

ANNUAL GENERAL REPORT 2023/24



**Canadian Mental
Health Association**
Port Alberni Branch



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FROM THE PRESIDENT AND THE EXECUTIVE DIRECTOR

Dear community members,
CMHA-PA members,
community partners, and
funders.

We present to you our joint
AGM Report for the 2024
Annual General Meeting.
This report provides a
snapshot of key activities
undertaken throughout the
year. In 2023-2024,
Canadian Mental Health
Association-Port Alberni
Branch continued a path
towards our strategic plan
following reflections on
lessons learned during the
post pandemic period, the
housing and opioid crises,
and the evolving needs of
our community.



KATRINA KIEFER
EXECUTIVE DIRECTOR

TODD PATOLA
PRESIDENT

QUALITY IMPROVEMENTS

We continued our focus on enhancing the quality of care we provide to our clients. By implementing evidence-based practices and investing in staff training and development, we have further improved the effectiveness and outcomes of our programs.

STAFF DIVERSITY AND SKILL IMPROVEMENT

Over the last few years, the Branch has been very fortunate to have new faces join our staff team. They bring with them youthful exuberance, energy, ideas, compassion, and an eagerness to bring our Mission and Vision to each of the programs. On a daily basis, our staff brainstorm creative solutions to a myriad of issues that are thrown at them.

HIGHLIGHTS

SERVICE COMMITMENT

Our staff's professional practise has evolved to serve our members and tenants in new ways, based on ever changing needs such as environmental issues, climate change impacts and safety (heat domes), increase in overall costs and affordability, and trying to work with all partners to keep people housed, fed, and safe.

PARTICIPATION IN COMMUNITY, POLITICAL AND HEALTH COLLABORATION OPPORTUNITIES

We maintained strong collaboration and presence in all invited consultative processes, in order to better serve the entire community, offering a voice and representation for mental health needs.

CONTINUED FISCAL HEALTH

CMHA-PA continues to follow a fiscally responsible organizational practise that allows us to confidently plan for growth in the face of increased need in community.

WE CONTINUE TO STRIVE FOR SUCCESSSES IN THE FOLLOWING AREAS:

HOUSING	We are committed to the ongoing endeavour of providing rapid, appropriate, sustainable, and affordable housing options to our community, given the housing crisis that affects the mental health of so many of our renting members.
RELATION SERVICE DELIVERY	Maintaining a practise of evidence based, trauma informed, ethical, and responsible professional practise putting the needs of our vulnerable population at the forefront of service delivery.
IT SECURITY	Ensuring robust IT security remains a priority. We are grateful for the outsourced IT company, West Coast Communications who provide for our secure IT needs.
DIVERSITY, EQUITY AND INCLUSION (DEI)	We remain committed to fostering a diverse and inclusive environment within our organization and Board.

QUICK STATS FOR 2023-24:



The Board of Directors currently stands at five members, with space for 3 more to reach a total of 8. The Directors represent a wide array of backgrounds, including business experience, service provision, lived experience, and legal backgrounds. To these skills we are looking to add accounting, human relations, fundraising, and government relations. The Directors are all volunteers, and we are grateful for the efforts they give to the success of this organization.

In conclusion, we want to express gratitude to the dedicated staff, volunteer board members, practicum students, and supporters who have contributed to the success of our agency. Together, we have made a meaningful difference in the lives of countless individuals and families in our community, and I am confident that we will continue to do so in the years to come. Thank you for your continued support as we work together to improve mental health outcomes in our community.

Sincerely,

Katrina Kiefer- Executive Director and Todd Patola – CMHA-PA Board President



Canadian Mental
Health Association
Port Alberni Branch

FROM THE ASSOCIATE DIRECTOR



I am proud of the function that CMHA-PA plays in the broader Alberni Valley/West Coast community. Our collective expertise is often called upon to help unravel some complicated social problem or share our perspective on proposed solutions. When the community addresses a social challenge, CMHA-PA is always among the first invited to the table. This stature in the community would not be possible without the commitment, hard work, and professionalism of the staff, management, and board members, and the valuable feedback and peer support from the members and clients. I think now would be a good time to give each other a pat on the back. There is, however, a downside to being good at what you do, and that is the expectation there is no load limit or that your batteries can never run low. We must always be on guard for personal and professional overload and be prepared to say, “hold on a minute, we need to reflect on how this new thing is going to play out.”



