

# Annual Report 2013

# The John Howard Society

of NORTH ISLAND  
Since 1967



**Building Safer and Healthier Communities**

[www.jhsni.bc.ca](http://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.

'Reflection' photo by Colleen Ross

## 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.

### Campbell River Community Services/ Administration

#201-140A 10th Avenue  
Campbell River, BC  
V9W 4E3

Tel: 250-286-0611  
Fax: 250-286-3650

mail@jhsni.bc.ca

### Courtenay Community Services

1455 Cliffe Ave.  
Courtenay, BC  
V9N 2K6

Tel: 250-338-7341  
Fax: 250-338-6568

mail@jhsni.bc.ca

### Full Time Attendance Programs

c/o Administration  
#201-140A 10th Avenue  
Campbell River, BC  
V9W 4E3

Tel: 250-286-0222  
Fax: 250-286-6080

tricia@jhsni.bc.ca

### Youth Forensic Psychiatric Services

c/o Administration  
#201-140A 10th Avenue  
Campbell River, BC  
V9W 4E3

Tel: 250-286-0222  
Fax: 250-286-0239

peter@jhsni.bc.ca

## 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 45 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 now has a First Nations Elders' Council to advise the agency on matters relating to culture and inclusion. The Elders help to support culturally appropriate programming within JHSNI. We would like to recognize the following Elders who are on our council:

Alberta Billy, We Wai Kai  
 Dan Billy, We Wai Kai  
 Darren Blaney, Homalco  
 Mary Everson, K'ómoks  
 August Johnson, Mowachaht/Muchalaht  
 James Quatell, Wei Wai Kum  
 David Somerville, Mohawk/Kwagiulth

JHSNI has been re-accredited for a period of three years from November 2012 by the Commission on Accreditation of Rehabilitation Facilities (CARF) for the following programs: Caregiver Support, Youth/Parent Mediation, Independent Living, Barnett House Transitional Youth Housing, Youth and Family Substance Use Services, 180 Degrees Detox and Stabilization, Collaborative Planning, School-Based Alcohol and Drug Early Intervention and Indicated Prevention, Youth Outreach Support, Child and Youth Mental Health Outreach, KidStart, Intensive Support and Supervision, Headstart Boys Program, Oasis Girls Program, Youth Justice Community Beds, Community Living BC Outreach, and Adult Forensic Outreach.

## 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  
 William J Havelaar, 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



It has once again been my privilege to serve as President of JHSNI. As in the past, I am honoured to have represented the Society in a small way.

It is difficult to decide what to highlight in a report such as this when there are so many large and small successes occurring on a daily basis. I shall mention only a few. The external accreditation visit and subsequent report were, of course, extremely successful. The extraordinary effort put into this process by so many of our staff has once again been rewarded with a full three-year accreditation. I want to especially acknowledge the work that Executive Director, Wendy Richardson, put into accreditation. The CARF surveyors aptly described Wendy in their Survey Summary as an administrator who is "skilled, competent, and visionary."

Our Society continues to grow and to offer more and better services throughout the North Island. JHSNI remains 'an employer of choice' and, consequently, continues to attract high quality applicants to every available position. Welcome to the new staff members who have joined us in the past year and thanks and continued success to those who have left us, especially to Guy Larkin for his quietly efficient long-term service.

I want to welcome Jay Havelaar to the Board of Directors and to thank him for his valuable contribution since last year's election. I also want to welcome the members of the Elders' Council to our JHSNI family and to say how forward I am looking to working with them in supporting many of our programs.

On a note of regret, I announce that long-time board director Brian Kelly is retiring from the board. Brian has provided exceptional counsel to the Society for more than 25 years and, when we were a smaller agency with a more 'hands-on' board, served almost single-handedly as our personnel department. Thank you, Brian, as both a good personal friend and on behalf of the board of directors. We will miss your effort.

In conclusion, thank you to all JHSNI members and especially to all of our employees for their usual stellar efforts. I look forward to another year of hard work and continued success.

Respectfully submitted,



T.L. Moist

## Executive Director's Report



As I reflect on the past year, I'm pleased to report that several initiatives we have been working on for some time have begun to bear fruit.

### Accreditation

Our CARF accreditation site survey took place in November and we were pleased to receive the maximum three year accreditation. Here are some of the highlights from the report:

"The organization has an excellent reputation in the community. There are numerous examples of collaboration and cooperation with schools and other agencies, which have led to valued partnerships in the provision of services to the community."

"JHSNI provides a holistic approach, recognizing that safer, healthier communities are created through the combined and diverse efforts of citizens, organizations, and governments. The organization has a history of researching community needs, bringing together groups of individuals to help solve community problems, disseminating information, and developing programs that improve the quality of life in the communities it serves."

"The satisfaction survey process targets for improvements have exceeded expectations. One example includes a target of 90% for clients self-reporting that they have made progress and a target of 95% for clients reporting that they received good service from JHSNI. In both instances, client satisfaction surveys indicate that the organization has exceeded its targets."

"Funding and referral sources see JHSNI as a strong partner with them, as well as with other service providers to ensure that clients are receiving the needed service. They state there is open communication, collaboration, and cooperation between all parties. The organization is seen as a highly professional service with skilled and dedicated staff."

"JHSNI has received several awards from local communities for its commitment to diversity, cultural responsiveness, and crime prevention through providing access for its youth drop-in centre."

"The programs are well organized, dynamic, and culturally sensitive and provide much needed services to youths. Youths appear happy and content and prosper from the services they receive from the organization."

"The organization has several recent successes, including qualifying for gaming funds, receiving a Microsoft grant to update JHSNI computer equipment to current technical standards, and the Community Action Initiative grant for

inclusion and promoting cooperation and development in individuals in diverse populations.”

