

Annual Report 2012

The John Howard Society

of NORTH ISLAND
Since 1967



Building Safer and Healthier Communities

www.jhsni.bc.ca

Mission Statement

Our mission is to promote and foster safer and healthier communities by providing appropriate programs of rehabilitation, education, prevention and healing for those who need an opportunity to achieve, maintain or regain a balance within their communities.



'A New Path' photo by Colleen Ross

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Who We Are

The John Howard Society has served the community justice and social services needs of northern Vancouver Island, British Columbia, for more than 40 years. Beginning as a branch of The John Howard Society of Vancouver Island in 1967, the organization was incorporated as The John Howard Society of North Island in 1989.

The society is named after the British prison reformer, John Howard (1726 – 1790). In 1962 the John Howard Society of Canada was established. There are currently branches and offices in more than 60 communities across Canada, provincial offices in all 10 provinces and the Northwest Territories, and a national office in Ottawa.

A non-profit society with extensive experience in providing services for youth, children, adults, and families, The John Howard Society of North Island (JHSNI) operates numerous programs from 10 locations:

- Campbell River Community Programs Office
- Courtenay Community Programs Office
- Beech Street, Campbell River
- Parksville Youth Justice
- Nanaimo Youth Justice
- Port Alberni Youth Justice
- Duncan Youth Justice
- Activity Centre, Campbell River
- Robron Centre, Campbell River
- Gold River and Tahsis Youth and Family Counselling

JHSNI has been accredited by the Commission on Accreditation of Rehabilitation Facilities (CARF) for its programs for children and adolescents in Community Youth Development, Counselling, Family Preservation and Support, Preservation/Diversion, Specialized or Treatment Foster Care, Support and Facilitation, Supported Independent Living, and Detoxification: Alcohol and Other Drugs/Addictions. The agency will be going through the re-accreditation process in the fall of 2012.

Mandate

The John Howard Society of North Island provides services to youth, children, adults, and families with diverse needs. Our locations include offices and residential programs, but our work also takes us into schools, homes, and other parts of communities.

We have a holistic approach, recognizing that safer, healthier communities are created through the combined and diverse efforts of citizens, organizations, and governments. We work cooperatively with a broad spectrum of community agencies and committees, while also maintaining involvement in provincial and national organizations that seek to address the social needs of Canadians.

Board of Directors

Terry Moist, President and Board Voice Rep
Lois Liesch, Past President
Patrick Field, Treasurer
Colin Gabelmann, John Howard Society BC Rep
Brian Kelly, Director
Dawn Chickite, Director
Kim Kozuki, Director
Kathi Camilleri, Director

Managers

Executive Director
Wendy Richardson

Program Managers

Steve Ayers, Campbell River
Vicki Luckman, Courtenay
Lori McKeown, Full Time Attendance Programs
Wendy Richardson, Youth Forensic Psychiatric Services
Colleen Ross, Manager of Finance and Administration
Tanya Storr, Communications and Development

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President's Report



Welcome to the 2012 AGM and to the annual report. It is my great honour to have served as your President for the past year. I like this Society; what it does; how it does it; everything about it.

I know the annual report will provide details of many of the programming highlights of this year so I won't comment extensively on any of them except to say that it is yet another

testament to the success of JHSNI that, in a time when many social service agencies are struggling for survival, we are continuing to expand our services throughout the North Island. I think the fact that funding ministries come to us to provide services says much about the work that is performed by every one of our employees. On behalf of the board, thank you to all of you.

It is with a strange mix of feelings that I mention the retirement of our wonderful Assistant Executive Director, Carol Harling-Bleeks, after 29 years. For JHSNI, I am very sad; for Carol, I am very happy. Best of everything to you, Carol, you deserve it. I want to also thank those who have left our employ and to welcome all of our new workers. What you do is vital. Welcome to Kathi Camilleri, as a new board member.

Again, I know this will be mentioned elsewhere in the annual report, but I would be remiss if I didn't comment on the outstanding contribution made by Terry Kratzmann and Shane Douglas to KidStart in Campbell River and the Comox Valley through the KidStart Run. As well as their athletic achievement, I want to applaud their contribution of time, energy, and spirit to something so worthwhile. Thank you, especially to Terry, for the concept, the drive, and the fruition.

I look forward to the completion of what I am sure will be another successful round of accreditation in the next few months. I am excited about the prospects of our potential collaboration with our friends at PLEA, the McCreary Centre Society, and Douglas College for research projects in the next year.

At a recent board meeting, one of our managers, after a brief presentation, thanked the board on behalf of all of JHSNI for being a family-friendly place to work that is sensitive to the needs of its employees. I think we can all take pride in that.

Respectfully submitted,



T.L. Moist

Executive Director's Report



As we have now reached the end of a long term planning cycle, we are in the process of evaluating how well we have achieved the goals that we established four years ago. We had four main goals: 1) to increase the ability of the organization to respond to changing client and community needs; 2) to strive to meet the highest possible standards for client services; 3) to aspire to become a chosen place of

employment; and, 4) to secure the agency's ability to continue providing quality services to clients and community. To help us evaluate our success in meeting these goals, we distributed a survey to a wide selection of stakeholders. Here are some of the highlights from the results of this survey:

- 94% of respondents feel that, if a community need fits within the JHSNI mandate, the organization responds to meet that need.
- Examples of the ways in which JHSNI has responded to changing needs in the community are: creating the Delaware Internet Café, offering programs at the Robron Centre, expanding KidStart into Courtenay, and obtaining funding for a Courtenay youth housing needs assessment.
- 94% of respondents regularly receive information about JHSNI and its services or know how to access that information.
- Most people learn about JHSNI from our annual report, although our newsletters, newspaper articles, and personal communications from staff are also important ways that people learn about us.
- 94% of respondents feel that JHSNI staff are very supportive of developing cultural competence and encouraging diversity.
- All respondents are aware of our efforts to evaluate programs and improve services. One noted that JHSNI is "constantly evaluating program effectiveness."
- 81% of respondents believe that JHSNI meets best practice standards in its client services. 21% felt that JHSNI has improved its service to clients but needs further work to meet the highest standards. One respondent noted that "JHSNI strives to meet better practice standards by ensuring staff attend training based on the latest research."
- 88% of respondents recognize that JHSNI has a reputation for being an excellent place to work.
- 94% of respondents believe that JHSNI is very aware of risk and is well-prepared to deal with challenges.
- 75% of respondents feel that JHSNI's fundraising efforts are very effective and we are often able to find funds for important programs that are not funded by government.

One respondent commented that "it seems like there is an

effort for continuous improvement at JHSNI." Another mentioned "good examples of improvements in service to Aboriginal peoples." Perhaps the most rewarding comment was: "JHSNI has hired some amazing leaders who inspire those around them by making positive change in the community. Because they walk with a spirit of kindness and respect, the workplace is made a more positive place to be." At JHSNI, every staff member is considered a leader.

Later this year, staff and stakeholders will be meeting to work on the new strategic plan that will take us to 2016 and a future that sees us continue in our commitment to safer and healthier communities.

Management Team Changes

This year saw some changes in our management team. I would like to offer our special thanks to Carol Harling-Bleeks, our Assistant Executive Director, who retired at Christmas after almost 30 years with our Society. I would also like to thank Vanessa Bramhill who ran our Full Time Attendance Programs for several years and left us in September to take up a new career at Campbell River Hospital. After losing these two managers, the management team did a reshuffle. Lori McKeown changed portfolios from our Campbell River Community Programs to manage our Full Time Attendance Programs (Oasis and Headstart). We then hired Steve Ayers to take over our Campbell River Community Programs. Steve came to us from Child and Youth Mental Health, bringing with him a wonderful skill set that has greatly benefited our staff. Natalie Meredith was promoted to Assistant Manager of our Intensive Support and Supervision Program.

Capacity Building

Growing awareness of the challenges of homeless youth in Courtenay, and the success of Barnett House in Campbell River, led to us apply for a grant under the Homelessness Partnering Strategy to carry out a needs assessment for youth housing in Courtenay. This application was successful and the study is taking place in spring/summer 2012. We have hired a Community Planning Facilitator to engage community partners and youth in developing a strategy to provide a safe, dedicated housing facility for vulnerable young people. The results will be completed by August and will help us to determine the next steps in this project.

An evaluation of Delaware Youth Internet Café at the end of 2011 demonstrated significant positive outcomes for the young people attending the program, so we pursued additional funding to keep this valuable program running. We are grateful to have received funding from the Queen Alexandra Foundation for Children to continue Delaware for another year. We are also grateful to community partners who are providing some additional staff.

We were delighted to be able to enhance the clinical capacity of our staff when we were joined by Judith Hayes, former Regional Manager for Youth Forensic Psychiatric Services in

Prince George. Judith is providing clinical support to all JHSNI programs. Another addition to our team this year was Althea Vermaas, who is an Accreditation Consultant. Our next CARF accreditation site visit will be later this year so Althea has been a great benefit to us as we reviewed our policies and procedures to make sure we met current standards.

Building the capacity of our leadership team has been an important component of our efforts to increase the ability of our organization to respond to changing client and community needs. Board development has included a major rewrite of our governance policies, creation of a board self-assessment tool, and provision of new literature to assist with understanding the legal responsibilities of non-profit boards.

Evaluation and Quality of Service

Our ability to track outcomes and evaluate programs has grown over the last year. We are now producing outcomes reports for all programs and reviewing these for accuracy, reliability, and completeness. The results of evaluations help us determine the effectiveness of our programs.

