donations. I mention this because I think, as an involved membership-based organization, it is both interesting and important for the membership to know where our revenue comes from, and also to understand how much effort and dedication goes into securing it. Without this funding, we could not maintain the Family Support Centre and our valuable staff, nor could we offer the full extent of our programs that help the families of the seriously mentally ill.

Donate Online
POWERED BY Chimp

If you haven't made a donation to NSSF this year, here's an opportunity to double your contribution. NSSF has joined six-time Olympian Clara Hughes in her Canadian Grand Tour to raise money and awareness for mental health. If you give between May 5 - June 5, your donation will be matched, up to \$100 per donor. These donations can **only** be made online. Visit www.northshoreschizophrenia.org and click on the bright orange button.

Annual General Meeting Celebrates “A Year in Review”

With such an active membership, it's no surprise NSSS was busy in 2013. What better way to celebrate than by showcasing “A Year in Review,” the theme of this year's annual general meeting, held Wednesday, March 26, at Lions Gate Hospital auditorium.

After a warm welcome by NSSS president Cheryl Zipper, family members and staff updated attendees on NSSS programs and events, and looked to where the Society may be headed. “Everything we are doing,” said Cheryl, “is to strengthen and sustain NSSS into the future.”



John Nixon, on Walk the World

A few highlights: The new support team, under Marguerite Hardin's direction, is now taking on non-urgent cases—a great help, as NSSS received approximately 380 unique support calls in the last year; Partnership Presentations in schools will broaden their scope to include all mental illnesses, with five new volunteer presenters coming on board; this April's graduating Family-to-Family class was the largest ever, with 19 participants, and demand for the course is increasing; Herschel Hardin, advocacy coordinator, has put together a working group on the Riverview lands discussion, with the idea of creating a

new kind of community for those with serious mental illness; NSSS is working on updating the website, giving it a new look while retaining the depth of information; the fundraising committee hopes to secure a large endowment, which helps stabilize funding for the long-term; and NSSS is continuing to build capacity in families on the North Shore and Sea to Sky and develop relationships with community partners, including Vancouver Coastal Health.

NSSS said thank-you and bid farewell to departing board members Janet Blue and Halina Haboosheh, and welcomed new board members Asal Delfani, Steve Watt, and Janelle Bielecki (please see page 7).



Philip Wright, on panel presentations at RCMP training sessions

Thank you to all AGM participants, and in particular to the presenters: Shirley Chan, Lisa Stringle, Steve and Liz Watt, John Nixon, Philip Wright, Sarah Fox, Herschel Hardin, Cheryl Zipper, Nancy Ford, and Melanie Scott. And thanks to all the families who support the work of NSSS.

Congratulations to Marti Sevier, winner of the AGM door prize—a \$300 gift certificate for BFit Health and Wellness, North Vancouver.

Family Support Centre

Personal support and information on major mental illnesses – schizophrenia, bipolar disorder, depression, and anxiety disorders

205 - 1865 Marine Drive
West Vancouver BC V7V 1J7

Open 9 a.m. to 5 p.m.
or by appointment

North Shore/Lower Mainland: 604-926-0856
Sea to Sky: 604-849-2252

www.northshoreschizophrenia.org
info@northshoreschizophrenia.org
Facebook: [northshore.schizophrenia](https://www.facebook.com/northshore.schizophrenia)
Twitter: @NSSSoc

Monthly Support Meetings

Come share your questions, concerns, and experiences with family members.

Support group meetings are held each month in West Vancouver and Squamish for family members and close friends of people who have serious mental illnesses.

For information on the West Vancouver group, call 604-926-0856. For Squamish, email seatosky@northshoreschizophrenia.org.

Families Helping Families

Thank you to our many friends and supporters. Your donations and membership are appreciated. Tax receipts will be issued for all contributions.

Recovery through Assertive Community Treatment and Rehabilitation

No one is beyond hope. This was the message from members of Vancouver's assertive community treatment (ACT) teams at the NSSS Public Education Lecture Series on Wednesday, January 29, in the Lions Gate Hospital Auditorium. Participants in the panel discussion were George Scotton, manager of ACT Vancouver; Drew Ryan, clinical supervisor with ACT VPD; Beverly Nolan, a social worker with RainCity Housing First; and Chelsea Bromley, an occupational therapist, also with RainCity (pictured left to right).