MARK ZENKO
ASSOCIATE DIRECTOR

There seems to be no short-term easing in sight for the housing, substance use, and mental health crisis’ that are plaguing our society and the only way we can grow to meet these challenges is by first staying healthy ourselves. We are a community; no-one is expected to shoulder the burden themselves. When bothered by the things you encounter throughout your day, don’t be afraid to share your feelings with a trusted friend or colleague, respecting of course, the privacy of the individuals that may be involved. If you happen to be that person whose confidence is called upon, the most important thing you can do is listen attentively. Stay healthy, stay safe, have some fun, and be thankful for the blessings in your life, they are everywhere when you really look.

PROGRAM REPORTS

FROM ADVOCACY

The Advocacy Program has had a wonderful year supporting the Port Alberni community. It is with great praise to all those who came together to successfully file over 200 individual 2023 income tax returns in a mere three-month timeframe, proving once again that the Advocacy program, and the enthusiastic team that keep it running, are a vital crux for creating social equity within our community.

Another fruitful season has begun in participation with the BC Farmer's Market Nutrition Program. We are so grateful to have increased our allotted slots for enrollment, nearly doubling the number of participants! This program allows us to connect and support those who are vulnerable to food insecurity while being active in the local agricultural community. The Advocacy Program is endlessly thankful to be given the opportunity to help bridge some of these gaps experienced by elders, low-income families, and all those who are currently vulnerable to socio-economic instability.

This past year can be summarized through three defining aspects which lay the foundation of Advocacy:

Dedication, Creativity, Respect.

All aspects have come together for the Advocacy Program to really thrive through commitment to our community.

Respectfully submitted,
Amy Dixon - Acting Advocate

Clubhouse testimonial - I came in for lunch with my worker (it was good). I bought some frozen meals to take home. I have only been eating 2-3 times a week for a lot of reasons and was mostly cereal. That night I heated up a salisbury steak dinner. I cried after my second bite. I have not had a full meal in over 7 years that tasted so good. Thank you for helping me feel human again. xoxo - SB



Canadian Mental
Health Association
Port Alberni Branch

HOUSING SUPPORTS

This year, our Outreach team continued to serve Port Alberni and the West Coast. We served 279 people, 19% less than the previous year, but it still felt busy as ever! We delivered these services through our four BC Housing funded programs.

Homeless Outreach Program (HOP)

HOP aims to provide homeless individuals with support services to obtain suitable housing. Additionally, HOP offers temporary rental supplements to help transition individuals into market-priced housing. This program allows our team to meet people where they are situated – the streets, encampments, the scene of a house fire, etc. This year, we were able to obtain a SPARC-BC grant for “Welcome Home Kits” which provided more than 20 individuals with basic home supplies upon move-in. Clients who received a kit reported a positive long-lasting impact from these supplies.



LOCAL
ENCAMPMENT

Homeless Prevention Program (HPP)

HPP aims to help individuals in four identified at-risk groups facing homelessness to stay housed. These groups include youth transitioning out of foster care, women who are experiencing violence, individuals leaving an institution, such as hospital or correctional systems, and people of indigenous descent. HPP offers temporary rental supplements to these groups and support services. The support can vary from helping with building life skills, finding more affordable housing, accessing food resources, etc. This year we noticed high rates of at-risk groups in our clientele: 44% of our clients identified as indigenous. Also, the majority (57%) of our clients are female identifying. A highlight of this year was helping women transition into Sage Haven’s new second stage housing for women fleeing abuse.



FAMILY GIFT CARDS
FROM FUNTASTIC

Canada-BC Housing Benefit (CBCHB)

CBCHB aims to help people afford market-priced rentals through a long-term rental supplement. Unlike HOP/HPP, this supplement is renewed yearly if the client maintains the eligibility requirements. This supplement is fully portable through British Columbia. This year we have more than doubled our available spots for this program. However, the need continues to outweigh the supply. A challenge this year was the continuous increase in rental costs and low vacancy rates, leading to many clients facing homelessness due to financial strain.

Supported Rental Supplement Program (SRSP)

SRSP is new to us and is not yet fully up and running. This program is a partnership between BC Housing, MSDPR, and the Ministry of Health. It aims to assist in affordability of market-priced rentals, along with regular and long-term wrap around supports to help individuals succeed in maintaining stable housing. Clients accessing this program will receive a CBCHB rental supplement, along with regular supports.