Another step towards competency in program evaluation is the decision to join the McCreary Centre Society, PLEA Community Services Society of BC, and Douglas College in a community research partnership, the goal of which includes producing community-based, academically rigorous research projects with an emphasis on evaluations of youth services. We look forward to working with this inspiring partnership and have invited Annie Smith from the McCreary Centre and Tim Agg from PLEA to speak at our AGM on the results of an evaluation project at PLEA.

Employer of Choice

Part of our effort to become an employer of choice focuses on providing useful training opportunities. Much of this training is formal and involves staff attending workshops. However, we also provided a full day of in-house training on our confidentiality policy and, at some worksites, we held informal lunch time events. These included a Lunch n' Learn with Darren Blaney of the Homalco First Nation and focused conversations on diversity, ethics, and other topics.

Our helpful landlords stepped forward to build a secure bike shed to encourage staff who choose to ride to work for health and to reduce our carbon footprint.

In this year's staff satisfaction survey, we were delighted to see that 100% of respondents said they were satisfied with their employment at JHSNI. Other overwhelmingly positive responses included staff satisfaction with how well managers supervise, the adequacy of support by supervisors, collaboration and communication with other community agencies, access to resources, and orientation for new employees or those changing to new positions within the agency. The areas that employees would like us to work on include dealing with stressful situations, collaborative practice within the limits of confidentiality, and how well we

Year End Reports

communicate information about available training opportunities.

Sustainability and Growth

Fundraising is key to our ability to offer innovative programs that are not supported by government funding. We have been running our KidStart Mentoring Program for six years but every year we are challenged by the difficulties of finding adequate funding to maintain this award-winning program. This year we are very grateful to a wonderful former mentor, Terry Kratzmann, who ran 600 km from the northernmost tip of Vancouver Island to Mile Zero in Victoria to raise awareness and funds for KidStart. Terry's fabulous co-runner, current mentor Shane Douglas, ran the first 375 km with him. They raised more than \$18,000 and several new mentors have come forward after seeing the publicity for the run.

Another area of growth is the expansion of our CLBC funded Outreach Program that supports adults with developmental challenges. Most of this expansion has occurred in Courtenay.

As I commence my sixth year as Executive Director, I feel enthusiastic and encouraged by the extraordinary work our staff are doing to build safer and healthier communities. Once again, I would like to thank our committed and caring board of directors, our hardworking and dedicated staff, as well as our community partners and our stakeholders.



Wendy Richardson

Continuous Quality Improvement (CQI) Annual Report

April 2011 - March 2012

Participants

The CQI team is comprised of Lane Litke, Natalie Meredith, Gérard Choquette, and recent addition, Chris Bennett. Colleen Ross is the functional manager but has taken a step back in the past few months to focus on program outcomes reporting.

The Case Record Review (CRR) team has undergone considerable change this past year, both in membership and reporting format. The team is now comprised of Miranda Blomquist and Natalie Meredith.

Recommendations/Outcomes

CQI made two recommendations this year. The first was related to the CRR process while the second was a request for a Continuous Learning and Professional Development Report to be produced annually.

The recommendation from last year concerning client files and confidentiality concerns led to considerable initiatives. The Ethics Committee addressed the issue and made recommendations. Input was collected at staff meetings as

part of a review of current policies and practice. Staff feedback and research by managers led to a rewrite of the policies and procedures. This was followed by a full day of staff training. The process has also resulted in the agency reviewing our CRR process and separating the qualitative and quantitative reviews.

Efficiency and Effectiveness

The quarterly reporting format has resulted in less time needed to gather and disseminate information. CQI meetings often require only half a day to complete. Both CQI and CRR are functioning with smaller teams yet successfully overseeing the continuity of systems within the agency.

The CRR team is now monitoring quantitative data on client files through the CAMS system. This has resulted in a quicker data collection process. The reviews will continue to inform managers and staff of service delivery areas that may need improvement.

Access

A CQI member continues to participate on the Service Delivery team to ensure clarity around program expectations and reporting timelines.

Staff Satisfaction

The staff satisfaction survey was distributed in November 2011. We had a return rate of 80% which is outstanding. There were minimal areas of concern within the survey responses with most employees rating answers in the good to excellent range. Training and access to relevant training were areas that showed some concern. CQI members were tasked with having discussions at staff meetings around training concerns and bringing responses to our CQI meetings.

CQI also focused on comments made about employee wellness and recognition as areas that could be addressed. CQI forwarded comments about our EAP service to our extended benefits carrier and received a response that was disseminated to all staff. The survey asked staff to suggest ways to recognize employees' good work, and this generated a number of thoughtful responses. We will continue to monitor for improvement in these areas next year.

Extenuating and Influencing Circumstances

The transition to a new CRR process is underway and the Service Delivery team and managers are working together to ensure a cohesive process that will provide reliable data that helps inform areas for improvement and training.

Targets/Goals for Next Year

- Finalize spreadsheet for the case review process and monitor effectiveness of new review methods
- Facilitate a stakeholder satisfaction survey
- Review annual outcomes reports

~ CQI Team

Kathi Camilleri

Board Member



Kathi Camilleri joined the JHSNI board one year ago but has been a supporter of the agency's services for many years through her work. Kathi is an Aboriginal and Irish woman who has worked coordinating healing programs in the Aboriginal community for the past 16 years. "My passion is to inspire people of all backgrounds to work together in unity to revive the values of love, respect, kindness and

generosity," said Kathi.

An important aspect of Kathi's work is facilitating workshops, including Building Bridges through Understanding the Village. This workshop, which is based on the work of Jann Derrick, helps participants to understand traditional Aboriginal ways and values. It also explores the effects of residential schools and Canada's policy of assimilation.

Kathi also facilitates strategic planning and visioning sessions for organizations and groups using talking circles and speaking to the revival of traditional First Nations values. She gives keynote addresses at events and conferences along the same line. Kathi facilitates groups for children and youth too. She completed a Master's in Leadership at Royal Roads University in December 2011.

Kathi was moved to join the board because she appreciates the dedicated staff and the variety of needed services that are provided to youth and families at JHSNI. "I know that many Aboriginal youth attend programs here. I feel strongly that organizations and programs that serve Aboriginal youth include culturally affirming activities, staff, etc. Most of the JHSNI staff have taken the time to develop a deep understanding of the effects that colonization and assimilation have had on Aboriginal people."

Kathi went on to say that this understanding will serve to strengthen relationships. "It is through relationship that one finds healing and strength."

Kathi also noted that JHSNI has a Cultural Responsiveness Committee which has worked toward the decolonization of programming for Aboriginal people. "I am honoured to be a part of the process and to serve on the board," she said.

Kathi is blissfully married to Chris Camilleri. They have a blended family consisting of six boys and one brave, tough girl . . . and a cream-coloured 1960 MGA named Umma. "A two-seater car is a lifesaver when a couple has seven kids," Kathi said. All the kids are grown up. Kathi and Chris have been blessed with five grandchildren.

JHSNI Board Outreach

Colin Gabelmann—JHSBC Rep

Colin Gabelmann is JHSNI's representative on the board of the John Howard Society of BC (JHSBC). Colin joined JHSNI's board in 2007 and became the agency's JHSBC rep in 2010. He was pleased to join JHSBC's board as he feels there is a significant role for the provincial organization to play in helping to inform public opinion on criminal justice and corrections matters. Since he joined JHSBC, Colin and other members of the provincial board have been making good progress stepping up the organization's public relations and policy development activity. Colin reports that it has been a very interesting couple of years of involvement with this board. He is pleased to see a renewed enthusiasm for a more activist JHSBC.

Terry Moist—Board Voice Rep

Terry Moist has represented JHSNI on the board of Board Voice of BC since its inception in November 2009. Board Voice is the new voice for volunteer boards of directors from social service agencies throughout the province. The idea is to bring together a group of experienced and skilled volunteer governors to work with government and others to strengthen and protect BC's social fabric. The social service sector employs more than 65,000 British Columbians and manages billions of dollars while providing important services to thousands of citizens. Board Voice is committed to highlighting the importance of the sector while promoting the health and wellbeing of our communities.

Since 2009, Board Voice has slowly grown to now having more than 70 member agencies from all over the province. It has met with Ministers and Deputy Ministers from the Provincial Government and with representatives of the Official Opposition. Board Voice has produced numerous OpEds and letters-to-the editor on important social issues. It has been closely involved in the development of social policy, most recently with the Advisory Council on Social Entrepreneurship. Board Voice has made presentations on a variety of administrative issues that have affected many of its members.

At the regional level, Board Voice encourages local meetings of social service groups, whether members or not, to discuss issues of mutual concern, organize workshops, address shared governance topics, share resources and ideas, and, generally, to promote healthy communities.

Board Voice firmly believes that a healthy community which provides equal opportunities for all to share in employment, education, housing, and food will go a long way to providing a prosperous and sustainable economy. Terry would be happy to discuss Board Voice or related topics with anyone interested. You can reach him at tmoist@telus.net.

Staff Profiles

Mary Catherine Williams



Mary Catherine Williams began working for JHSNI in November 2011, but feels like she has been an “ex officio employee” for many years due to her collaboration with various JHSNI staff since 2001 on numerous community projects and committees.

“Each JHSNI staff person I have met over the years has been very professional, caring, and committed to a high standard of practice. JHSNI programs are really valuable and make a difference in the lives of people involved.”