## Strategic Plan

In the fall, we held an all-staff strategic planning day facilitated by Rick Juliusson of Free Range Consulting who made it a fun, productive, and useful event. We developed key themes from the workshop which were distributed in a survey to staff and board to identify those that were considered most important. Finally, the board approved the new Strategic Plan for 2013-2017 which contains four key themes, shown below with the strategic action areas that fall under each theme:

- Supporting our Communities
  - ◇ Identify and respond to community needs
  - ◇ Create supports for youth transitioning to adult services
  - ◇ Use stakeholder feedback to drive improvements
- Building on Excellence
  - ◇ Increase effectiveness of training
  - ◇ Strengthen internal and external communications systems
  - ◇ Use team building and mentoring to connect multiple generations in the workplace
- Leading the Field
  - ◇ Offer culturally responsive services supported by Elders from the Aboriginal community
  - ◇ Build accreditation into the culture of the organization
  - ◇ Continuously evaluate and improve programs and systems
- Increasing Resiliency
  - ◇ Diversify funding sources
  - ◇ Collaborate and build community partnerships
  - ◇ Encourage and support career and personal development

## Awards

We were the recipient of two significant awards this year: the Crime Prevention and Safety Award from the BC Ministry of Justice for two programs (KidStart and Delaware Youth Internet Café), and the Diversity Leadership Award that formed part of the Campbell River Chamber of Commerce 2012 Business Awards of Distinction. We were particularly pleased with these awards as one recognized the innovative programming that we have developed despite the lack of ongoing government funding, and the other recognized the progress our agency has made towards providing culturally appropriate services and supporting a diverse staff team.

## Elders' Council

One of the most exciting undertakings over the last year was the formation of our Elders' Council: a group of dedicated and skilled Elders from local First Nations communities who have come together to assist us with advice and support. We are so delighted to welcome the following Elders to our Society: Alberta and Dan Billy (We Wai Kai), Darren Blaney (Homalco), Mary Everson (K'ómoks), August Johnson (Mowachaht/

Muchalaht), James Quatell (Wei Wai Kum), and David Somerville (Mohawk/Kwagiulth). We look forward to learning from you and continuing to make our programs culturally responsive. We held a welcome ceremony for the Elders in April during which they performed a traditional cleansing and spoke eloquently of their lives and experiences. We would also like to thank Dana Roberts of the Campbell River Indian Band for welcoming us to the Wei Wai Kum territory and Sean Decaire for singing and drumming during the ceremony.

## Technology

Over the past months, Colleen Ross and her team have been leading a major upgrade in technology at JHSNI. We have upgraded our telephone and email systems, as well as our servers and data storage. The upgrades have improved links between our various worksites as well as lowering costs and increasing speed and efficiency. What this means in practice for our staff is that they can reach other staff at any major worksite via a telephone extension, and can access their data from any of these worksites. Management of the server and individual user access can all be done from the administration office, allowing our team to troubleshoot more easily.

## Acknowledgements

The KidStart Mentoring Program would not exist without the ongoing efforts of volunteer mentors in the Campbell River and Comox Valley areas. Each of these caring individuals takes the time to meet weekly for three or more hours with their young mentee. Narrative feedback that we have collected from mentees, mentors, and families demonstrates that these relationships can be life changing for children and youth who are facing difficult circumstances. As one KidStart mentee said this year, “It has helped me a lot, having a mentor. It has helped me have a positive attitude about things.”

Our KidStart Champions fundraising initiative is now bringing in close to \$20,000 per year to support the program. Champions are individuals and groups who give a monthly donation to KidStart. We are very happy that people recognize the value of mentoring and want to help local children and youth.

As always, I am grateful to our talented and dedicated managers and staff who go above and beyond to provide creative and client-centred services with limited resources. I thank our board of directors for their guidance, commitment, and wise counsel. I also want to express our appreciation to our community partners, funders, donors, and other stakeholders for their support and collaboration.



Wendy Richardson

# Year End Reports

## Continuous Quality Improvement (CQI) Annual Report

April 2012 - March 2013

### Participants

The members of the CQI team are Lane Litke, Natalie Meredith, Gérard Choquette, and Chris Bennett.

The Case Record Review (CRR) process has undergone considerable change this past year and is currently overseen by Natalie Meredith.

### Recommendations/Outcomes

CQI has completed the draft of JHSNI's first stakeholder survey and has plans for distribution mid-June. Gérard Choquette worked with a committee that included Mary Catherine Williams, Mark Tazumi, and Liz Barry, to develop the first draft and target specific stakeholders. CQI would like to thank them for the wonderful work they did.

A completely new CRR process has been instituted and information is now compiled in a database that can collect and sort according to specific variables. Thank you to Wendy Richardson for developing this process.

At our 2009 CARF accreditation site visit, JHSNI received 12 recommendations on Information Measurement & Management and Performance Improvement. CQI is pleased to report that during the 2012 CARF site visit all recommendations had been properly addressed and there were no recommendations in these areas. In the 2012 CARF Survey Report the surveyors wrote that JHSNI "is acknowledged for its commitment to continuous quality improvement and for its responsiveness to the needs of the persons served." And, "It is evident that the organization has the processes in place to continue its quality improvement efforts and respond to recommendations in this report."

### Efficiency and Effectiveness

Quarterly reports will now be completed on a semi-annual basis. There isn't a great deal of change from quarter to quarter, so it was decided that it would be just as effective and less time consuming to complete the reports semi-annually. The purpose of the report is to monitor systems and ensure they are functioning.

The CRR process now monitors files through CAMS and manager reviews. Quarterly, an agency-wide random review of files is done from CAMS data. This review looks for the presence and/or absence of information and timelines. It is purely quantitative. Managers also do a similar review of files with the addition of a qualitative review. Data from the managers' quantitative reviews, managers' qualitative reviews, and CAMS' quantitative reviews is stored in our database and can be reviewed for accuracy and reliability. It can also be used to identify training needs.

### Access

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

### Staff Satisfaction

The staff satisfaction survey was distributed in October 2012. We had a return rate of 72% which is quite good. There were minimal areas of concern within the survey responses, but of particular note was the move towards ratings being less polarized. In the survey, 23 of the 29 questions gave respondents the option of answering "Poor", "Fair", "OK", "Good", "Excellent", or "N/A". Fewer respondents in 2012 answered "Poor" and "Excellent" while there was an increase in "Good" and "OK" replies.

A second trend noticed in this year's survey is a surge toward more positive responses overall. In other words, there were significantly fewer "Poor" and "Fair" responses compared to last year.

We will continue to look for trends and areas of improvement.

### Extenuating and Influencing Circumstances

The transition to a new CRR process has been underway for the past six months. The Service Delivery team and managers are working together to ensure the process provides reliable data that helps identify areas for improvement and training.

### Targets/Goals for Next Year

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

### 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

## Jay Havelaar

Board Member



When Jay Havelaar joined JHSNI's board of directors one year ago he was looking for an opportunity to become involved with an organization that is dedicated to the community. Jay's family has a long history with the Society and he strongly agrees with its vision and mission.