This year was full of events. We noticed an increased trend in people needing help relocating to Port Alberni, especially from the West Coast. One member of the team, continues to spend one day a week in Tofino and Ucluelet. She has recently added Flores Island (Ahousaht) and Hot Springs Cove (Hesquiaht) to her West Coast roster. Many clients need help either finding housing when relocating from their West Coast community to Port Alberni, or vice versa. Their increased availability throughout the West Coast has helped streamline multiple clients' relocations.

One memorable event of the year was helping the several people living in the derelict trailers downtown successfully transition into suitable long-term housing. This success would not be possible without the help of our long list of collaborators, including many local organizations and landlords. We strive to continue working together in helping people overcome barriers to safe and stable housing.

Respectfully submitted,

Claudia Noel

Keah Stanhope

Laurie Allen

Mark Zenko



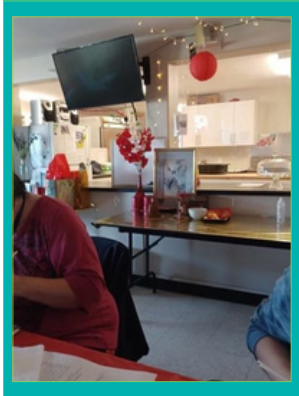
Keah, Laurie & Claudia

FROM CLUBHOUSE

In the past year, the smooth functioning of Clubhouse has been a testament to teamwork and mutual support.

Clubhouse has had a makeover! This year with a huge amount of support by management and members we were able to renovate the Clubhouse. A new floor was installed in the entryway and the kitchen, Island Health has provided another stand up freezer, and the entire clubhouse has been painted. Member artwork has been framed! Many thanks to the people who worked so hard to make this happen! I would like to acknowledge the members that have contributed so much of their time, enthusiasm, and support not only for the work that they did on the renovations, but also in the day-to-day operations of the Clubhouse. The renovations, and Clubhouse itself would be far less lovely without them. We have been humbled by their kindness and willingness to go the extra mile.

As well this year we were fortunate to have with us two practicum students Julia Bishop, from the Certificate of Social Work Program and Amber Cowley from the Human Services with Indigenous Focus Program. Each of them brought their skills, abilities, and willingness to Clubhouse. Each of them has secured employment with CMHA. We are most happy to extend a warm welcome to these new members of our team.



Faith Price who has been working in Clubhouse for over three years has resigned. She will be very much missed. Once again, management, staff, students, and volunteers have worked together to keep Clubhouse running efficiently and with heart. The members have treated staff and each other with kindness and compassion and all have contributed to the warm atmosphere. New friendships have been formed and old friendships strengthened.

In the past year, Clubhouse has eighteen new members. As well many members who haven't been around for several years have returned. We hosted several special events, including a spring feast, Chinese New Year's Celebration, a number of barbecues, Christmas dinner, and a week of lunches at Harbour Quay during the renovation. All in all, Clubhouse served approximately four thousand lunches.

Members and staff attended a party hosted by the Island Health Mental Team during Mental Health week. It was so fun! We were invited to participate and to contribute to this great event again next year.

We also were invited to participate in a tie dye event hosted by Amy at RSA. Eight Members from Clubhouse participated. We tie dyed aprons and are waiting with anticipation to see how they turned out.

Again, many thanks all the people who contribute. The future is bright.

Respectfully submitted,
Cindy Sieben - Clubhouse Specialist



FROM THE FROZEN MEALS PROGRAM

Frozen Meals continues to be a popular program. This year Frozen Meals produced 5517 meals distributed to Island Health clients. Two trainees completed the program and are now working on acquiring their Food Safe certificates through our continuing partnership with Ineo Employment Services.

Through the generous donation from Island Health, Frozen Meals was able to purchase an additional stand up freezer and an industrial food processor. These two new pieces of equipment are a most welcome addition to our newly renovated kitchen.

This past year Frozen Meals has faced some unforeseen challenges. The program has been, for the most part unstaffed for the past several months. Management, Clubhouse staff, volunteers and practicum students have given their talents and enthusiasm to keep the freezers stocked and the program running. Well done everyone. Your efforts have demonstrated the power of teamwork and the compassion we all share for our work and our clients. Thanks to you all.