Mary Catherine is JHSNI’s Collaborative Planning Coordinator. She facilitates Family Group Conferences, Youth Transition Conferences, and Family Case Planning Conferences. The position is very connected to the work of MCFD with children, youth, and their families, which is often very complex and emotional for everyone.

“Trying to focus on ‘one step at a time’ and building positive relationships with the people I am working with (family members, colleagues, and social workers) is helpful. Having Steve Ayers, Campbell River Community Programs Manager, to support and guide me is amazing!”

Mary Catherine is also a steering committee member and workshop co-facilitator for the Imagine Campbell River project.

Mary Catherine grew up in a loving (and a little dysfunctional) family. Her dad was an Anglican Minister and her mom was a Public Health Nurse. “Our lives were full of experiences where people going through some struggle or another were valued and cared about. This has had a lasting impression on me and I think fits with the work I do in my life.”

Mary Catherine has a B.A. in Political Science from the University of Calgary and a Diploma in Early Childhood Education from Capilano University. After five years of working for a multi-national pharmaceutical company, while volunteering to keep her sanity, Mary Catherine knew that her preferred place was in non-profit. She has been a Child Care Worker and ECE Instructor, operated child care centres, and worked at the Campbell River and District Association for Community Living with families of children with special needs.

The KidStart Run was a recent work-related highlight for Mary Catherine. February’s Welcome Home Event at the Big House in preparation for the Truth and Reconciliation Commission’s visit to Campbell River was wonderful and very emotional. “I am proud that the place where I work cares about this issue.”

Mary Catherine appreciates everyone’s welcome and support. “Not too long ago, I was patiently (sometimes) waiting for the right opportunity to open at JHSNI.”

Margot Janz



Margot Janz was hired in April 2011 to fill a new position at JHSNI, Behavioural Consultant to Caregivers in the Comox Valley. While completing her Master’s in Counselling through Yorkville University, Margot did a practicum at Child and Youth Mental Health in Courtenay where she met Rosita Kitto, JHSNI’s

Interagency Child and Youth Worker. “Rosita encouraged me to apply for this position and invited me to the office to meet Vicki, who was very interested in what I might have to offer.”

Margot describes her route to her current position as “quite circuitous.” She began her post-secondary training with a B.A. in English Literature and continued on to complete a Bachelor’s in Education. Margot taught high school English and Social Studies for a few years in Richmond before becoming a mom and finding her true passion.

“Sharing the planet with my three amazing kids has been the most influential thing in my life. They’re the ones who have taught me so much of what I know and believe in today, at least about love and relationships (and what else is there really?). What I’ve learned in these last several years as their mother has been at the core of everything I’ve done since.”

Parenting gave Margot tremendous perspective a few years back when she was teaching some very difficult classes. Ultimately, she became aware that she needed to shift to doing work that allowed a more personal and in-depth connection with youth.

“I needed to focus on what was really going on in the lives of students whose files were thick with reports, Independent Education Plans, and diagnoses. It was then that I decided to do a Master’s in Counselling.”

As Behavioural Consultant to Caregivers, Margot has to do a sometimes tricky dance of providing support to caregivers in the community while maintaining a strong working relationship with the social workers and resource workers at MCFD. This can be challenging when there are differing views on the best possible approach.

“I’ve found that consulting with my supervisor and colleagues has been the best way to gauge whether my own responses and actions are appropriate, ethical, and in the best interests of the children for whom my clients provide care.”

Margot said the people at JHSNI make it a memorable place to be. “No matter what I’m facing in my work or in my life, there is always someone who has a unique, helpful, and caring perspective. There is such tremendous experience within these walls. I feel supported and valued.”

Fundraising Planning

Need to raise money for a good JHSNI-related cause? Talk with the Fundraising Planning Committee! Developing, implementing, and evaluating effective fundraising strategies is the mandate of this team, who have tackled everything from golf tournaments to galas. Sales of plants, umbrellas, raffle tickets and more are part of the committee's legacy. Recent fundraisers have generated money for the KidStart Mentoring Program and the Youth Enhancement Fund.

The Fundraising Planning Committee's most recent effort was the KidStart Run in April. Members were proud to support former KidStart mentor, Terry Kratzmann, and current KidStart mentor, Shane Douglas, in their monumental effort for KidStart. Terry ran Vancouver Island tip to tip (605 km) to raise funds and awareness for KidStart, and Shane took part in the run from Cape Scott to Courtenay (375 km).

Committee members worked on the planning for eight months leading up to the run, completing a number of tasks including applying for highways and events permits, recruiting sponsors and donors, collaborating with 2M Events on a website, writing a blog, and finalizing the t-shirt design. In the few days before the run came through Campbell River and Courtenay, team members were extremely busy ensuring all the final details were in place for successful events. The team also supported JHS Victoria for the run's finale on April 28. Several committee members took part in the run and/or volunteered at the events. This successful fundraiser brought in more than \$18,000 for JHSNI KidStart.

The Fundraising Committee is committed to distributing the results and progress of their work to the entire Society. The team encourages staff to give input and become involved in fundraisers. Although fundraisers often require a great deal of effort, they not only raise needed funds but also the profile of the organization. This in turn boosts the public's appreciation of the good work JHSNI is doing, and leads to community contributions of money and volunteer time. These positive outcomes inspire members of the Fundraising Planning Committee when they are cleaning up at 1 a.m. after a gala or cheering on golfers in a thunderstorm. If you like organizing events and having fun doing it, consider joining the Fundraising Planning Committee!



Accepting donations at the KidStart Run

Service Delivery

The Service Delivery Committee is comprised of Lori McKeown, Full Time Attendance Programs Manager; Vicki Luckman, Courtenay Community Programs Manager; Steve Ayers, Campbell River Community Programs Manager; and Natalie Meredith, Assistant Manager Intensive Support and Supervision Program. As functional manager, Lori has the primary responsibility for overseeing this committee.

The general purpose of the Service Delivery Committee is to develop, review, and update service delivery policies and procedures to meet best practice standards and ensure accreditation standards are being achieved. This is primarily done through communication of updates to JHSNI staff and by receiving feedback about policies and procedures from staff.

By working collaboratively with various committees, such as CQI, OH&S, Continuous Learning & Professional Development, and Case Record Review, the Service Delivery Team is also able to identify and facilitate training needs of JHSNI staff.

Service Delivery members are entrenched in accreditation preparation: reviewing new standards, compiling evidence, and rewriting policies, procedures, and program manuals to ensure standards are being addressed. As well, they are working diligently to ensure the standards and procedures are being relayed to JHSNI staff and incorporated into practice.



Vicki Luckman and Natalie Meredith making sure that client files are meeting CARF standards

Agency Committees

- Continuous Quality Improvement
- Occupational Health & Safety
- Continuous Learning & Professional Development
- Labour Management
- Case Record Review
- Program Screening and Advisory Committees
- Service Delivery
- Fundraising Planning
- Communications
- Cultural Responsiveness
- Ethics

KidStart Run: Vancouver Island Tip to Tip



Shane and Terry in the early days of the KidStart Run

"If we can save one young person from falling through the cracks, 600 km isn't that far to go," said Campbell River resident and former KidStart mentor, Terry Kratzmann, as he prepared to run Vancouver Island from tip to tip in April 2012. Terry, who is 65 and has an artificial hip, was so inspired by his personal experience as a mentor that he wanted to raise awareness and funds for KidStart. Terry was joined by Shane Douglas from Courtenay, a current KidStart mentor, who ran the first 375 km with him.

Terry and Shane set off from Cape Scott in a huge windstorm, detouring around fallen trees and other debris. Then they ran the gravel road that Terry describes as "cosmetically challenged" from Cape Scott to the highway. After several more days of running the North Island Highway in all weathers, they met up with a crowd of runners and walkers who accompanied them from McDonald Road (Painter's Lodge exit) to Campbell River's Spirit Square on April 14.

The runners were especially inspired by the sea of uniforms waiting for them in front of Nunns Creek Park—more than 100 Campbell River Minor Baseball players gave them high fives and bright smiles as they ran by. Led by an RCMP escort vehicle, the runners surged up Shoppers Row and into Spirit Square to resounding cheers and pats on the back. With more than 350 km already accomplished, Terry and Shane looked tanned and relaxed.

Terry was especially moved to introduce his parents who had travelled from Victoria for the big day. He invited the young man he mentored for three years in KidStart up on the stage. "Travis and I came into the KidStart program together and here we are four years later, lifelong friends."

Travis' Mom, Gayle Hartling, told the assembly that Terry has made a huge difference in her son's life. "Our family was

going through some very rough times when Terry came into our life and changed it forever. My son, Travis, was in need of a positive male role model, as he was surrounded only by myself and his two older sisters at home. Terry, being the wonderful human being that he is, saw what needed to be done to become Travis' mentor and made it happen," Gayle said.

Following a salmon BBQ provided by Marine Harvest with all proceeds to KidStart (see sponsor appreciations on p. 16), Terry and Shane hit the road running again to ensure they arrived in Courtenay by noon the next day. On April 15, they ran 5 km into Courtenay accompanied by a group of runners and walkers. Karin Kratz, wheelchair athlete, set a brisk pace for Terry and the two arrived first at Simms Millennium Park.

After 375 km of running side by side, Shane and Terry grew very close. This was evident in the speeches that Shane and Terry gave at Simms Millennium Park after the run. "I'm glad I did it," said Shane. "I learned a lot about patience and tenacity from Terry, and I feel I learned a lot about myself."

