

Friends' Family Communique – Issue #6 (March 2019)

Supporting a Loved One With Mental Illness

Sometimes we don't know what to say, how to say it or what to do. Perfectly normal. But when we know better, we can do better. Here's some sound advice to help you know – and do better:

- ! **Encourage your loved one to talk to a trusted health care provider.** If he or she is hesitant to see a mental health specialist (eg. psychologist, psychiatrist), suggest a visit to a family physician. Offer to accompany him/her to the appointment to show support. And remember - Friends Housing residents have their own in-house Mental Health Director, Crystal. Perhaps at least advise his/her physician's office with your concerns. The physician may not be able to share information with you due to privacy laws but doing so will help ensure the doctor is on the lookout for signs of mental health problems. If you feel he/she is in danger of harming himself/herself or someone else, that's an emergency. Don't hesitate; call 911. Ask for an officer trained in crisis intervention. As well, familiarize yourself - and encourage other key family members/care providers to do the same regarding the symptoms of the disease so any problems can be recognized – and actions quickly taken.
- ! **Educate yourself.** This is one of the most important things you can do. The more you learn about what to expect, the easier it will be to provide the right kind of support and assistance. Check out support groups for family members of those experiencing mental illness. Not only is it good to be supportive to your family member but you need to take care of yourself as well. Check your local area for specific groups. Maybe even search online for information, videos, etc.
- ! **Get and stay connected. Engage him/her in open and honest conversations.** Spend one-on-one time with them. Be present when you are in their company. Talk to them. Show interest. Ask questions. Listen. Some gentle probing may be needed, especially if they are more introverted by nature. Ask what they're feeling... what they're struggling with... and what they'd like from you. Together, set realistic expectations and plan the steps for meeting those expectations. Recognize and praise strengths and progress. (Research has shown that doing the opposite, ie. prompting, nagging or yelling to make behavior changes results in worse outcomes.)
- ! **Support their healthy lifestyle.** Families can help with day-to-day things such as finances, problem-solving, housing, nutrition, recreation, exercise and proper sleeping habits.

For more information, contact Crystal at (204) 832-2254.

Sources: American Psychological Association website (apa.org/helpcenter/improving-care) and BC Here to Help website (heretohelp.bc.ca/factsheet/supporting-a-friend-or-family-member-with-a-mental-illness).

Help Wanted: The Story of Friends Housing

The Board has launched an initiative to document the history of Friends Housing. Unique in concept to this day, we believe the story of Friends Housing is a story worth knowing, telling - and preserving.

Unfortunately, the documentation and archives are “spotty” and very limited. So, we are putting out a call for YOUR help – and that of any others you know who may have information (eg. family members, former residents – or their families, your older family members and siblings, anyone who worked, volunteered at or served on Friends Housing’s board). Whether photos, a story or two, letters, documents, or even a “lead” about who else we should contact, please email Board member Jane Smith at jsandml@gmail.com. Together, we can piece together Friends Housing’s history.

Income Tax Help

Once again, we are pleased to have Marsha Dozar generously volunteer her time and expertise this tax season to help interested Friends Housing residents file their 2018 income tax claims. The first date (March 7) was fully booked but there are still some available appointment times for the second date, ie. April 4. Interested residents can find the sign-up sheet on the bulletin board just outside the Common Room. But hurry as space is limited. If any questions, contact Crystal.

Friends Housing Profile*: Dennis Trochim, Property Manager

Background: In July 2017, Friends Housing partnered with Murdoch Management, experts in property management, who was contracted to handle Friends Housing’s day-to-day operations. Doing so has enabled the Board and staff to focus more on health/wellness initiatives as well as overall organizational planning, policy and management issues.

Tell us a little about your background.

I’m a long-time Winnipegger (living here since grade 6, after moving from Selkirk, Manitoba) who for 16 years, has worked for various not-for-profit organizations, always, as part of my responsibilities, looking after building maintenance issues. With Murdoch Management in my 5th year now, I work under the direction and with ongoing support of two general managers who together have nearly 40 years’ experience in not-for-profit housing. This has allowed my experience to continue to grow, enabling me to better serve Friends Housing.

What do you see as your biggest learning?

The mechanical and capital needs of projects like Friends Housing require continually learning about changes in policy and technology. While we are not experts in fixing or maintaining items like fire panels, make up air systems or elevators, we do need a basic understanding of how they work and most importantly, how the code requirements are met.