Respectfully submitted,
Rainie O'Connor, Program Director



5,517 meals
produced in
2023-24



Potato Shark

"I appreciate being in the program and have no complaints. They do a great job and have good portions. It takes a lot of work off my hands, especially since I don't have an oven. Definitely worth the money!" -DG

FROM ROGER STREET APARTMENTS GROUP FACILITATOR AND PEER SUPPORT



Peer Support: Bridging gaps with enthusiasm, our peer support team is a priceless asset when connecting with our CMHA - PA community. With additional funding for education and professional development, the peer support team was able to prosper and learn due to these funds. The team enjoyed a variety of subjects focused on communications and team building.

Adding to our list of peer support host sites is the Port Alberni Library. This exciting partnership expands the peer support presence in our local community and reaches out with a peer support pick of the month, which showcases a mental health and wellness book that highlights relevant experiences and themes. Our team has also been working towards connecting to peers with creative communication that includes drop-in hours, appointments, phone sessions, and a pen pal option. As the Peer Support Facilitator, I am endlessly grateful to the peer support team for all the mentorship and warmth they provide to those in our community.

Respectfully submitted,

Amy Dixon

Group Facilitator / Peer Support

Group Facilitator:

The Group Facilitation theme at Roger Street Apartments this year has by and large been “Community”. Bringing our tenants together with the local community through on-going pursuits to create and prioritize cultural equity, community wellness, and collective action.

This is represented in activities and groups such as the senior’s active movement series which focuses on accessible, age-appropriate physical activity that engages the body and mind. A few tenants have really committed to incorporating these activities into their daily lives and have grown to love being more active.

Another of our more recent ventures includes the community wellness committee. This has created a space for tenants to have a voice about shared issues and come together to create solutions. Ultimately, becoming active participants in the larger community and reclaiming power and belonging.



FROM CLEAN TEAM

While the Clean Team continues to be appreciated by the City, merchants and the entire Port Alberni Community, we have had a few stops and starts this year. We've been on the lookout for the right candidate to lead the team. We are hopeful that a great candidate has recently been hired, so we are in the midst of rebuilding the program by getting the word out to our at-risk population. We believe that this program has far reaching positive impacts on the entire community, both the crews that go out and the community as a whole.

Respectfully submitted,
Sue McGiveron, Administration Officer



SOME NEW STAFF MEMBERS:



TEARA

ZACH



JULIA

Clubhouse Testimonial - Has been a place for me to feel at ease just being me- with my mental health nerves.

I find this place to be a very loving, accepting, and non-judgmental, and most of all welcoming, and the food is always great! 😊 - WO

Testimonial - The impact that Clubhouse has had on me is I am able to talk to staff about what I am going through, and are very helpful. Also I feel like it is a place to belong. - KS

Clubhouse Testimonial - Calming, comfortable, welcoming, supportive, crafts, positive. Glad I come here! A very good place to go. Quiet, socializing with friends, help with resources, support in building. Good place 4 me to be. Thanks so much. Has helped me be a better version of myself. - JL

HOUSING INITIATIVES

ROGER STREET APARTMENTS – TRANSITIONAL HOUSING

The Roger Street Apartments, operated by the CMHA-PA Branch, is a 42-unit subsidized transitional housing resource for some of the most vulnerable members of our community. Our aim is to provide a safe, supported space for individuals to progress from homelessness into market housing. During this time tenants are granted the opportunity to gain life skills, work on goals, and address any mental health and/or substance use challenges they may be experiencing, etc.

Over the past year we've maintained a 99% occupancy rate, housing 47 tenants. Of those tenants there were:

- 15 women & 32 men
- 17 Indigenous
- 16 tenants connected to Island Health and/or MHSU support services
- 10 move ins
- 2 transitioned to alternate housing
- 3 evictions due to behaviors
- 3 deaths

We are lucky to have a dedicated staff team that go above and beyond to ensure the program is stable and successful. This consists of a full-time Residence Coordinator, Tenant Support Worker, Maintenance Worker, and Group Facilitator. We also have several casual Tenant Support Workers that round out our team and are extremely valuable in ensuring the program operates at full capacity. In a community where there are staff shortages everywhere, we are beyond fortunate to have acquired three new casual staff members since our last report. Teara and Julia are Tenant Support Workers and Zach has been working in Building Maintenance.



RSA hosts various activities and opportunities for social engagement throughout the year. The most popular events so far have been the tenant BBQ, the Christmas Eve party, and Amy's Annual Tie-Dye party. In addition to activities facilitated by our Tenant Support Workers, RSA's Group Facilitator provides a multitude of learning opportunities for groups and individuals, which has been a welcome addition to the services RSA provides its tenants.