Terry continued running each day until he reached Victoria's Mile Zero on April 28 as planned. The John Howard Society of Victoria hosted the event finale after a 5 km group run to nearby South Park Elementary School. In one month Terry ran the equivalent of 15 marathons and generated considerable media attention from newspapers, radio, and television networks along the route. Terry, Shane, and all the



other runners who collected pledges raised more than \$18,000 for JHSNI's KidStart Mentoring Program. Way to go, everyone!

Terry at the end of the run with supporters at the Terry Fox statue, Mile Zero, Victoria

Get Involved with KidStart!

If you have three or more hours a week to spare and would like to volunteer, consider becoming a KidStart mentor. No time to mentor but want to help out? Make a donation! KidStart depends entirely on donations, grants, and gaming funds from the Province of BC to continue helping vulnerable children and youth. Interested in signing up as a regular supporter? Ask us about the KidStart Champion Sponsorship Program.

To find out more, call JHSNI at 250-286-0611 in Campbell River, 250-338-7341 in Courtenay, or visit us online at: www.jhsni.bc.ca/kidstartchampion.html

Youth Rap

This rap is by a youth in Gold River.

Rap on Bullying

It's not right when people are being mean,
They need to learn that it ain't right to lean on other people,
Or kick them in the knee,
All we want is peace,
And some people feel like they're on a leash,
They need to learn to shake hands,
And take a stand,
And try to make them understand,
That everyone deserves a hand,
So here take my hand,
And we stand on our proud land,
And everyone the same,
And we don't feel no pain,
We all play the same game,
So we all need to walk this lane,
And hope there is no cane to get in the way,
On what I'm trying to say,
But I hope you people don't go lame,
And go the other way.

~ Ivan Lee Mark

Youth Work Experience

Elaine Popove, owner of Miss Fix Fashion Products Inc., who recently appeared on Dragon's Den with her roll on fashion adhesive 'Fashion-Aid', has contracted with JHSNI's Oasis program to have the girls package the product for distribution. Elaine was a KidStart mentor in Victoria before starting her business and becoming a mom. The youth are being paid hourly and have set up a workshop in their lounge. The project has been a fantastic opportunity for the girls, and most afternoons you can find them working away with music playing in their workshop.

"Elaine Popove of Fashion Aid kindly gave me and my associate friends a contract to help her package and ship her 'Fix the Slip' Fashion-Aid product. The job is easy and a good way to get experience with employment. The product is easy to use and I love it for my special occasions," said a youth.

Oasis Youth Counsellor, Lorraine Redpath, said the project has been a real benefit for the girls. "It helps promote organizational skills, math skills, having to work with other people as part of a team to get a job finished - there's a whole host of job skills involved. Plus, it's been really fun."

Oasis teacher, Cindy Schultz, agreed. "The girls have been working really hard together on this project - it provides them with a reference, school credits for work experience, and money. They've had to learn how to talk to each other and strategize around how to do things quicker or more efficiently. They even talked directly with the employer about their feedback. It's been really great for them."



Public art piece by Jill Banting in collaboration with the youth at JHSNI's Delaware Youth Internet Café. This artwork has been installed in the windows of JHSNI's space at the Campbell River Community Centre, where Delaware runs Monday - Friday.

News & Accomplishments

Imagine Campbell River

In April 2011, JHSNI, in partnership with several Campbell River social service agencies and community members, received a \$178,394 grant from the Community Action Initiative (CAI). The CAI is a funding body created through a \$10 million contribution from the Province of British Columbia. The CAI supports projects developed through collaborative community models. These projects promote inclusive community action to respond to mental health and substance use issues. Campbell River was one of only seven out of nearly 100 communities in BC to receive CAI's first round of funding.

Campbell River's project is called 'Imagine Campbell River: Growing Better Together' and will run until December 2012. In that time, Community Action Initiative Coordinator, Erin Dusdal, and collaborators are working with schools, social service and health agencies, community members, and local businesses to build awareness around the importance of resiliency skills and how we can strengthen those skills in ourselves and others. Imagine Campbell River representatives are attending events, facilitating workshops, publishing articles, creating posters and other support materials, and running contests. The project has also established a First Nations Working group and launched a Resiliency Ambassador program.

Some of the project's accomplishments to date include:

- Resiliency Curriculum and Toolkit Development
- First Nations Engagement
- Volunteer Ambassador Training
- Community and Service Provider Workshops
- School Transitions – Resiliency Training
- Community Awareness – Getting Our Word Out
- Knowledge Exchange Event and Legacy Planning

Imagine Campbell River: Growing Better Together was showcased as a positive example of preventative community practice in a report published by the Ministry of Health about their 10-year plan to address mental health and addiction.

Feedback about Imagine Campbell River:

"The toolkit has proved very useful in my work with youth. It has given me an easy language to speak with them about resiliency. Recently I watched one of the movies suggested in the toolkit with a youth and had a wonderful discussion following around resiliency."

- Workshop Participant/Social Service Agency Representative

The workshop has made me more aware of the resiliency I have in my own life for sure. I put the wristbands on my water bottles and they are a daily reminder that I am 'loved', 'connected' and 'strong.'"

- Workshop Participant

Project representatives along with the other funding recipients in the province took part in a media event in Vancouver in January hosted by CAI. Recently, Imagine Campbell River applied for further funding from CAI to look at expanding and delivering Seeds of Resilience training to youth in several communities on Vancouver Island. This application for a convening grant was successful, and will allow for collaboration with several Vancouver Island youth-serving agencies to develop a full grant proposal.



Grade 12 Timberline student Meghan McMillan facilitating a resiliency activity with Grade 8 Southgate students

The 'What If . . .' Group

What would happen "if" a group of girls got together once a week for four weeks to have real conversations with each other? Such a group was designed and implemented by JHSNI's Youth/Parent Mediator, Leigh Simms, with the support and approval of Robron Centre where the group met. Six teenage girls volunteered to participate and came prepared to turn off all cell phones or any other means of external communications whilst in the group. The goals were to encourage them to really talk with each other, to think creatively and outside of the box, and to notice how different conversations are when you can see the person you are speaking with.

The medium used to stimulate conversations was a series of questions all of which began with "What if . . ." Youth were asked to answer the questions put forward by conversing with one another. Underscoring the designated topic of each question was the lesson of active listening and positive communication leading to understanding of self and others. The goal was for the girls to experience active, non-threatening conversations in real time and face-to-face, given that for these young folk, electronic devices are more likely to be used than people actually getting together to truly talk with each other with the benefit of being able to assess and match words with body language.

It was suggested to them that a message may “sound” totally different if you could match the words with the non-verbal body language that includes eye contact, voice tones, and body posture. Comparisons were made between in person communication and texting, and the assumptions that can be made when only getting the written word, and in “shorthand” just to complicate matters more, e.g. lol . . . laugh out loud! And they did “lol” and experienced the depths that true conversations can provide.

When answering the question “What if . . . you had to dispose of your own garbage?” the group became very animated and creative trying to figure out what they would do. The discussion was lively with many serious as well as silly responses, but more importantly the group began to enjoy one another’s company. This was a group of girls who don’t normally hang out together, and new connections were formed through their conversations. They had fun and hopefully will continue to appreciate real life, let go a little bit of their dependence on electronics, and choose to seek each other out for “real” conversations.

Spirit of John Howard Award

The Spirit of John Howard Award is presented at the Society’s annual general meeting. In 2011 the award recognized an individual who has made a major contribution to the KidStart Mentoring Program and The John Howard Society of North Island: Terry Kratzmann. Terry was a KidStart mentor for more than three years, and the mother of the young man he mentored described the positive changes that resulted in her son as “beyond her dreams.”

At the June 27 AGM, Terry’s mentee, Travis Hartling, was in attendance to see his mentor receive the award. Terry invited Travis up to share the moment with him. “It was a two-way thing,” Terry said. “We both believed in each other.” Although Terry and Travis are no longer in a formal mentoring relationship, they are still great friends and spend time together regularly. Terry was so inspired by his positive experience with KidStart that he ran the length of Vancouver Island in April 2012 to raise funds and awareness for the mentoring program (see details on p. 8).



Terry Kratzmann, Gayle Hartling, Tara Jordan, Wendy Richardson, and Travis Hartling at the 2011 AGM

Thank you, Carol Harling-Bleeks!

After 29 years with JHSNI, Assistant Executive Director and ISSP Program Manager Carol Harling-Bleeks retired at the end of December 2011. Carol’s retirement party at the Campbell River Museum on December 9 was a memory-filled gathering of JHSNI staff and supporters, some of whom had known one another for as long as Carol worked for the Society. Speakers included Executive Director, Wendy Richardson; retired Executive Director, Paul Barnett; Doug Hillian from MCFD; JHSNI President, Terry Moist; PLEA Executive Director, Tim Agg; and JHS Victoria Executive Director, Dave Johnson.

From the staff came a hilarious speech followed by the presentation of Philippe the Duck to Carol by Gérard Choquette. Philippe, attendees learned, is the brother to Pierre the Duck, who was given to Paul Barnett at his retirement party. Philippe joined Carol at the podium for her speech, during which she recounted some of her favourite JHSNI memories.

When Carol began working for JHSNI in 1982, the staff consisted of Carol, Paul Barnett, and an administrative assistant with just a few programs to oversee. During her 29 years with the Society, Carol helped JHSNI grow to offer programs in several Vancouver Island communities and provide employment for up to 100 staff and contractors. Thank you for your vision and dedication, Carol!