"I find it rewarding to see how the efforts of the Society's employees help improve the lives of individuals,

which in turn improves the community generally," said Jay.

Jay is a lawyer with a focus in criminal law. He was born and raised in Campbell River and moved back here with his wife, Leanne, and their two young sons in 2012 after 15 years in Vancouver.

Looking ahead, Jay would like to see JHSNI maintain its focus on vulnerable youth. He would be delighted to see the successful housing programs that the Society operates in Campbell River expand into the Comox Valley.

"Providing safe, transitional housing for youth who are homeless or at risk of homelessness is one of the ways that we can really make a difference. Barnett House and JHSNI's Independent Living Program have helped several youth move forward in their lives, and it would be wonderful to be able to assist youth in the Comox Valley who also need this type of service," said Jay.

When it comes to challenges, Jay believes those faced by JHSNI are the same faced by every organization: how to continually improve in a world of scarce resources.

In his time off, Jay enjoys all the great things that this area has to offer, including skiing, hiking, mountain biking, and climbing. He is an active participant in the vibrant jazz music scene in Campbell River and the Comox Valley.

When asked what brings him pride and what has inspired him in his life, Jay said he is immensely proud to be back living in Campbell River and to have the chance to raise his kids in this special part of the world.

"I believe strongly that there is great potential in this community, but that the potential can only be realized by ensuring that all of our community members, including the most vulnerable and those with the greatest needs, have the opportunity to contribute positively to our community."

## JHSNI Board Achieves CARF Accreditation



Terry Moist, JHSNI Board President, giving an address at the 2012 AGM, with the rest of the board looking on.

In preparation for our CARF survey last November, a committee of the board (Terry Moist, Colin Gabelmann, and Kim Kozuki) worked with Wendy Richardson, Executive Director, to review and update all of our governance policies. As these had not been updated for some time, the committee ended up doing a major rewrite. They simplified and clarified the language in the policies.

The board is responsible for ensuring that the organization is managed effectively, efficiently, and ethically by the organization's executive leadership through defined governance accountability mechanisms. The board has additional responsibilities under the domain of public trust, and as such, it understands its corporate responsibility to the organization's employees, providers, suppliers, and the communities it serves.

Among the enhancements to board policies is the addition of annual Ethical Code of Conduct Declarations and Personal and Conflict of Interest Disclosure Statements.

The updated policies fully met CARF standards and we received no recommendations for improvements. We would like to thank Paul Barnett, former Executive Director, for his preliminary work on the new policies.

CARF recognized that the board of directors has conscientiously sought to have ethnic representation from the service delivery population on the board. They also highlighted the board's dedication towards education, through providing staff ongoing opportunities for increased knowledge and skills.

## Staff Profiles

### Richard Williams



Richard Williams began his career in social services in 1969. After completing a Social Services Certificate program at Vancouver City College, Richard applied to work for the Catholic Children's Aid Society where he had done his practicum. Not only did they hire him, the CCAS gave him an advance of two weeks' pay.

"The supervisor said, "You're a student and you must be broke."" Richard was hired into the youth justice section and had a caseload of 15 youth. "It was a really good job for a young guy to go into," he recalled.

In 1974 all the employees in the children's aid societies and city social services were redistributed in a district office model. Richard chose to go to Hastings Sunrise in East Vancouver, where he worked as a Child Protection Worker. A few years later these services were taken over by the provincial government and Richard then became an employee of the Ministry of Human Resources.

Seeking a different lifestyle, Richard, his wife Dorothy, and their two young sons relocated from North Vancouver to Courtenay in 1981. Richard was able to secure a transfer within MHR. They moved from living on a city lot to a semi-rural acreage. This was a positive change for his family and where he and Dorothy continue to live today.

In 1986 Richard decided he needed a change from social work and began selling real estate, a career that lasted 14 years. In the end the real estate business didn't feel comfortable for Richard. "I recognized that I'm a caregiver. When my boys completed their university educations, I decided I wanted to do that too. I graduated in 2003 with a Child & Youth Care Degree."

JHSNI was hiring and Richard landed a position as a Family Counsellor/Support Worker at Mark R. Isfeld Secondary School. In 2004 he moved into a position with the Intensive Support & Supervision Program. "I really liked working with the clientele in ISSP. The job took me back to my roots."

In 2006 Richard switched to Youth Criminal Justice Act (YCJA) Family Support, a position that now involves working with youth half of the time and supporting the Youth Justice Beds program the other half of the time. "It's an enjoyable role that offers me a lot of variety."

Richard and Dorothy celebrated their 40th anniversary in 2012. Their sons are married and have Master's degrees. Richard and Dorothy have four grandchildren ages 2-7.

Richard believes that it is important for people to work at a job they like and to have humour in the workplace. He feels lucky to have both.

### Natalie Meredith



Natalie Meredith was hired as a Residential Youth Worker at the Challenge Centre in 1999 and has stayed with JHSNI ever since. "I love the agency and the work that we do," she said.

Natalie has held a number of positions during her 14 years with JHSNI. These have included Residential Youth Worker in the Odyssey Drug & Alcohol Program, Youth Support Worker in the Family Care Home Program, Independent Living Counsellor, Young Offenders Act Family Support Worker, Youth & Family Counsellor at Sandwick School, Family Resource Worker for the Full Time Attendance Program, and Family Group Conferencing Coordinator.

In August 2011 she successfully applied for the position of Assistant Manager for the Intensive Support and Supervision Program. "I enjoy this new role. It has taken me away from direct client work but has been a new learning curve for me supporting my co-workers, hiring staff, working on outcomes, and being more involved in the accreditation process."

Natalie has also taken on supervision of JHSNI's Community Living BC contracts in Campbell River. "I have enjoyed learning about Community Living and the services available for clients, and being able to interact with some of the clients."

Natalie appreciates that there have been opportunities for change and different career paths during her time at JHSNI. She has a B.A. in Psychology but said her biggest learning ground for this type of work has been as a single parent, raising her three children to adulthood.

"Knowing firsthand the difficulties and challenges I have faced in this role has given me empathy and understanding for many of the families we work with who often have extensive barriers and little support. Fortunately, I work in an environment that recognizes the balance of work and family life. I have also benefited from excellent mentoring and support from my co-workers and managers throughout the years."