Members of Vancouver ACT teams at the NSSS public education

ACT clients have complex mental and physical health problems and have often spent extended time in the hospital or are frequently admitted, are homeless or challenged by independent living, and are in repeated contact with police or the justice system because of their illness and addiction. Ultimately, ACT teams work with people who have not benefited from traditional outpatient services.

With a client ratio of approximately 10 healthcare professionals for every one patient and a lengthy track record of producing better outcomes for those with severe mental illness, ACT offers a comprehensive form of individualized care. "Assertive" means just that. Once assigned to a client, the ACT team doesn't give up on the person under any circumstances. The teams keep their clients out of the hospital, reduce their number of contacts with police and criminal courts, and help them live a life not driven by their mental illness.

"They couldn't adapt to the system," said Scotton, "so the system adapted to them."

People who have always had difficulty arranging or keeping appointments with traditional, office-based health care practitioners receive 24/7 coverage, with 80% of team visits happening within the community. ACT teams are multidisciplinary, comprised of psychiatrists, concurrent disorder clinicians, clinical supervisors, social workers, care coordinators, peer specialists, occupational therapists, rehab specialists, First Nations specialists, and GPs. Team members collaborate to provide a flexible, customized set of services unique to each client.

"It sounds like a dream team," said one family member. The results are remarkable since ACT began in

Vancouver, in 2011, with a caseload of 191 clients. A recent sampling of 32 Vancouver ACT team clients shows that VPD contacts are down by 50% over the past year. This is mainly because the patients' overall quality of life has improved, from their symptoms, to interpersonal relationships, to greater stability in their housing situations.

Three ACT teams are currently working in Vancouver, with two others on the way. Ryan's team is aligned specifically with VPD. All clients are logged into the police system, with information shared equally between both groups. Nolan and Bromley's team, RainCity, takes a housing-first approach to community treatment, working with the chronically homeless. Every person housed by RainCity is not occupying a hospital bed or being picked up by police, which lessens the burden on public services and hospitals.

While ACT and other forms of urgent outreach are currently unavailable on the North Shore, Scotton urges families to place pressure on local mental health services and let them crunch the numbers. While the cost of one ACT team is the equivalent of one entire community mental health team, ACT actually saves costs in the end as it helps those at the far end of the continuum who place the most pressures on services. A stay in hospital can average \$1,200 a day, and a day in jail is roughly \$500, compared with only \$57 a day with ACT.

To learn more about ACT and the people they serve, visit www.act-bc.com and www.raincityhousing.org/real-stories-real-lives.

Registration Open for Family-to-Family Course

Registration has already started for the next 12-week Family-to-Family education course on the North Shore, **tentatively scheduled for Tuesday, September 16**. For those in the Sea to Sky area, the course will begin February 2015. To qualify, you must have a close family member with a serious mental illness. Please contact the Family Support Centre to register at 604-926-0856 or info@northshoreschizophrenia.org.

By Mail or Email: How would you like to receive *The Notepad*?

Do you know you can receive your issues of *The Notepad* by email? If you'd like to change the way you receive the newsletter, call 604-926-0856 or email info@northshoreschizophrenia.org.

New Novel Takes Realistic Look at a Family's Struggle

High Clear Bell of Morning,

by Ann Eriksson

Douglas & McIntyre, 2014

\$22.95

Reviewed by Janet Blue, NSSS peer support worker

High Clear Bell of Morning, by B.C. author Ann Eriksson, is about a family in crisis. Throughout the novel, Eriksson deftly conveys how a lack of professional support can have tragic consequences for those with serious mental illness and their families. A reader with little or no understanding of mental illness may believe Eriksson's story to be contrived. But as a peer-support worker with NSSS, I feel this story speaks the truth about mental illness, how difficult it can be to treat, and its impact on families.

The story begins with a set of parents waiting in a hospital emergency room with their ill 19-year-old daughter, Ruby. The parents quickly come to realize they are a long way from getting the help they desperately need for Ruby's schizophrenia. She is paranoid, unpredictable, and often hostile.

"One minute she was furious with us, the next primping for an appointment," the mother says. Although the parents outline their concerns with Ruby's therapist, their daughter presents very well. The therapist attributes Ruby's actions to overbearing parenting and lectures them.