FRIENDS HOUSING INC

R2Y 0L2

A Registered Charitable Organization

#102 163 045 RR0001

friendshousinginc.ca

100-890 Sturgeon Road, Winnipeg, MB,

204-953-1160 (ph) 204-953-1162 (fax)

fhousing@mts.net (email)

What do you see as your greatest achievement?

Financial stability. Though we haven't fully achieved it yet at Friends Housing, we are definitely moving in the right direction, getting closer to it. The commitment of the Board as well as the work and support of the Murdoch Management team have been key factors in this.

What do you see as your biggest challenge?

Time management. To that end, I continue working to improve my skills. As well, support from my colleague Henny who does much of the administrative work, has allowed me to focus more on working with the Board and residents.

What are your key project(s)/priority(ies) for 2019?

Overall, I plan to continue updating my knowledge of the accounting procedures. And, specific to Friends Housing, I want to provide more stabilization to Friends Housing's operations, helping the Board and organization achieve its goal of creating a capital plan that better positions Friends Housing for the future.

What can families of Friends Housing residents do to support you/your work?

Families should always feel that they can talk to us; communication is key. Anything related to suites or the building in general should be directed to Murdoch Management. We try to focus on prevention because it costs less in the long run. For example, we appreciate a call or email to deal with a dripping tap or a running toilet before the problem becomes a bigger (and more expensive) one. Don't hesitate to contact me if any questions or concerns. I can be reached at (204) 982-2014 or dennis@lifelease.ca

***Friends Housing Profile** is an ongoing series featuring Board members, staff and other volunteers.

Thank you, 2018 Donors!

Without the contributions – financial and in-kind, big and small – of so many donor friends, Friends Housing could not do the things we have done in 2018 to help make Friends Housing residents' lives better. For that, we are very appreciative.

Below is a list of our 2018 donors:

Major Funding Supporters:

Manitoba Housing and Renewal Corporation (housing component)

Winnipeg Regional Health Authority (mental health component)

Other Financial Donors:

Allan, Lavina

Arcand, Bonnie and Marc

Barkman, David and Sacha
Falk, Peter and Anne
Gale, Irene
Garvey, Scott and Caron
Gosselin, John
Hunt, John and Gail
Kisyk, Elsie
Luross, John and Nancy
Lutz, Elaine
McBride, Elizabeth
Neudorf, Albert

Penner, Rebecca
Peters, Marlene and Abe
Porteous, Joan
Sanderson, Margaret and Reg
Schon, Eric and Debbie
Schon, Herb and Carol
Smith, Candice
Smith, JM
Trochim, Dennis
White, Brenda and Richard

In-Kind Donors:

A&W
Academy Lanes West
Ai-Kon
Birchwood Auto Group
Bison Transport
Boston Pizza
Brickhouse Gym 24/7
Cavalia
City of Winnipeg, Community Services
Computers for Schools Manitoba
Costco
Creekside Physiotherapy
DJay's Restaurant
Dominica's Floral Design
Fairmont Winnipeg
Festival du Voyageur
Folklorama
Food Fare
George's Burgers & Subs
Giant Tiger (NorthWest Company)
Hairplay Salon
Holiday Mountain Resort
Joey Restaurants
Keurig Canada
Lindt Chocolate Shop
Manitoba Liquor Mart
Manitoba Museum
Manitoba Public Insurance
Massage Healing NRG
MC College
McDonald's

Medieval Festival
Murdoch Management
Olive Garden
Oxygen Yoga & Fitness
Perkins
Piston Ring Winnipeg
Prairie Theatre Exchange
Rae and Jerry's Steak House
Rainbow Stage
Real Canadian Superstore
Red Lobster
Royal Winnipeg Ballet
7-Eleven
Silver Heights Restaurant and Lounge
Subway
Super Auto Centres
The Keg
The Old Spaghetti Factory
The Original Pancake House
Thunder Rapids Fun Park
Total Wrapture Medi Spa
Triple S Fair & Rodeo
True North Sports & Entertainment
Wendy's
Winnipeg Building and Decorating Ltd
Winnipeg Blue Bombers
Winnipeg Folk Festival
Winnipeg Goldeyes
Winnipeg Symphony Orchestra
Winnipeg Tattoo Show
Winnipeg Wellness Expo

Should we have inadvertently omitted any individual/corporate donor, we sincerely apologize – and please let us know so we can acknowledge your donation(s) in the next Friends Family Communiqué.

As well, we equally appreciate and respect our donors who wish to remain anonymous.

It's Not Too Soon...

Anyone wishing to be a 2019 donor, should contact Crystal. Your continued support is greatly appreciated.