Some of the challenges of the work are minimal budgets and limited resources. "I am thankful that I have a team whose members are positive, client centered, and willing to be creative and share the successes they have."

Natalie is an active member of JHSNI's Case Record Review, Continuous Quality Improvement, and Service Delivery committees. She is impressed with the growth and change in the agency over the past 10 years. "JHSNI's ability to meet increasing demands for accountability, changes in technology, and diverse work sites and cultures has not taken away from our ability to meet the needs of our clients. As we embrace change we can better support our clients towards the changes they are making in their own lives."



## Alisha McLain



When Alisha McLain applied for an on-call receptionist position at JHSNI in 2004, her son, Greyer, was just over one year old. She was looking for a flexible part-time job and JHSNI was the right fit.

After working in this role for a year, Alisha had her daughter, Holly. She returned early from her maternity

leave to take on a part-time regular Assistant Bookkeeper position. In July 2007 she moved into her current role: Confidential Administration Assistant/Bookkeeper for 21 hours per week. Alisha job shares this position with Kirsten Hess. "I appreciate the flexibility of my job that allows me to put my family first," said Alisha.

Alisha grew up in Sayward. She met her future husband, Scott, in grade seven. They started dating when Alisha was 19 and got married in 2001. Prior to working at JHSNI, Alisha worked in a number of positions in the logging industry. As a university student she had a summer job at Kelsey Bay Logging Division, working in the cookhouse and the bunkhouse. "I made good money that paid for my schooling," she recalled.

During her third year at the University of Victoria, she received a call that Kelsey Bay was looking for a full-time receptionist. She decided to take the job and complete her B.A. in Political Science online, which took three more years.

When the logging industry downsized and Kelsey Bay merged with two other divisions, Alisha's job was cut. She received a severance package and took the opportunity to travel to Mexico and Germany, France, Italy, Greece, and Turkey. Her next job until she had her son was a full-time Silviculture Clerk position at Western Forest Products.

Working part time, Alisha tries to organize her day so that she can be efficient and get lots done. Alisha's position involves a number of diverse tasks. These include maintaining employee personnel files and benefits, I.T. responsibilities such as handling computer and cell phone issues, website updates, and administering the agency's Facebook page. As a member of the Fundraising Committee, Alisha helped organize two galas and the KidStart Run. She wrote a humorous and widely read blog that chronicled the daily adventures faced by Terry Kratzmann and Shane Douglas during the 600 km run.

Having fun in the office has been a highlight for Alisha. Various pranks come to mind including a video of a wandering pair of scissors being held for ransom, the Name the Duck Contest, and the introduction of Philippe the Duck at Carol Harling-Bleeks' retirement party. "Little jokes we take way, way too far make work fun."

## Kirsten Hess



Kirsten Hess saw a newspaper posting for a job share Confidential Administration Assistant/Bookkeeper position at JHSNI in 2010 and was immediately interested. "My youngest daughter was in kindergarten at the time and I already had one part-time job, so this 15-hour position was exactly what I was looking for."

Kirsten was successful in obtaining the position. She shares the workload with Alisha McLain. They overlap two days a week and otherwise work independently of each other. "On the days when we're both in the office we can collaborate and that works well," said Kirsten.

Kirsten's tasks include payroll, accounts payable, and assisting JHSNI's Manager of Finance and Administration, Colleen Ross, with journal entries, budgets, financials, audit preparation, and website updates.

Kirsten grew up in Munich, Germany. She came to Canada as a nanny when she was 19 years old, and worked in Vancouver and Montreal for a few years. Kirsten then got her landed immigrant papers. She went to the University of Victoria and completed a B.A. in Economics.

"While I was doing that I realised I really enjoy working with numbers. That's when I decided to go into accounting."

Kirsten's first job out of university was with Coast Forest Management in Victoria as an Accounting Assistant. In 1996 the company moved Kirsten to Courtenay and she became their Accountant in that location. Kirsten met her husband, Dale, in 1999. She worked for Coast Forest full time until their first daughter, Terah, was born in 2002.

Kirsten went back to work for the company three days per week after her maternity leave. Their second daughter, Leah, was born in 2004. At that point Kirsten decided to stay home for a while. In the fall of 2005 she took on a part-time bookkeeping position at Forest Circle Daycare, working in the evenings after Dale returned home.

With her two daughters now 8 and 10 years old, Kirsten appreciates that JHSNI is a family friendly place to work.

"During the school year I work three shorter days so I can pick up my girls from school, and in the summer or other breaks I tend to work two longer days. I really appreciate the flexibility and I feel supported and understood when my kids are sick."

Kirsten also enjoys the teamwork atmosphere at JHSNI.

"When you run into problems in your work there is a good support system and you don't feel alone. I really value that."



The Grade 5 class at École Des Deux Mondes (EDM) is a KidStart Champion! (From left) Tara Jordan from JHSNI with EDM's grade 5 class, principal Joanne Crawford, and teacher Sarah Ferron. Tara is giving the class a profile of the child they are supporting to participate in KidStart.

"We wanted to help kids because we are kids ourselves," said a student in grade 5 at École Des Deux Mondes (EDM). EDM's grade 5 class donated \$345 from their 2012 Santa's Workshop fundraiser to KidStart. They raised the money by selling their used toys and books for \$2 apiece.

KidStart is a volunteer-based mentoring program that connects vulnerable children and youth ages 6-18 with positive adult role models in Campbell River and the Comox Valley.

Each child in KidStart has experiences that indicate their need for support. The loss of a family member, challenges at school, or stresses at home are all reasons that a child will be identified as needing a caring adult friend.

The grade 5 class qualified to become a Bronze KidStart Champion. Their donation is helping to support a local child to participate in the program. KidStart is funded solely by donations, grants, and gaming funds.

"It was important to our students to use the money to support a local child," said Joanne Crawford, EDM's Principal. The class received a profile containing non-identifying information about the child they are sponsoring and quotes from the child, family, and mentor.

"When I visited the class the kids were jumping up and down with excitement. They couldn't wait for their teacher to read the profile out loud so they could hear about the child they are sponsoring," said Tara Jordan from JHSNI.

JHSNI is inviting other groups and individuals to take part in its KidStart Champions fundraising campaign. Becoming a KidStart Champion is simple—you choose from three levels of

monthly sponsorship (Gold = \$100/month, Silver = \$50, Bronze = \$25). Gold covers the entire cost of a child's participation in KidStart. Donations are tax deductible.