Overall, it has been another successful year at RSA. We've experienced triumphs and tragedies but continue to see value and growth in all experiences; and look forward to what the future holds!

Respectfully submitted by:
Shaunah Cairney
Residence Coordinator



Testimonial: "I like everything about this place, especially the gazebo out back and the picnic table underneath the trees. The staff are excellent and have been really helpful and good to me." - RB.



BC HOUSING

KENDALL AVENUE - SUPPORTED HOUSING

Kendall Avenue Apartments continues to be in high demand, with people in need of housing due to mental health concerns, and we continue to operate at 100% occupancy. As soon as a unit is available, we have a new tenant ready to move in.

We sadly, lost two long time tenants this past year, due to health complications. They are deeply missed by staff and tenants alike.

We continue to operate a breakfast program. Tenants may purchase a breakfast card or pay daily. We also have a small canteen for tenants to purchase occasional food and household items.

Island Health has asked our staff to take tenants for short afternoon walks. We have been more than happy to accommodate! We also have our afternoon group gathering that started during Covid. We feel it's a great way for many tenants to keep from isolating.

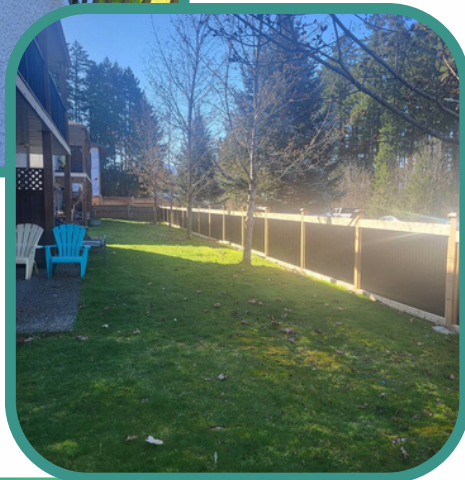


Our Thanksgiving, Christmas, and Easter turkey dinners are still very popular with all the tenants, as are our summertime BBQ's.

The property owner has been doing a lot of much needed repair work to the building. They have replaced all the upper decks, replaced rotting posts, window trims, as well as one stairway post, and the fence.

Soon, we will be having new neighbours. A local First Nation is building a new facility next door to house women and their children, and it has been interesting watching the building progress as it's getting nearer to completion.

Respectfully submitted,
Gyula Komjati
Kendall Ave Program Coordinator



I feel very fortunate to be living at Kendall. I also feel that we are all very well supported. - DM

I am one of the longest tenants at Kendall. I really like how it's turned into not just a place to live, but a community. JO

FROM THE PARK HOUSES

2024 completes the 4th year of the City Park House Agreement. There has been no turnover of the park house tenants in the past year, however, we have sadly lost Brad Brown, the co-caretaker at Paper Mill Dam who passed away in January of this year. Charlene Brown remains on site and has been managing on her own with a little bit of moral support from her new dog "Buddy". The Park House program continues to function with a modest amount of supervision from CMHA-PA management and by all accounts, the City is content with the service CMHA-PA provides. The only park to realize any structural change in the past year is Roger Creek Park. The quay to quay trail carves a new paved path right through the full length of the park and has altered the landscape significantly. There has been a bit of controversy about this project, but having walked a portion of it recently, I can say it's pretty nice and I believe it will make the parks more inviting for more people, as well as provide new commuting routes for pedestrians and cyclists. I would like to extend my thanks to the caretakers who continue to keep the parks and washrooms tidy despite encountering some challenging situations and individuals.

Respectfully Submitted,
Mark Zenko

FROM THE KING GEORGE APARTMENTS

As we enter our third year as the owners of the King George, we are pleased to report that the building and tenancies are stable, affordable, healthy and for the most part uneventful.

We have had only one vacancy this past fiscal year, sadly because of the loss of a long term tenant and friend, Spencer Gauthier. Along with the tenants, we mourn his loss and miss him tremendously.

We are so grateful for Karen and Dave Fairbanks, who continue to take such amazing care of the KG and also the tenants calling it home, we couldn't do it without you!

Respectfully submitted,
Sue McGiveron



FROM PORT HOUSE

Port House is a four-bedroom home that houses up to 4 residents. It is a crisis and transitional mental health resource funded by Island Health and we rent the building from BC Housing. Clients typically stay a few months while they transition to independent or supported living, but may stay anywhere from a few days to, in rare cases, a year or more. Port house is a drug and alcohol-free facility.