Some of the many friends and colleagues who gathered for Carol Harling-Bleeks’ retirement party

Comments from Clients:

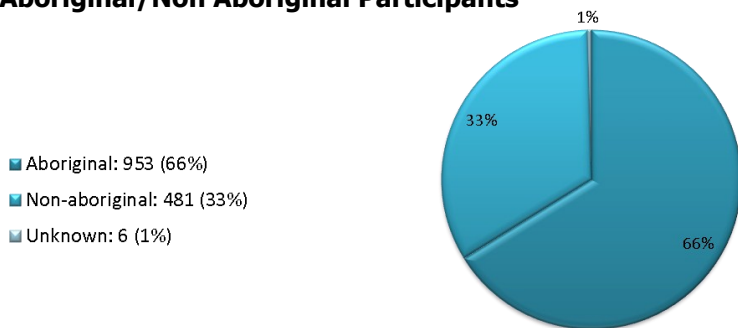
“Counsellor is awesome. She is very thorough and very caring. We are working together to keep our family together.”

“My life has been a tough journey, but with your support I will make it!”

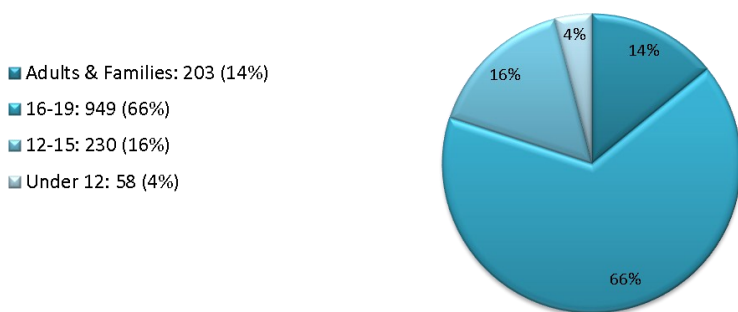
To a youth’s caregivers: “You two truly have made me feel like a member of your family, and that is something I will never forget.”

Youth and Family Programs

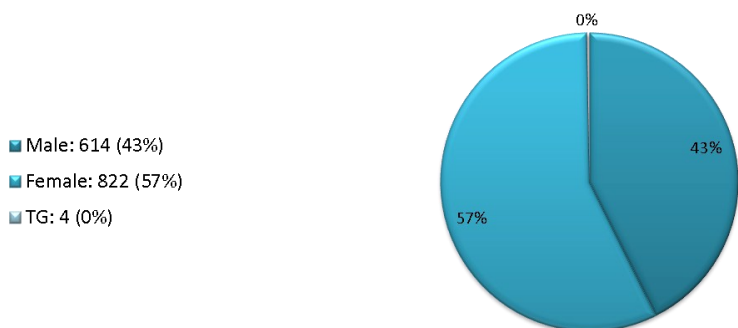
Aboriginal/Non Aboriginal Participants



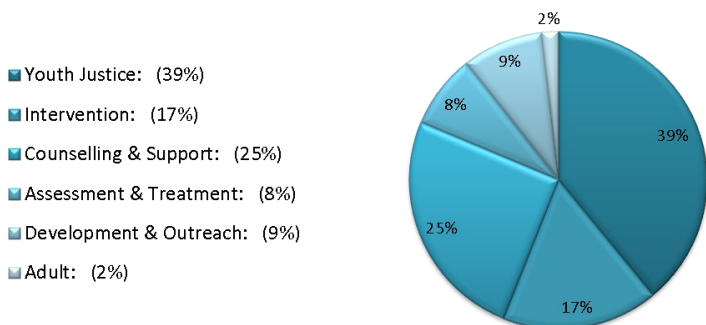
Participants by Age



Participants by Gender



Service Utilization



Counselling and Support

Caregiver Support

127 foster parents referred by the Ministry of Children and Family Development were supported in Campbell River and the Comox Valley. The Ministry of Children and Family expanded the program in May 2011 to include the Comox Valley. **95%** indicated that program services have assisted them in managing issues related to fostering. One caregiver summed up the service, commenting, "She is helpful, non-judgmental, and frequently finds solutions we can implement."

Youth/Parent Mediation

132 teens and families were provided crisis intervention, mediation, and conflict resolution. **88%** of teens reported that their relationship with parents had improved and **100%** of the parents reported that their parenting approach was more effective. One youth commented, "JHSNI is amazing. The staff are nice and polite. Coming here warms my heart."

Independent Living

87 youth were provided advocacy, support, life skills, education, employment readiness skills, counselling, and assistance exploring independent living options. During the school year the counsellor provided a youth group for relaxation and meditation at Robron Centre School. **92%** of youth reported that they were able to connect with other positive resources or supports.

Barnett House Transitional Youth Housing

16 youth who were homeless or at risk of homelessness stayed, on average, six months in our youth transition house. The youth living in Barnett House participated in developing a service plan that determined the skills they needed to acquire in order to live independently. **100%** indicated they had gained confidence and learned more skills to live on their own.

Youth and Family Substance Use Services

156 youth were provided alcohol and drug counselling including assessment, treatment, and individual, group, and family counselling. **95%** of youth who completed counselling indicated a decrease in alcohol or drug use. The program was expanded to Gold River and Tahsis in January 2012.

180 Degrees Detox and Supportive Residential

7 youth developed an individualized treatment plan to withdraw from drugs and alcohol. **71%** completed the program. **10** youth were supported in the recovery process and **70%** completed supportive residential. **100%** of the youth indicated they felt comfortable in their carehome.

Collaborative Planning

48 members of families shared in the decision-making and plan development process for families receiving child welfare services. **100%** of participants felt they had increased their understanding of the needs of the family or individual and their awareness of community support and how to access it.

Assessment and Treatment

Youth Forensic Psychiatric Services

10 Comprehensive Psychological/Psychiatric assessments as ordered by the courts and **14** Psychological/Psychiatric assessments for Youth Probation Officers were completed. **27** court and non-court ordered youth and their families received treatment.

Development and Outreach

School-Based Alcohol and Drug Early Intervention and Indicated Prevention

55 one-to-one clients were provided alcohol and drug prevention/intervention. This program also ran two groups: the Girls Group had **8** participants and the Substance Use Group had **8** participants. The Peer Support Program had **10** participants. Workshops for 19 classes of Grade 7 students had a total of **510** participants. Small groups for Grade 7 students at three elementary schools had **26** participants. **22** parents/caregivers received support and education.

Youth Outreach Support

532 connections were made with disenfranchised youth and their families requiring assistance with high risk behaviour. Youth and families gained knowledge and made connections with community supports: school, employment, housing, health, pro-social activities, mental health, and counselling. One youth said, "It feels good knowing I have someone I can call."

Intervention

Child and Youth Mental Health Outreach

17 families whose children and youth were identified as "high risk" were provided with intensive intervention strategies through interagency coordination. **78%** reported an increase in their parenting skills and capacity.

KidStart

58 mentees were matched with mentors who committed to volunteering **9,020** hours to provide positive role modeling for children and youth ages 6-18 through recreationally-based friendships. **320** of those hours were spent fundraising for the KidStart Run. **93%** of mentees noted that being involved in KidStart has made a positive difference. **98%** of mentors indicated the support they receive from their Coordinator is "outstanding."

Youth Justice

Intensive Support and Supervision

80 high risk youth referred by probation received support and supervision in developing healthy functioning in education, work, family, and community settings. One youth commented, "I learnt to keep options open and never give up."

Headstart Boys Program and Oasis Girls Program

27 youth participated in alternative to custody programs for male and female youth ages 14-18. Youth in the program resided with **10** Caregiver Families who provided positive supportive homes. **100%** of the youth who provided feedback indicated that they had a positive experience while attending the program.

Youth Justice Community Beds

4 youth resided in youth justice community beds while attending treatment programs and one-to-one counselling with the Youth Forensic Outpatient Clinic.

Adult Programs

Adult Outreach Support

3 eligible adults were provided individualized support. The program increases involvement in pro-social activities, life skills, home management, physical well-being, and personal development.

Adult Forensic Treatment

6 provincially sentenced adult sex offenders attending treatment by probation order received **40** hours of specialised treatment provided by a Registered Psychologist and Co-therapist.

Adult Forensic Outreach

15 mentally disordered offenders and those found not criminally responsible were provided outreach support. This program was expanded to Campbell River in April 2011.

Other Services

Intake

Information, referral services, and immediate counselling were provided to ex-offenders and families who approached the Society.

Supports

Fundraising

JHSNI staff and volunteers fundraised more than **\$18,000** for our KidStart Mentoring Program.

Youth Enhancement Fund

Our Youth Enhancement Funds provided for emergency needs, including groceries and transportation to school or work, work clothing, short term courses required for employment, dental treatments, healthy activities, eyeglasses, and household items, for **15** youth.

Youth for Seniors

Since the inception of Youth For Seniors in 2009, **88** youth have provided **837** hours of support to **117** seniors. JHSNI youth perform "odd job" services at no charge to seniors who do not have the means to hire someone.

Other Programs and Projects

Other Programs and Projects

Additional funding from various grants and community donations allows JHSNI to deliver innovative programs and projects. Staff hours are provided either through core program funding or additional grants.