### My Most Rewarding Volunteer Experience

"As someone who has volunteered for many years my involvement as a mentor to a 14-year-old girl has been my most rewarding volunteer experience. The connection I have with my mentee has grown tremendously," said Kristin\*, a Comox Valley KidStart mentor.

When Kristin first met Arishia\* in December 2011, she was extremely shy and overwhelmed with pre-teen stuff like friendships, self-image, and not feeling successful. Spending six hours together every Saturday, Kristin and Arishia packed in as many learning experiences as possible. These included sewing, hiking, baking, artwork, skating, travelling, piano lessons, and more.

"Soon Arishia started to chat away and openly shared her hopes and dreams. This was such a milestone in our relationship as I could dig deeper to provide her with more specific experiences that would help unfold her gifts. One gift in particular is her extraordinary ability to draw and paint. On the canvas she doesn't just convey an image, she creates a whole story. It comes alive with her brush strokes – such a brilliant way for her to express herself," said Kristin.

Kristin and Arishia took it a step further and enrolled Arishia in a community art class that she loved. "As a mentor the greatest reward is knowing that I not only support Arishia's personal growth and development, but with the unique KidStart model I can provide enriching opportunities that are tailor made to help her excel. What a privilege it is to spend time with this wondrous young woman," Kristin added.

For her part, Arishia has many good things to say about KidStart. "Before I had a mentor I was shy and I could not openly talk to anyone about how I felt. But that all changed when I met my mentor. She has opened so many opportunities for me. The words I have to say to the KidStart program are thank you for supporting me and my mentor to do all the amazing things that I had never done before."

\* Names have been changed.

### 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? Become a KidStart Champion!

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](http://www.jhsni.bc.ca/kidstartchampion.html)

## Headstart Buddy Program



This year teen boys in JHSNI's Headstart program have been participating in a buddy program with the Kindergarten/Grade 1 class at Ocean Grove Elementary School. The boys visit the classroom one morning every other week, an event that is eagerly anticipated by the young children. This partnership was developed by Headstart's teacher, Brent Larmour, and Ocean Grove Kindergarten/Grade 1 teacher, Laura Sewid.

The session begins with teacher Laura Sewid reading aloud a story that will interest the children and also ties in with Headstart's theme of the week, i.e. belonging. The themes are from the Circle of Courage®, which JHSNI's Full Time Attendance Programs (Headstart and Oasis) have adopted as their guiding philosophy. The Circle of Courage® is a model of youth empowerment supported by contemporary research, Aboriginal philosophies of child care, and the heritage of early youth work pioneers.

After the story, each of the Kindergarten/Grade 1 children is assigned a Headstart reading buddy. The little kids read to the Headstart boys or they do exercises together like looking for words starting with a particular letter. The Headstart boys then assist with running a gym class for the children.

Lane Litke, Headstart Youth Counsellor, said the youth really benefit from the experience. "There are so many therapeutic values that our guys get from this. It's a chance to go back to a school environment and be looked up to, they get to experience healthy play, and they have the opportunity to be role models and mentors."

Mark Tazumi is also a Youth Counsellor with Headstart. He added that building success into the program is a key goal. "It is great to see the youth feeling successful."

Ocean Grove students greatly enjoy the buddy program, as this thank you letter from a child attests: "Thank you for coming to our school to do gym time with us. It is special when you come to our school."

## Expressive Arts Group

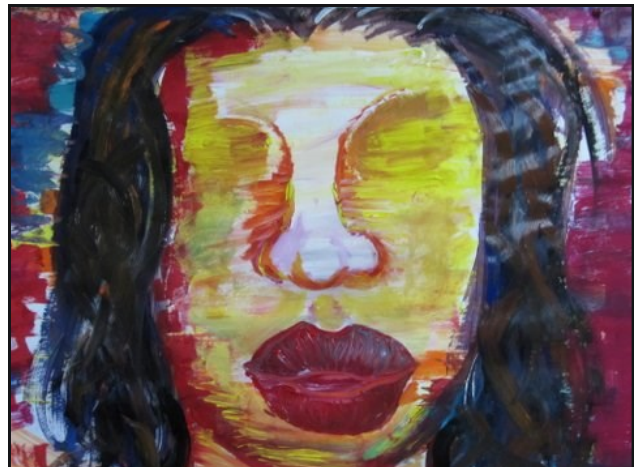
An Expressive Arts Group for teen girls has been meeting weekly in Courtenay this spring. The group is co-facilitated by Wendy Morin, JHSNI Youth and Family Substance Use Counsellor, and Lisa Kirk, Pure Process Art Instructor. Lisa has a background in psychiatric nursing and has been Artist in Residence for School District #71 for the past decade.

The Expressive Arts Group is partially funded by a grant from the Comox Valley Drug Strategy Committee. The goals of the group are to provide a healthy alternative to substance use, help participants develop competencies and resilience, focus on a variety of arts-based activities that are often not accessible to youth, and respond to youth requests for more opportunities for creative activities. Eight of the 12 sessions involve visual arts and writing, and are taking place at Lisa's studio. The other four sessions focus on poetry, spoken word, and theatre games, and are held at JHSNI's office in Courtenay.

Five adolescent girls committed to attending the sessions. The group has explored topics such as loss, mental health (depression, cutting, and anxiety), trauma, dealing with family conflict and stress, assertiveness, and friendships. The girls have painted, made special boxes and masks, and written poetry.

Each week, the group starts with a check-in and a shared snack. During the art activity there is no talking – this is a powerful time when the participants move deeply into the creative process. The group ends with a lengthy discussion about the day's activity, the process, and feelings and discussions that arose. "Sessions often finish with a sense of hope and clarity," said Wendy.

When asked what part of the group has been the most helpful and why, one participant replied, "I found being open with the girls here and trusting them was the most helpful."



Painting by Expressive Arts Group participant  
Mary Anna Eddy, age 14.



RLife team members Ben Badgero and Jeanna Glendinning working on sound recordings for online learning modules.

Through winding highways and forests of trees hundreds of years old, RLife is spreading the wisdom of resiliency and opening people's minds to positive ways to live. Starting in January 2013 this phase of the project has made various contributions to its main goal: providing people with the underpinnings of resilience and giving them tools to strengthen their resilient abilities, so that they are better able to navigate difficulties in life.