In despair, the father remarks it's as if Ruby is being given her "freedom" to be sick. And that's what happens. Ruby ends up in an area equivalent to Vancou-

ver's Downtown Eastside, where her boyfriend introduces her to cocaine, and later, heroin. Her father is constantly searching for her.

One of the most authentic touches is Eriksson's depiction of *anosognosia*, an ill person's lack of insight or awareness of their illness. Unlike denial, which indicates cognitive function, *anosognosia* is caused by anatomical damage to the brain. Ruby's inability to recognize she is ill is challenging and frustrating for her family.

Ultimately, Eriksson's story is one of tragedy and loss. In telling it, she has captured the pain and suffering experienced by those with mental illness and their families. For this unflinching portrayal, I thank her.



Ann Eriksson will read from her book and sign copies, along with her husband, poet Gary Geddes, on Tuesday, May 20, at 7 PM, at the North Vancouver Library (Capilano Branch, 3045 Highland Blvd., in Edgemont Village).

NSSS Holds *Getting-to-Know-You* Membership Luncheon



New and long-time members gathered Saturday, March 8, at the Deep Cove Yacht Club for an opportunity to learn more about NSSS, participate in group discussions, and best of all, enjoy each other's company over a potluck feast. After greetings and opening comments by NSSS president Cheryl Zipper, members learned details of the strategic plan and discussed some of the Society's programs and services. Members felt the support and advocacy functions are working well and sug-

gested the possibility of taking referrals from outside agencies and hosting the support group twice a month, instead of once. Family-to-Family, the lecture series, and partnership presentations in high schools were viewed as fundamental strengths of the organization. Members cited a need for more training for mental healthcare workers and law enforcement, as well as more education for families on housing.

Families' Experiences the Highlight of NSSS Annual Fundraiser



Circle
of
Strength



Proving once again that, together, we can create a circle of strength that cannot be broken, approximately 200 people attended the 6th annual NSSS fundraiser, Circle of Strength, on Saturday, May 3, at the Hollyburn Country Club in West Vancouver. Pictured, clockwise, is Albert Roos, Roz Best, and Master of Ceremonies Jon McComb, host of CKNW's *The World Today*; Crystal Collison, who shared her story as a family member, Karen Gilmore, representing our sponsor, Fulmer Capital Partners, and NSSS president Cheryl Zipper; attendees enjoying lunch; the McLean family; and NSSS board member Byron Giraud with Michael Schratte, who cycled around the world to raise awareness of mental illness. Thank you to all our participants, guests, and volunteers.



The North Shore Schizophrenia Society gratefully acknowledges the support of the Province of British Columbia; City of North Vancouver; District of North Vancouver; District of West Vancouver; Resort Municipality of Whistler; Seymour Golf and Country Club; Lynn Valley, Ambleside Tiddlycove, Mt. Seymour, and Capilano Lions Clubs; Canada Post Foundation for Mental Illness and Mental Health; West Vancouver, Squamish, and Whistler Community Foundations; North Shore Rotary Clubs; Lynn Valley Legion; Fulmer Capital Partners; Margitta's Flowers; and our many other generous donors.

Notes from the Family Support Centre

Meet the new NSSS board members:

NSSS welcomed three new members to its board of directors at the March AGM: Asal Delfani, Steve Watt, and Janelle Bielecki. They join returning board members Byron Giraud, Gill Santo, Lisa Stringle, Herschel Hardin, Cheryl Zipper, and Susie Stevens.

All NSSS board members are family members of someone with a serious mental illness, and volunteer their time to lead and strengthen the organization. If you didn't have an opportunity to meet the new board members at the AGM, here is a little more about them:

Asal Delfani

Asal first approached NSSS eight years ago to take the Family-to-Family course, after her younger brother fell ill with schizoaffective disorder.

"It was an immediate support," Asal says. "Everyone quickly felt like family as we shared our journeys. Having a family member go through serious mental illness and seeing an abrupt interruption to their youth made me realize how different the text books were from the reality being witnessed."

Asal has a background in social sciences and coordinates home support services for seniors and individuals with disabilities. She's a single mom who enjoys spending time with her active two-year-old son, and enjoys running, yoga, and baking.