- Delaware Youth Internet Café
- KidStart Vancouver Island Run
- Presentations for schools and community groups
- Supported Independent Living for Youth, funded by Queen Alexandra Foundation
- Campbell River Community Services Directory
- Tools – Comox Valley Girls' Yoga and Strategies to Minimize Stress Group
- Parent Drop-in, Comox Valley
- Youth for Seniors, sponsored by the Campbell River Community Foundation and public donations
- Youth Art Project, sponsored by Campbell River Arts Council
- Oasis Recycling Program, funded by Strathcona R.D.
- Sexual Exploitation Awareness workshops
- 'What If . . .' Girls' Group
- Groups at Robron Centre, sponsored by VIHA
- Harm Reduction Training for Peer Educators (1-2-1) in partnership with AIDS Vancouver Island (AVI) and Glacier View Alternate School
- YSUP (Wha'Sup): Alternative to Alcohol & Drug Suspension Pilot Project – School District #71 & JHSNI
- Wellness Fair Two-Day Event with JHSNI, Vanier School, Community Drug Strategy Committee, and DPAC (District Parent Advisory Committee)
- Music Fest & Big Time Out – Youth Outreach
- Peer Support Program – JHSNI, Vanier School, and Courtenay Community Drug Strategy Committee
- Substance Use Prevention Group (Grades 6 & 7) at elementary schools – partnership between École Puntledge Park, Aspen and Queensh Elementary Schools, JHSNI and Courtenay Community Drug Strategy Committee
- Oyster River Trail maintenance, funded by Strathcona R.D.
- Quiet Moments Group
- Emotional Regulation Groups at Homalco and Southgate Middle School, sponsored by VIHA
- Alcohol & drug presentations at Carihi, Phoenix, and Robron Centre Schools
- Fashion-Aid packaging project, sponsored by Elaine Popove
- Kids Only Christmas Shopping Event

Thanks to our Funders

JHSNI greatly appreciates the support of our funders:

- Ministry of Children and Family Development
- Vancouver Island Health Authority
- Ministry of Health
- Forensic Psychiatric Services Society
- Donations and grants – foundations, private, and corporate
- Province of BC - Gaming
- Community Living BC
- Fundraising events

Delaware Youth Internet Café

Delaware Youth Internet Café is a drop-in that offers youth a refuge from substance use, a healthy start to the morning, a nutritious breakfast, literacy and pre-employment skill building, and connections to health programs and other services. Delaware is available for youth ages 13 – 24 and is located in JHSNI's Activity Centre in the Campbell River Community Centre downtown. 'Delaware-We are Always There' is the name and slogan chosen by the youth for this youth-led project. Participants set guidelines for the project and hold a weekly Youth Council to provide direction.

JHSNI launched Delaware on May 10, 2011 as a pilot project, and since the first day the project has attracted a very strong user group of youth. The project has succeeded in reaching youth who were disconnected from other services and programs. Thanks to a grant from the Queen Alexandra Foundation, JHSNI now has funding to run Delaware until the end of March 2013. JHSNI operates Delaware in collaboration with Campbell River Literacy Now, Campbell River Family Services, Kwakiutl District Council, Aids Vancouver Island, School District #72, Child and Youth Mental Health - Aboriginal Outreach, Vancouver Island Regional Library, and MCFD.

Welcome Home

Imagine Campbell River was honoured to help organize the February 27, 2012, 'Welcome Home Event' at the Kwanwatsi Big House. Welcome Home was a joining together for a journey of understanding the impact of Residential School on the North Island community and people; an occasion to celebrate those who have come home from Residential School and remember those who did not; and an opportunity to create a legacy for the Truth and Reconciliation Commission from the community.



Welcome Home Event

During this day of healing, residential school survivors each wrote down on pieces of paper memories they want to leave behind. These were burned in the fire. In the Gildas treasure box, they placed written statements of things they want to reclaim for their community. These hopes were presented to the Truth and Reconciliation Commission.

Trudy Ash



Trudy Ash's Aboriginal background and related work experience made her aware of the need for Aboriginal care homes. Trudy provides a home for young people in JHSNI's Youth Justice Beds program who are attending treatment and one-to-one counselling with the Youth Forensic Outpatient Clinic.

Trudy jokes that the main reason she decided to step out of retirement and become a caregiver for JHSNI in November 2010 is that she wasn't "tired." Her career in social work and her spirituality are strengths that she draws on in her role supporting youth.

Trudy believes that holding on and being determined has brought her rewards in life, a lesson she tries to impart to the young people in her care home.

Trudy grew up the Prairies. Her home reserve is Tootinaowaziibeeng (Valley River First Nation) in Manitoba. Trudy doesn't dwell on the discrimination she experienced as a child, and used the community influence to "rise above it all." Having only received a Grade 7 education, she went back to school in 1980 and did upgrading and then a Social Services Diploma as well as some 3rd and 4th year courses.

She was hired in 1990 by Xyolhemeylh Child and Family Services, an agency that provides services from Langley to Boston Bar and has its main office in Chilliwack. She began as a Family Support Worker and quickly moved into social work practice.

"I worked in every role in family social work and retired as a supervisor in 2006. The work was fulfilling and interesting. We empowered families through healing circles and family restoration. All the family members were involved—from the littlest to the oldest. I still keep that principle in mind when working with JHSNI."

For Trudy, one of the highlights of caregiving is being part of a team that supports youth from the home where they are staying. "There's empowerment in that—we all have the same focus."

Trudy said there are many rewards in witnessing the transformation that happens with the youth. "Our culture's spirituality and traditions are the core for the shared responsibilities and team spirit of the program. The youth have an opportunity to move forward building on the strengths of the culture. The culture provides a way to build healthier families. JHSNI and this household working as a team is a family."

Horner Family



Kristy and Ben Horner both grew up in families where their parents did outreach work in the community. Kristy's parents provided a home for men on probation and Ben's family lived in a community that made a point of reaching out to those in need. "We both grew up with lots of people living with us," said Kristy. "When we heard

from Sarah Badgero that JHSNI was looking for families to provide care homes for youth we were immediately interested."

The Horners began providing a care home for youth in the Full Time Attendance Program (FTAP) three years ago, initially full time and now on a respite basis at least two weekends a month. Kristy describes caregiving as a fabulous experience.

"We have learned to meet the youth where they are at. Some kids have flourished in school or in the community with jobs, whereas others haven't completed the program but have still had accomplishments. One boy lived with us for seven weeks, which was the longest he had ever lived with anyone, so that was a huge accomplishment."

Kristy and Ben have a daughter and son, ages 10 and 8, who enjoy spending time with the youth. "The youth have always been super respectful to our kids." The Horners are an active family who grow a garden, raise chickens and ducks, and go camping. "The youth get involved in whatever we're doing, and it makes them feel comfortable."

Ben and Kristy both remember when growing up it wasn't always their parents who implanted wisdom in their lives. "We know how important it can be to have another adult in your life who can be a positive role model and give good advice."

Caregiving has taught Kristy that human beings really want to connect and, in general, if you are respectful to someone they will be respectful to you. "These kids are looking for someone to validate them and respect them."

The Horners appreciate the support of the JHSNI staff. "The staff have given us resources and advice for every challenge. The on-call pager number is very helpful. As the saying goes, it takes a village to raise a child and that is exactly what JHSNI is implementing," Kristy said.

Family caregivers are paid contractors. They receive ongoing training and 24-hour support from JHSNI staff. If you are interested in becoming a family caregiver, please contact Thanh at 250-286-0222 ext. 224.

The Society appreciates the work of our family caregivers. Thank you for sharing your homes!

Community Donations and Fundraising

Community Donations and Fundraising



KidStart runners arriving in Courtenay

The KidStart Run was a huge success, thanks to its generous corporate sponsors and donors, and the volunteers who gave so willingly of their time and energy to make it happen, especially Terry Kratzmann and Shane Douglas. Special thanks goes to the run's major sponsors: Marine Harvest (salmon BBQ), Brooks (t-shirts discount and running shoes), The Eagle 97.3 FM (media package), Tye Chevrolet Buick GMC (escort vehicle), 98.5 The Ocean and 103.1 Jack FM (media packages). Additional food and bottled beverages for the events in Campbell River and Courtenay were donated by London Drugs, Save On More, Plates Restaurant, Quality Foods, Thrifty Foods, Starbucks, Safeway, and Costco. Services or support were given by RCMP traffic control, Grant Signs, Sure Copy, Steve Marshall Ford, Fraternal Order of Eagles #3097 Ladies Auxiliary, and Power Play Health and Wellness. Television, radio, and newspaper coverage of the run was excellent. The KidStart Run raised more than **\$18,000** for JHSNI's KidStart Mentoring Program from individual and business donations.

The KidStart Champion Initiative continues to raise much needed funds. This program makes it possible for individuals, businesses, service clubs, and other groups to sponsor local children in the KidStart Mentoring Program. Gold Champions pay \$100/month, the full cost of supporting a child in KidStart. Silver Champions donate \$50/month and Bronze Champions give \$25/month. Thanks goes to all our Champions during the past year: Willow Point Lions Club (Gold), Chan Nowosad Boates Chartered Accountants staff team (Gold), Campbell River Lions Club (Gold), Fraternal Order of Eagles #3097 Ladies Auxiliary (Gold), Wendy Richardson (Gold), Colleen Ross & Lori McKeown (Gold), Tazumi Family (Silver), Bud McKeown (Bronze), Tanya Storr (Bronze), and Anonymous Group (Bronze). This represents **\$9,460** per year.

JHSNI is grateful to the donors who contributed to KidStart in memory of Lisa Falk, Social Worker with the Courtenay Youth

Services Team. JHSNI received a number of individual donations for KidStart at Christmas. The donations included **\$1,000** from one individual. Chances Playtime Gaming in Courtenay contributed **\$750** to KidStart.