RLife, funded by the Community Action Initiative (CAI), is the follow-up project to Imagine Campbell River, which concluded in November 2012. JHSNI was fortunate to receive a second CAI grant to expand our work on resiliency. As the team members continue to immerse themselves in the program, the importance of resilience and the simple applications of becoming resilient-minded has become an inspiration. "I didn't expect to learn so much", said RLife team member Carly Papagiannis. "I feel humbled."

### Feedback from RLife workshops:

*"A wonderful learning experience. Many great strategies to use in class."*

- Workshop Participant/Teacher

*"Great, humorous, fun, and interactive."*

- Workshop Participant

*"The workshop brought some things out that I can work on to help me in the future. Thank you for coming. Keep on doing what you're doing because you probably helped change my life, and others would benefit from this also."*

- Workshop Participant

It may seem simple, but the effects of these applications can be profound. Understanding the concepts of resilience makes people less likely to experience the emotional chaos that comes with stressful times, and makes us less likely to engage in negative coping behaviour, which in turn reduces the risk of experiencing mental health problems or engaging in problematic substance use. A resilient mindset increases the likelihood of experiencing wellbeing.

"I see it in everything we do," said team member Jeanna Glendinning. In the process of familiarizing themselves with the material, RLife team members each had something to learn: "The information is useful for everyone, all the time," says RLife team member Erica Benson. "I can't help but see resilient qualities popping up everywhere! At one point I found myself using some of the techniques that we teach, and it really helped when stressful things were happening." Carly Papagiannis notes: "Now that I've seen it working in myself, I find I can really help other people use these concepts too – in everyday settings. I think we all see how much potential value the program has, and I think we're all pretty excited."

The original resiliency curriculum developed during Imagine Campbell River has been revised and updated. Now, for example, the material provides a more concrete example of how trauma and culture relate to resilience. The workshop presentations have developed to include more media and interaction for more effective learning. The four young team members have revamped the project's overall look: name, logo, website, posters, and redesigned resource materials. An online presence has also been a focus, including an ezine, Facebook, Tumblr, Twitter, and a blog.

RLife information will soon be accessible to everyone, becoming a sustainable online resource. A new website is nearing completion and will contain a wealth of resources (old and new), updated workshop materials, online training, and links to a new blog and ezine.

The online learning modules have been created by combining various aspects of the in-person workshop and written curriculum. The online training is designed to be interactive and accessible. Games and short videos have been built into the modules in an effort help participants develop a connection to the ideas about resilience. The training modules can also be used on iPads and other handheld tablets. The project also plans on arranging webinars for those who are unable to attend workshops in person.

During this portion of the project RLife has trained more than 250 people using a 'train the trainer' model. The project has been maintaining its goal of promoting a common language and exploring resilient practices across BC: Gold River, Ucluelet, Victoria, Kamloops, and Richmond are just some of the areas the team members have travelled to. Before summer arrives the RLife team will deliver workshops as part

## Spirit of John Howard Award

of Ahousaht's Wellness Day, continue with work begun in Nanaimo Correctional Centre, and present a local workshop in Campbell River. The facilitators have really enjoyed the places they've travelled and all they've learned from each workshop they do. Find out more at: [www.rlifeproject.ca](http://www.rlifeproject.ca)



(L-R) RLife team members Erica Benson, Jeanna Glendinning, and Carly Papagiannis giving a workshop.

## Spirit of John Howard Award

The Spirit of John Howard Award is presented at the Society's annual general meeting. In 2012 the award recognized two recipients whose commitment and vision played a huge role in making JHSNI the vibrant and well-respected agency it is today: retired Executive Director Paul Barnett and retired Assistant Executive Director Carol Harling-Bleeks.

Paul was hired by The John Howard Society of North Island as a Project Manager in 1979 and became the Executive Director in 1981. Carol was hired in 1982 to facilitate a Community Work Service program for adults. She also ran a diversion contract. Paul was supervising parolees in Campbell River, Courtenay, the Islands, Powell River, and Port Hardy. The only other employee at the time was a half-time Receptionist/Bookkeeper. The three employees worked out of a small Campbell River office, and, as Carol and Paul often say somewhat fondly when looking back on those early days, "we weren't very busy."

That was soon to change. Under the direction of Paul and Carol, with the support of the board, JHSNI began to expand and take on more programming and facilities. Two decades of growth later, in the year 2000, the Society had 104 staff and contractors, 34 core programs and services, and more than 1,650 clients served. The strong relationships that Paul and Carol forged with funders including MCFD, VIHA, Forensic Psychiatric Services Society,

and the school districts were essential to the success and growth of the agency.

By the time Paul retired in June 2007, he and Carol had led the organization through a period of tremendous growth and diversification. Their work had touched the lives of many on the North Island, as well as further afield. Shortly after his retirement, Paul received the Jim MacLatchie Memorial Award, a national John Howard Society award given for exceptional contributions to the field of community corrections. Carol retired at the end of 2011.

It was clear through all their years working together that Carol and Paul had a joint vision. They consulted with each other, supported each other, and brought different strengths to their work. In short, they were an incredible team. We know that The John Howard Society of North Island would not be what it is today without their commitment and vision. They both represent the true spirit of John Howard.

Thank you, Paul and Carol, for all that you have done for The John Howard Society of North Island!



Wendy Richardson (L) presenting the Spirit of John Howard Award to Carol Harling-Bleeks and Paul Barnett.

### Comments from Clients:

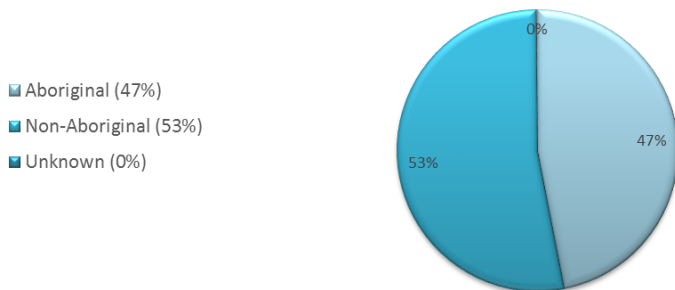
*"Thank you for everything you've done. This program is excellent. You have given us back our boy."* - Parent of a Youth in FTAP

*"I learned how to relax when I'm stressed and how to get things off my chest as well as to explore my mind."*  
- Youth in the Quiet Moments Group