Steve Watt

Steve has an extensive background in police work and a personal understanding of how mental illness can impact families. As a recent graduate of the Family-to-Family course, Steve believes it changed the way he communicates with his adult son, who is bipolar and lives at home.

"There is less stress - for the whole family," says Steve. "There is a focus on the future, in healing, and in finding solutions. I think Family-to-Family helps us understand the past, deal with the present, and prepare for the future."

Steve has 35 years of experience in policing, 24 of which have been dedicated to the training, development, and education of police officers in Canada and abroad. Since 1999 Steve has been involved in bringing quality police training to officers in Asia, the Middle East, and the Caribbean.



Janelle Bielecki

Janelle first became involved with NSSS when she started the Family-to-Family course in September 2010.

"Taking the course was instrumental in getting a loved one - later diagnosed as bipolar - much-needed help," she says.

Since 2011, she has also served as a Circle of Strength table host.

Janelle holds BAs in English literature and Spanish language, and Pre K-12 teaching certification from the University of Wisconsin at Madison and has taught in Wisconsin, California, Spain, and Mexico.

The mother of four young children, Janelle enjoys exploring the North Shore trails in the summer and skiing the local mountains in the winter.

Squamish Chief article highlights NSSS services

in Sea to Sky: *The road to recovery*, in the *Squamish Chief* (April 30), draws attention to the need for greater public awareness and education around serious mental illness. NSSS executive director Nancy Ford was interviewed on the Family-to-Family education course offered once a year in Squamish, with the next course beginning February 2015; on the local monthly support group for families; and on NSSS's upcoming participation in the Healthy Workplaces workshop, Tuesday, May 15, at Training Innovations. Human resource managers and employers in Sea to Sky will learn more about mental illness and performance issues, and how to discuss mental illness with employees. Dr. Kathryn Wynn, Vancouver Coastal Health, will join Nancy and NSSS board member Byron Giraud on the guest panel.

Family support team holds quarterly session: Following its training sessions last fall, the Family Support Team is now meeting quarterly, for sharing notes, updates, and additional training. The first quarterly session was held March 22.

NSSS prepares discussion document on River-

view Lands: An NSSS discussion document on the future of the Riverview Lands is undergoing final revision and should be issued sometime later this month. The document elaborates on the concept originally put forward in the March *NSSS Advocacy Bulletin*—the creation of a mixed neighbourhood comprised not exclusively of the mentally ill, but designed mainly for those with a mental illness. The March *Bulletin* is available at northshoreschizophrenia.org/bulletin.htm.



Upcoming Events—Walk with NSSF this Summer!

Saturday, June 7



West Vancouver Community Day Parade

10 a.m. (assembly time: 9:30-9:45 a.m. at the starting line at foot of West 13th Ave.)

Join NSSF in spreading the word on who we are and what we do! Everyone is welcome to walk with us along the parade route—and cheer us on in the crowd—in support of families and individuals dealing with serious mental illness.

The parade starts at 13th and Marine, continues along Marine to 17th, then moves down to Bellevue, before looping back to 13th.

Afterwards, enjoy a number of food vendors and information booths by community groups, non-profits, and businesses.

Sunday, June 22



23rd Annual Walk the World for Schizophrenia

10 a.m. (assembly time: 9:30-9:45 a.m.)

John Lawson Park, at the foot of 17th Street

Walk the Seawall to Dundarave Pier and back!

Join us for Walk the World for Schizophrenia, one of our most important awareness events of the year. With your help, we can make this the biggest and best walk ever. Lace up your walking shoes and bring the entire family, even your pets (dogs on leash, please), and get ready to celebrate.

If you aren't able to participate in the walk, you can still help with set up and registration. Together, we can raise awareness and work to defeat harmful myths about serious mental illness.



Tuesday, July 1



North Shore Canada Day Parade

10 a.m. (assembly time 9:30-9:45 a.m. at the starting line at Grand Blvd. and 13th St.)

The parade is back again this year and sure to be better than ever! This event offers a wonderful chance for NSSF members to get together and celebrate Canada Day while raising awareness of serious mental illness.

The parade begins at Grand Boulevard and 13th Street, proceeds to Lonsdale, heads north, and then down 17th Street to Mahon Park.

Please call the Family Support Centre at 604-926-0856 for more information or to register for these events. We look forward to seeing you!