JHSNI's Employee Giving Program, which allows employees to donate via a small payroll deduction, raised **\$2,900**. These funds went to KidStart and the Youth Enhancement Fund. Larry and Peggy Cagna gave **\$500** to the Kevin Cagna Memorial Fund.

The Youth Enhancement Fund received a **\$300** Christmas donation from the grandparents of a youth who successfully completed 180 Degrees Detox and Stabilization. Comox Valley Information System Society gave **\$250** to the Youth Enhancement Fund.

Thanks to donations from staff and community members, five youth living in Barnett House received hampers filled with clothing, food, and other gifts at Christmas. Sears in Campbell River put up a very successful Tree of Wishes that gave customers the opportunity to purchase gifts for kids in KidStart.



Campbell River KidStart Coordinator Tara Jordan at the Tree of Wishes with (L—R) Gladys Hrechuk, Krysti Broadway, Jodi Quibell, and Norm Potoski (Campbell River Sears owner)

JHSNI staff supported the 6th annual Kids Only Christmas Shopping Event in Campbell River, where 50 kids in care were able to choose gifts for the people in their lives. BC Liquor Store, Campbell River, donated 20 teddy bears that were given to clients with young children, Barnett House residents, and girls in the Quiet Moments Group. Margaret Spencer and friends in Nanaimo once again prepared gift bags for youth in the Intensive Support and Supervision Program.

Delaware Youth Internet Café has enjoyed great support from the community in its first year of operation. Donations to

Community Donations and Grants

Delaware included **\$300** from Campbell River Daybreak Rotary for youth to take employment-related short courses, youth-friendly books from Coho Books and Still Water Books and Art, free yoga classes and an outdoor yoga fundraiser from Bikram Yoga, clothing from Work World, painting instruction from Home Hardware, and Starbucks gift baskets.

Warehouse One gives a monthly donation of new clothing for youth in need. Vertical Gym and Campbell River Boxing Club give discounts on classes for youth. Classy Catz Consignment supplied clothing and Shoppers Drug Mart gave cosmetics.

The Fraternal Order of Eagles #3097 donated five bikes to JHSNI's Headstart Program. The City of Nanaimo donated surplus bikes to youth in JHSNI's Intensive Support and Supervision Program (ISSP). These were bikes that came into the City's possession and were not recovered.



ISSP Worker Tova Barnett receiving donated bikes from Nanaimo City Stores Supervisor Gord Durkop

Maureena Wilson of the Fraternal Order of Eagles #3097 Ladies Auxiliary donated 25 copies of the 2011/2012 edition of The Teensmag to our youth programs. Video Works gave complimentary rentals to staff working with youth in Campbell River. The Tidemark Theatre in Campbell River and the Sid Williams Theatre in Courtenay provided free tickets so that youth with their families or mentors could enjoy cultural performances. The City of Campbell River is continuing to provide a Permissive Exemption from Taxation for Barnett House until 2016.

JHSNI appreciates the support of the local media in the communities we serve. The newspapers, TV and radio stations, and online publications publicize our press releases about our programs and events free of charge.

Thank you to the many individuals, businesses, and groups who made donations of cash, goods, and discounts to support programs at JHSNI. You make a huge difference in the lives of the people we serve!

Grants



Youth Representative Lisa Lebeuf shakes hands with Queen Alexandra Foundation Community Relations Representative Laurie Fisher while JHSNI's Leanne McIntee and Steve Ayers hold a thank you banner that Delaware youth made for QAF

The Queen Alexandra Foundation for Children supported JHSNI's Delaware Youth Internet Café with a **\$31,800** grant that will keep the project running until the end of March 2013. One youth described Delaware as a "place of positivity that gives focus no matter what happens outside."

JHSNI's KidStart Mentoring Program depends on grants, donations, and fundraising to operate. KidStart was fortunate to receive a number of grants this year. The Province of BC's Gaming Policy and Enforcement Branch approved a **\$32,000** Community Gaming Grant for KidStart.

United Way Central & Northern Vancouver Island gave **\$20,000** to KidStart (two grants of \$10,000 each, one for Campbell River and one for the Comox Valley). The Allen and Loreen Vandekerkhove Foundation gave KidStart a **\$10,000** grant.

Service Canada supported Phase One of JHSNI's Courtenay Youth Housing Project with a **\$28,800** grant. This funding from the Homelessness Partnering Strategy is allowing us to conduct a needs assessment and property search.

The Courtenay Drug Strategy Committee funded four projects with active JHSNI involvement. A **\$1,500** grant went to small group programming for grade 6/7 students. A **\$1,000** grant went to a peer support program. Another **\$1,000** grant went to JHSNI and CASEY in collaboration with the Sexual Abuse Intervention Program (Comox Valley Family Services Association) to host a workshop a workshop for parents and service providers on sexual exploitation. A **\$500** grant supported a group for teens to learn ways to manage stress, depression, and anxiety, as well as engage in healthy activities.

Success Stories

Turning Life Around

This is the story of a youth who accessed JHSNI's Campbell River community programs.

Karlee Drake first came to JHSNI to find out about the Independent Living Program. Independent Living Worker, Deb Grant, recalls that Karlee knew she wanted to move forward with her life. At the time Karlee wasn't attending school consistently and she didn't think she would graduate.

When Karlee began attending JHSNI services, it really gave her hope. Deb referred Karlee to Velma Mockett, Youth and Family Substance Use Services Counsellor, who "helped her put things into perspective." Karlee learned different coping strategies and had more support and motivation to stay in school.

"Karlee is very receptive to trying things out. Working with her is a joy. Her goals became clearer, and even when things seemed overwhelming, Karlee was able to break them down into small chunks," said Velma.

Karlee learned about boundaries and how to get people to respect the boundaries that she made for herself. She set her sights on high school graduation and ticked off the course work bit by bit. Karlee's hard work and dedication has paid off. With the support of Velma and Deb at JHSNI and her teachers at Robron Centre School, Karlee fulfilled her goal of graduating in June 2012. At the June 15 graduation ceremony, Karlee was presented with a \$500 Passport to Education and a \$250 bursary from the Fraternal Order of Eagles #3097 Ladies Auxiliary.



Karlee Drake at her Grade 12 graduation

Not only has Karlee graduated, she has been accepted to Vancouver Island University for September. Karlee was nervous about applying in case she didn't get in, but once again she put her fears aside. Velma and her teachers helped her with the application process, and three weeks

later Karlee received her letter of acceptance.

"Karlee came in waving the letter and I said, 'Good news or bad news?'" Velma recalled. "It's all good!" Karlee told her.

Karlee plans to major in Psychology with a minor in Criminology. Looking back on her journey, Karlee said, "The price of discipline is always less than the pain of regret."

180 Degrees Success Story

This story was submitted by a youth who completed 180 Degrees Detox and Stabilization.

It was about three and a half years ago I came to Campbell River to change my life before it was too late!

I grew up on the streets of Victoria from the age of 12 to 17 using crystal meth. I did many detox and rehab programs over the course of that long five years, always going back because where my home, friends, and loved ones were, was that same place I spiraled out of control. And it was the only place I knew!

I had hit rock bottom for about the 100th time and was so messed up and about 115 pounds standing 5'9". I went to Ashgrove Detox Center for about the 50th time and while I was there this time I made a plan, a plan that later would be the one that saved my life . . .

I was approached by one of the most wonderful people I've ever known in my entire life who was a staff of the facility. She told me about this program called 180 Degrees through The John Howard Society of North Island in Campbell River.

I didn't know much about it but all I knew was that it was different from everything else I had tried and I wanted to do it! A few days later I got driven up to Campbell River and entered the 180 Degrees Program where I stayed for about a month.

It is an amazing program with so many learning experiences and wonderful people from the John Howard Society to the family whose home I stayed in while I was recovering.

This program gave me all the things I needed in order to be able to be comfortable enough to recover from using these drugs for so long. A safe caring atmosphere was the number one thing that helped me as well as the family was wonderful.

I think that we need more programs like this and more families doing these home care beds because I know for me it worked. I can't be sure for everyone else but it's a working program facilitated by a dedicated and amazing person, Kerry Hammell, and I have perfect faith that it is and will continue doing good not only for this community but others too.