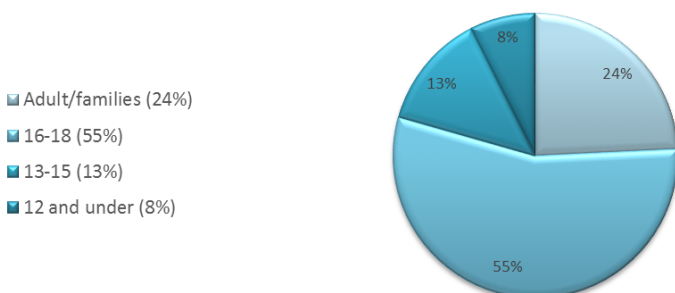
*"You really helped me and my family more than words can explain. Thank you so much!"*  
- Youth/Parent Mediation Client

# Youth and Family Programs

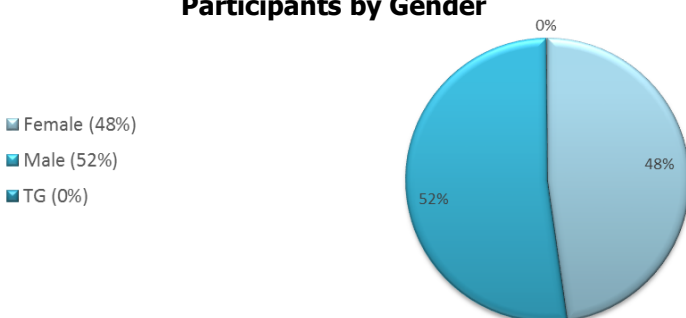
## Aboriginal/Non-Aboriginal Participants



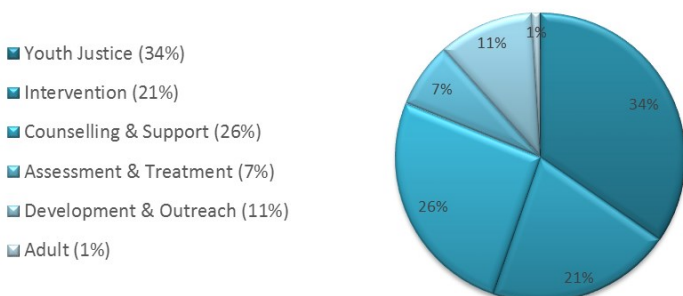
## Participants by Age



## Participants by Gender



## Service Utilization



## Assessment and Treatment

### Youth Forensic Psychiatric Services

**18** Comprehensive Psychological/Psychiatric assessments as ordered by the courts and **14** Psychological/Psychiatric assessments for Youth Probation Officers were completed. **32** court and non-court ordered youth and their families received treatment.

## Counselling and Support

### Behavioural Consultants to Caregivers

**75** foster parents referred by the Ministry of Children and Family Development were supported in Campbell River and the Comox Valley. One social worker commented ". . . excellent service. I have learned a great deal from the consultant. I appreciate her knowledge and professionalism."

### Youth/Parent Mediation

**90** youth and families received counselling from the program this past year. Numerous others received brief support from the program about issues they were experiencing. Of the families submitting feedback, **100%** of youth and **72%** of parents felt the reason they came for service had improved. One youth commented, "She was amazing to work with, she made the atmosphere very comfortable." A mother noted, "The counsellor made it easy for communication to happen. My son is doing a lot better."

## Independent Living

**50** youth received support as clients of the program this year, and numerous others contacted us to get information or brief support. **93%** of the clients were able to secure financial support. Of the youth submitting feedback, **100%** reported they were happy with the service they received, and felt their life skills related to living on their own had improved. **89%** reported their housing situation had improved. Youth comments included, "Keep doing what you're doing" and "Accommodation was found quickly and professionally – very satisfied!"

## Barnett House Transitional Youth Housing

**16** youth who were in need of transitional housing stayed at Barnett House this past year. The average stay was five months and **94%** of the youth were happy with the support they received. This client group has numerous barriers to achieving success, but **80%** of the youth kept up with their school during their stay.

## 180 Degrees Detox and Supportive Residential

**8** youth developed an individualized treatment plan to withdraw from drugs and alcohol. **90%** completed the program. **9** youth were supported in the recovery process and **58%** completed supportive residential. **100%** of the youth reported an increase in their physical and emotional health.

## Youth and Family Substance Use Services

**137** young people received one-to-one counselling and numerous others participated in group sessions with our counsellors. Of the youth providing feedback, **96%** reported their substance use had decreased and **38%** reported they were no longer using substances. **77%** of the youth reported a reduction in high risk behaviour, less conflict with their family, and improved emotional health.

## Youth and Family Counsellor

**31** young people received counselling for the first time in Gold River and Tahsis. This new program also collaborated on both a girls' group and a boys' group that focused on coping skills. Of the youth and parents providing feedback, **100%** were happy with the quality of service they received. **100%** of the youth reported improved coping skills to deal with day-to-day life, and **80%** reported an improvement in their presenting concern. One mother commented, "I'm so pleased with what the counsellor has done for my daughter and me." A youth noted, "She has helped me come so far. I know she accepts me, so I don't have to be scared to speak my mind and be myself. In turn, that makes me learn to accept myself."

## Collaborative Planning

**64** members of families shared in the decision-making and plan development process for families receiving child welfare services. **100%** were happy with how their meeting went, and **92%** felt the process was respectful and that they were involved in decision making. Families' comments include: "Thank you for believing in our families" and "Great way for families to intervene in children's lives."

## Development and Outreach

### School-Based Alcohol and Drug Early Intervention and Indicated Prevention

**27** school-based youth were provided alcohol and drug prevention/intervention. This program was restructured during the last half of the year to provide support to School District #71 with a focus on enhancing capacity within the district to address substance use in youth.

### Youth Outreach Support

**647** connections were made with disenfranchised youth and their families requiring assistance with high risk behaviour. **1,203** youth received information or participated in group activities related to positive relationships, strategies to cope with stress, and healthy choices.

## Intervention

### Child and Youth Mental Health Outreach

**13** families whose children and youth were identified as "high risk" were provided with intensive intervention strategies through interagency coordination. **100%** reported an increase in their parenting skills and capacity, and **100%** indicated an increase in positive family interactions.

## KidStart

**64** mentees were matched with mentors who volunteered **6,942** hours to provide positive role modeling for children and youth ages 6-18 through recreationally-based friendships. **80%** of mentees and their families noted improved academics. **89%** noted improved self-esteem and **92%** were happy with their KidStart experience. **100%** of mentors were happy with the support they received from the volunteer coordinator. One mother commented, "Such a positive change in my daughter."