Port House is staffed 24/7. All residents have, and are referred by, a case manager through Mental Health & Substance Use. Their case manager determines their length of residency. Port House staff work with the case managers with goal setting and case planning. The amount of help provided to residents is adjusted to their individual needs. Staff encourage community building, respect, and understanding amongst staff and residents.

The home has two living rooms, craft area, garden, covered smoking area, yard, exterior deck. The residents are able to enjoy a variety of activities including puzzles, games, books, DVD's, etc. The holidays and residents' birthdays are celebrated.

Respectfully submitted,

Nancy Hines

Acting Program Coordinator



I am grateful for the house. I spent 4.5 months in the bush. I feel safe here. Food has been great. All the staff have treated me like a person and not like someone come through the house. The room is nice and quiet. Being here has allowed me to see and speak to my kid daily. I have been able to move forward because I have not had to worry about surviving. - CE



FROM ADMINISTRATION

With yet another year under my belt, 2023/24 saw additional changes and some streamlining of systems, procedures and organization-wide improvements. It has also been a year of gaining knowledge in new areas and brushing up on skills that haven't been used in many years. Spreadsheets have been adapted to contain more information on them, so that more details are available when needed. We can share documents more readily, allowing more users access and thus able to work on some tasks and compile data simultaneously.

Disability Parking Pass sales continue to be strong, whether it be new passes or renewals, as we sold approximately 485 passes in the 2023/24 fiscal year. This is almost double the number we sold in the previous fiscal year. While we are often pulled from doing other work to sell these passes, they continue to be an important way to bring new people into our building, many of whom didn't know that CMHA-PA existed. This gives us the opportunity to engage with many community members and tell them more about what we do here and the services we offer. It has been so nice to see more COVID Plexiglass removed in many places around town, which I think makes more seniors feel safe coming into our building, also!

The forest fire in the bluff above Cameron Lake last June forced the team and the community to adapt to new ways of doing things. With Highway 4 closed for three weeks, the only way in and out of Port Alberni was travelling on a rough logging road detour, that added 6 hours to any commute. We had a few team members living outside of Port Alberni, which made it a bit interesting around the main building at times. Zoom calls were done when necessary, even for our AGM last year! We needed to be organized with our supplies, until the grocery stores and gas companies were coordinated to convoy in products on the detour road on a regular basis. Thankfully none of our programs were overly affected and we adapted to the changes, but it had a huge affect on the businesses in our town and we've all been thinking a bit more about the what ifs, both at work and in our lives.

2024/25 provides us with opportunities to spread our wings and help people become more aware of CMHA-PA and the wonderful work our team does on a regular basis. We constantly strive to help and support those in need with our many programs, some of which are moving in new directions thanks to the leadership and amazing ideas our teams come up with. I'm looking forward to seeing what is next on the horizon as we all move along together towards common goals.

Respectfully submitted,
Sue McGiveron

Nearly double the number of parking passes were sold in 2023/24 than in 2022/23 fiscal year!



Canadian Mental
Health Association
Port Alberni Branch



* Bursary Award

2023-24 was the first year that CMHA-PA awarded a bursary to a SD70 student who has demonstrated actions of respect towards reconciliation with any First Nations in Canada. Applicants submitted an essay describing what activity they engaged in and how it was effective in showing and furthering reconciliation. CMHA-PA was pleased to present Cassandra Campbell with a bursary to help with her continued education. *



Katrina with bursary award recipient
Cassandra Campbell



THANK YOU FOR YOUR SUPPORT!

Thank you to our funders, whose support has enabled us to serve our community including those who live with mental illness:

- BC Housing
- Island Health
- BC Gaming Authority
- City of Port Alberni
- Sparc BC

Thank you to our community and corporate donations, gifts and partnerships have helped make a lasting impact on our members and community:

- Coombs Country Candy & Community Futures
- Shoppers Drug Mart
- Port Alberni Shelter Society
- Canet & Co Accounting Limited
- Riff Raff Ride participants
- Soap for Hope
- Salvation Army
- The Pizza Factory
- Tyler's No Frills



**Canadian Mental
Health Association**
Port Alberni
Mental health for all

**Association canadienne
pour la santé mentale**
Port Alberni
La santé mentale pour tous

Canadian Mental Health Association Port Alberni Branch

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CMHA Port Alberni Branch respectfully acknowledges the traditional territories of the Tseshaht [ć iśaaʔath] and Hupačasath Peoples on whose land we live, learn, work and play.