Our Staff Resource

The Society's greatest resource is a talented team of professionals who focus on client service. This past year the active staff and contractor list included:

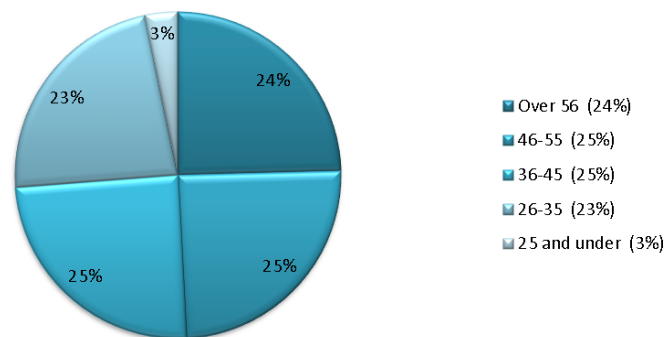
Allison Abraham
 Kristy Almond
 Gyneil Atchison
 Steve Ayers
 Sarah Badgero
 Tova Barnett
 Mylah Beckton
 Gene Belanko
 Ken Bell
 Chris Bennett
 Suzanne Bennett
 Judy Bloomfield
 Miranda Blomquist
 Vanessa Bramhill
 Kate Broadhead
 Gérard Choquette
 Ian Cooper
 Heather Cowper
 Kelsey Creviston
 Sarah Davidson
 Ryan Derry
 Erin Dusdal

Jenn Errico
 Joanna Foster
 Bonnie Fulton
 Jen Furst
 Sharon Geoghegan
 Michelle Giles
 Kelly Glass
 Susan Gosnell
 Debbie Grant
 Rory Grogan
 Kerry Hammell
 Carol Harling-Bleeks
 Gary Hartford
 Kirsten Hess
 Judith Heyes
 Margot Janz
 Sarah Jarvinen
 Tara Jordan
 Lorraine Kemper
 Peter Kinskofer
 Rosita Kitto

Guy Larkin
 Carolyn Larson
 John Leevers
 Lane Litke
 Kathy McCabe
 Leanne McIntee
 Lori McKeown
 Nicole McKeown
 Alisha McLain
 Ian MacLeod
 Natalie Meredith
 Jenny Leakey
 Vicki Luckman
 Lataisha Maynard
 Velma Mockett
 Wendy Morin
 Russell Mowatt
 Stacy Neary
 Lisa Nightingale
 Clifton Pinder
 Angie Prescott

Paula Purcell
 Lorraine Redpath
 Wendy Richardson
 Karen Robertson
 Colleen Ross
 Mark Ross
 Colleen Salter
 Louise Scott
 Cindy Shultz
 Leigh Simms
 Mel Stangeland
 Tanya Storr
 Heather Summers
 Mark Tazumi
 Thanh Tazumi
 Gillian Thibedeau
 Wendy Thurlborn
 Althea Vermaas
 Godfrey Wearne
 Mary Catherine Williams
 Richard Williams

Staff Profile by Age



JHSNI also acknowledges the dedication of our family caregivers, who provide a comfortable and supportive living environment for youth in our programs. We would also like to thank all the volunteers who generously give their time to JHSNI.

Practicums

JHSNI's Full Time Attendance Programs (FTAP) hosted two North Island College nursing students in May-June 2011. One spent two days and one spent three days observing the program and running small projects with youth. Courtenay Community Programs had two practicum students from North Island College during 2011-2012. Both were first year certificate students in the Human Services Program and completed 90 hours each between January and April 2012. One student was placed with the Youth Outreach Program and

mentored by Youth Outreach Worker, Miranda Blomquist. The other student was mentored by Courtenay Community Programs Manager, Vicki Luckman, and was exposed to working within the Youth & Family Substance Use Program, Indicated Prevention & Early Intervention Program, and the Youth Justice Programs. JHSNI greatly appreciates the contribution practicum students make to our services.

MOELLER & COMPANY

CHARTERED ACCOUNTANTS

Kent A. Moeller, B.A., G.D.P.A., C.A.*
Kyle E. Matthews, B.A., C.A.*
* Incorporated Professional

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Campbell River, B.C. V9W 4G4
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Toll Free 1-800-663-4044
E-mail • kent@moellerandcompany.ca

INDEPENDENT AUDITORS' REPORT

To the Directors of The John Howard Society of North Island

Report on the Financial Statements

We have audited the accompanying financial statements of The John Howard Society of North Island, which comprise the statement of financial position as at March 31, 2012, and the statements of operations, changes in net assets and cash flows for the year then ended, and a summary of significant accounting policies and other explanatory information.

Management's Responsibility for the Financial Statements

Management is responsible for the preparation and fair presentation of these financial statements in accordance with Canadian generally accepted accounting principles, and for such internal control as management determines is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

Auditors' Responsibility

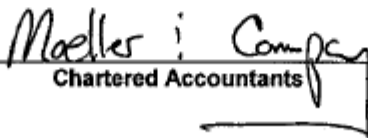
Our responsibility is to express an opinion on these financial statements based on our audit. We conducted our audit in accordance with Canadian generally accepted auditing standards. Those standards require that we comply with ethical requirements and plan and perform the audit to obtain reasonable assurance about whether the financial statements are free from material misstatement.

An audit involves performing procedures to obtain audit evidence about the amounts and disclosures in the financial statements. The procedures selected depend on the auditor's judgment, including the assessment of the risks of material misstatement of the financial statements, whether due to fraud or error. In making those risk assessments, the auditor considers internal control relevant to the entity's preparation and fair presentation of the financial statements in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the entity's internal control. An audit also includes evaluating the appropriateness of accounting policies used and the reasonableness of accounting estimates made by management, as well as evaluating the overall presentation of the financial statements.

We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our audit opinion.

Opinion

In our opinion, the financial statements present fairly, in all material respects, the financial position of The John Howard Society of North Island as at March 31, 2012 and its financial performance and its cash flows for the year then ended in accordance with Canadian generally accepted accounting principles.


Chartered Accountants

Campbell River, Canada
June 8, 2012

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STATEMENT OF FINANCIAL POSITION

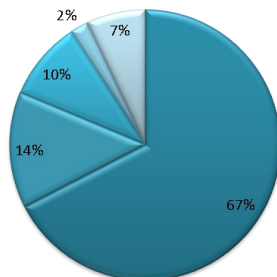
MARCH 31, 2012

	<u>2012</u>	<u>2011</u>
	\$	\$
ASSETS		
Current Assets		
Cash	816,462	903,860
Cash - restricted	218,905	179,765
Accounts receivable	35,087	40,667
Prepaid expenses	16,098	17,064
	<u>1,086,552</u>	<u>1,141,356</u>
Investments	2,900	2,900
Property And Equipment	655,791	610,866
	<u>1,745,243</u>	<u>1,755,122</u>
LIABILITIES		
Current Liabilities		
Accounts payable	97,569	49,359
Wages and benefits payable	132,084	202,494
Deferred revenue	55,533	105,764
	<u>285,186</u>	<u>357,617</u>
NET ASSETS		
Equity In Property and Equipment	655,791	610,866
Externally Restricted	178,772	116,956
Internally Restricted	40,133	62,810
Unrestricted	585,361	606,873
	<u>1,460,057</u>	<u>1,397,505</u>
	<u>1,745,243</u>	<u>1,755,122</u>

Audited financial statements are available on request.

Expenditures

- Wages and Benefits (67%)
- Client Support Costs (14%)
- Program Support Costs (10%)
- Program Administrative Support (2%)
- Facility Expenses (7%)



STATEMENT OF OPERATIONS

YEAR ENDED MARCH 31, 2012

	<u>2012</u>	<u>2011</u>
	\$	\$
Expenditure		
Wages And Benefits		
Wages	2,136,545	2,089,327
Benefits	550,680	502,779
Client Support Costs		
Client activities	25,119	28,448
Family payments	406,779	412,225
Supplies and program materials	119,765	110,532
Program Support		
Contract fees	183,301	134,542
Telephone	40,448	54,197
Training and development	33,023	20,132
Travel and accommodation	91,256	96,573
Unrecoverable Goods and Services Tax	32,035	31,279
Program Administrative Support		
Advertising	13,903	4,913
Community relations	2,890	3,227
Insurance	13,594	19,819
Interest and bank charges	113	74
Office supplies, small equipment and postage	41,044	41,256
Professional fees	15,309	14,052
Facility Expense		
Amortization	69,745	56,524
Loss on disposal of property and equipment	2,889	---
Maintenance and repairs	23,870	33,596
Rent	228,187	184,165
Utilities	16,409	24,234
	<u>4,046,904</u>	<u>3,861,894</u>
Funding		
Ministry of Children & Family Development	3,031,352	2,977,569
Ministry of Children & Family Development - unearned	(120,000)	---
Vancouver Island Health Authority	692,642	667,892
School Districts	---	1,922
Rent	12,960	33,775
Ministry of Health	60,766	64,716
Miscellaneous	185,465	60,285
Community Living BC	61,989	---
Donations and fundraising	118,082	50,742
Gaming proceeds	66,200	39,975
Ministry of Human Resources	---	2,159
	<u>4,109,456</u>	<u>3,899,035</u>
Excess (Deficiency) of Revenue Over Expenditure	<u>62,552</u>	<u>37,141</u>

How You Can Help

The John Howard Society of North Island encourages and welcomes donations to support our work in helping to create safer, healthier communities. Research demonstrates that early interventions targeted at risk factors can change the paths of young people. Your contribution will help us to make a difference in the lives of vulnerable youth and families. Donations may be given for general use or targeted to specific programs or services.

Two of our initiatives that currently need your support are the KidStart Volunteer Mentoring Program and the Youth Enhancement Fund. KidStart is a preventative volunteer mentoring program focusing on the positive development of children and youth ages 6-18. Mentoring services are delivered by carefully screened and trained volunteers. You can help KidStart by becoming a volunteer mentor, making a donation, providing a discount on recreational activities, or signing up as a KidStart Champion sponsor.

The Youth Enhancement Fund pays for special expenses for youth that are not covered by other funding, including urgent dental care, emergency groceries and transportation, household items for young people living independently, and job readiness expenses. Donations are always welcome to support youth needs.

After receiving your contribution we will promptly issue a charitable donation receipt.

The Society also greatly appreciates those who have been thoughtful with bequests. If you would like to leave a bequest please contact us for more information, or see your lawyer.

Donors may send contributions to:

Executive Director
The John Howard Society of North Island
#201 – 140A 10th Avenue
Campbell River, BC V9W 4E3

You may also donate through our website: www.jhsni.bc.ca Look for the 'Donate Now' button. Your donation will be processed by Canada Helps, a safe and convenient online donation service for charities.



#201 - 140A 10th Ave., Campbell River, BC V9W 4E3
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E-mail: mail@jhsni.bc.ca Website: www.jhsni.bc.ca