

12. Are the residents expected to participate in any programs or social services?

Yes, all new tenants at the Balmoral are expected to be part of a MHAS program prior to acceptance as tenants.

13. I see people coming and going a lot from the Balmoral. What are they doing?

There are many reasons people would come to the Balmoral. They may have HOST appointments, be visiting a tenant, or accessing other programs, such as Peppermill.

14. Who can I contact with concerns?

Christina Martens, Executive Director of CMHA, is the primary contact for activities at the building. She can be reached at: 250-244-4042, local 153 or via e-mail at: christina.martens@cmha.bc.ca

15. If I see someone I know from the Balmoral engaging in what I think are illegal activities, what should I do?

There are two things you can do. First, if you see illegal activity in the community, call the RCMP. Second, you can get involved with the Good Neighbour Committee and help us work toward solutions.

16. What can the Balmoral do to help neighbours and tenants get along?

- Attend neighbourhood meetings (residents)
- Help tenants form community in the building
- Participate with community to encourage tenants to become active, positive members

This brochure is the product of the Balmoral Good Neighbour Committee. Through our work together it was determined that a formal Good Neighbour contract was not what the community was seeking.

Instead a list of questions was gathered by the South End Community Association and the Neighbours of Nob Hill.

This brochure, distributed to the households in the neighbourhood, is our way of addressing these questions.

Please keep this brochure and contact the people listed below if you have any concerns.

Balmoral Good Neighbour Reps

Balmoral Tenants
South End Citizens Association
Neighbours of Nob Hill Community Association
Canadian Mental Health Association,
Mid Island Branch
Mental Health and Addiction Services (MHAS)
Vancouver Island Health Authority (VIHA)
Ministry of Housing and Social Development
(MHSD)

Funding Partners

Real Estate Foundation of BC
BC Housing
CMHC
City of Nanaimo
Vancouver Island Health Authority



CANADIAN MENTAL
HEALTH ASSOCIATION
ASSOCIATION CANADIENNE
POUR LA SANTÉ MENTALE
Mid-Island Branch

**THE BALMORAL
GOOD NEIGHBOUR FAQ**



The Balmoral
Canadian Mental Health Association
Mid-Island Branch
126 Haliburton Avenue
Nanaimo, BC V9R 4V8
Telephone: 250-244-4042
www.mid-island.cmha.bc.ca

1. Who owns and operates the Balmoral?

The Mid Island Branch of the Canadian Mental Health Association (CMHA) purchased the old Balmoral Hotel in October, 2008. CMHA manages the Balmoral from its administration office at the back of the building.

Hours of Operation:

9 am – 4 pm Monday to Thursday

Telephone: 250-244-4042

2. Who else is in the building?

VIHA's Mental Health and Addiction Services and the Ministry of Housing and Social Development lease the main floor fronting onto Haliburton Street.

3. What does CMHA do?

CMHA serves clients in the Greater Nanaimo area who may have either personal or family experience with mental illness. There are 3 locations: Phoenix Centre on Terminal Avenue, Saori Weaving on Townsite Road and the Balmoral Hotel. Programs include education, outreach, support, vocational training and housing.

4. What programs are offered by the Balmoral?

CMHA, in partnership with NMHAS, also runs a vocational training program known as *Peppermill*. This program trains Mental Health and Addiction Services' clients to prepare meals and work in a commercial kitchen.

CMHA operates both a telephone coaching program known as Bounce Back and a Peer Support program from the Balmoral offices. The Homelessness Outreach Program (funded by BC Housing) consists of a team of support workers who assist clients to find housing out in the

community, a team of support workers who assist clients to find housing out in the community, also works out and also works out of the CMHA offices at the Balmoral.

5. What does VIHA do in the Balmoral?

Mental Health and Addiction Services, VIHA, has a team with 3 nurses and a rehabilitation worker who support clients out in the community through mobile outreach or on site through scheduled or walk-in appointments.

This service, along with MHSD and CMHA is called the Homeless Outreach and Support Team or HOST.

**MHAS Coordinator for HOST program:
Norma Winsper, 250-739-5738**

6. What does the Ministry of Housing and Social Development do?

The Ministry of Housing and Social Development (MHSD) have two staff members who work with the homeless or homelessness at risk in the downtown area. They also serve individuals who may have an addiction, or undiagnosed physical or mental illness in order that they have access to Disability benefits.

**MHSD Coordinator for HOST program:
Jeannine Bousquet, 250-739-6600**

HOST office number: 250-739-5830

**Hours of operation to the public:
9:30 am - 4:30 pm Monday to Friday**

7. What kind of housing is offered by CMHA at the Balmoral?

There are 19 small rental suites at the Balmoral. These are "single room occupancy" units. Eight suites have their own washroom while the other

share communal bathrooms. None of the units have a formal kitchen.

8. Who lives at the Balmoral?

People living at the Balmoral come from a variety of housing arrangements, including hotel/motels, rooming houses, apartments and living rough (sleeping outside).

9. Do residents at the Balmoral participate in community programs?

Yes, tenants are now required to be a participant in a program through MHAS. While they rent their apartment from the landlord, CMHA, and have all the rights and responsibilities defined by provincial legislation, this participation is a prerequisite to being considered for tenancy at the Balmoral. This program participation is to ensure the tenant has support in case of issues that may affect their tenancy.

10. What does moderate barrier housing mean?

This means building management with a high tolerance for substance use by tenants and that tenants may do as they wish in the privacy of their suite, as long as there are no major disturbances to other tenants or neighbours but with the proviso that the tenants come with intact support systems from Mental Health and Addictions.

11. Can neighbours know who is living at the Balmoral? I'm worried about those with criminal records.

Residents rent their apartments from the landlord CMHA and have all the rights and responsibilities defined by the provincial legislation, including a legal right to privacy. All tenants at the Balmoral are reviewed by a panel made up of VIHA and CMHA staff to assess their appropriateness for the Balmoral.