## Youth Justice

### Intensive Support and Supervision

**74** youth referred by probation received support and supervision in developing healthy functioning in education, work, family, and community settings. **87%** reported that their situation was better or much better.

### Headstart Boys Program and Oasis Girls Program

**23** youth participated in alternative to custody programs for male and female youth ages 14-18. Youth in the program resided with **13** caregiver families who provided positive supportive homes. **100%** of the youth who provided feedback indicated that they had benefited from attending the program. **92%** of the youth completed Headstart and **58%** completed Oasis.

### 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.

### Youth Criminal Justice Act Family Support

**10** youth and families referred by local Youth Probation Officers received support and counselling. Youth reported achieving their goals in areas of family relationships, school, life skills, and employment.

## Adult Programs

### Adult Outreach Support

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

### Adult Forensic Outreach

**14** mentally disordered offenders and those found not criminally responsible were provided outreach support. This program was offered in Campbell River and the Comox Valley.

## Other Services

### Intake

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

# Other Programs, Elders' Council Welcome

## 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 grants.

- Delaware Youth Internet Café (drop-in five days/week)
- Presentations for schools and community groups
- Campbell River Community Services Directory
- Youth for Seniors
- Youth Art Project, sponsored by Campbell River Arts Council
- Oasis Recycling Program, funded by Strathcona R.D.
- Sexual Exploitation Awareness workshops
- Groups at Robron Centre - Quiet Moments, It's a Girl Thing, Seeking Safety
- Harm Reduction Training for Peer Educators (1-2-1) - AIDS Vancouver Is. (AVI), JHSNI, & Glacier View Alternate School
- YSUP (Wha'Sup): Alternative to Alcohol & Drug Suspension Pilot Project – School District #71 & JHSNI
- Music Fest – Youth Outreach
- Peer Support Program – JHSNI, Vanier School, and Courtenay Community Drug Strategy Committee (CCDSC)
- Substance Use Prevention Group (Grades 6 & 7) at elementary schools – partnership between École Puntledge Park, Aspen, and Queensh Elementary Schools, JHSNI, and CCDSC
- Oyster River Trail maintenance, funded by Strathcona R.D.
- Kids Only Christmas Shopping Event
- Imagine Campbell River
- RLife
- Resilient Youth Project
- Spoken Word event featuring Zaccheus Jackson with SD #72
- First Nations Elders' Council Welcome Ceremony
- Headstart Reading Buddy Program with SD #72
- Oasis Beech Street parking lot clean-up
- Headstart Culinary Skills Program with chef Kathryn Guenette
- Maternity Care Home Program - MCFD, JHSNI, Safe Babies
- Expressive Arts Group for Girls - JHSNI and CCDSC
- CASEY: school-based awareness during Stop Sexual Exploitation Week - Safety Planning, JHSNI, Comox Valley Family Services, RCMP, and CCDSC
- Healthy Choices Day - Mark R. Isfeld Secondary School, G.P. Vanier Secondary School, and CCDSC
- Comox Valley Aboriginal Culture Mini Series
- Vancouver Island Caregiver Support Worker Network

## Thanks to our Funders

JHSNI greatly appreciates the support of our funders:

- Ministry of Children and Family Development
- Vancouver Island Health Authority
- BC Mental Health & Addiction Services
- Donations and grants – foundations, private, and corporate
- Province of BC - Gaming
- Community Living BC
- Fundraising initiatives

## Elder's Council Welcome Ceremony



(L-R) JHSNI First Nations Elders' Council members August Johnson, Darren Blaney, Dan Billy, Alberta Billy, Mary Everson, and David Somerville. Absent: James Quatell.

On April 11, 2013, JHSNI formally welcomed its First Nations Elders' Council in a celebration held at our Beech Street program space. Alberta Billy opened the event with a traditional prayer. Dana Roberts from the Campbell River Indian Band welcomed everyone to the Wei Wai Kum territory. David Somerville, assisted by Alberta and Dan Billy, performed a cleansing ceremony. Sean Decaire drummed and sang. Many people spoke eloquently and from the heart about the value of culture in our work with youth. Speakers included Executive Director Wendy Richardson, Past Board President Lois Liesch, long time staff member Kerry Hammell, former staff member Wedlidi Speck, and Elders' Council members David Somerville, Mary Everson, Alberta Billy, Dan Billy, Darren Blaney, and August Johnson. Staff member Thanh Tazumi and a youth presented gifts to the Elders. Mary Everson gave a prayer in gratitude for lunch. Thank you, Elders, for your commitment to JHSNI youth!



David Somerville, Alberta Billy, and Dan Billy performing a cleansing ceremony at the welcome event.



## Henriette and Rob Beauchamp



Henriette and Rob Beauchamp were encouraged to become caregivers by their friends Norm and Jane Herbin, who also provide a family care home for JHSNI youth. Rob and Henriette began doing respite care for boys in Headstart Full Time Attendance Program (FTAP) in

July 2011 and have since switched to providing respite, short-term, and long-term placements for girls in Oasis FTAP.

"We look on this as an opportunity to provide a safe and caring home for youth who might not have been raised in that kind of environment. It was, and is, our hope to try and model a home environment and lifestyle where love, respect, and peaceful surroundings are the norm," said Rob.

Before retiring, Rob spent 28 years working for the Government of Canada as an Employment Counsellor and Employment Unit Supervisor. Prior to that, he spent time as a Loans Officer in a Canadian bank and several years as a Commercial Aircraft Pilot.

Henriette has spent the last 42 years working for the Bank of Nova Scotia as a Client Service Representative and Supervisor. She is semi-retired and works on call with the bank. The couple usually takes approximately three weeks off between long-term caregiving placements.

Both draw on the experience they gained raising children as well as their people skills when it comes to working with the youth. "This is a 24/7 job and you need to be present for these youth and care for them exactly as you would for your own children. As with your own children, there will be difficult times and good times. We try to make a difference in their lives by showing them love and respect," said Rob.

Henriette and Rob strive to create a welcoming environment for the youth. "We tell them to help themselves from the fridge, we include them in our social activities, we share our family news with them, and we watch t.v. together," said Henriette.

"MTV doesn't do anything for me, but I watch quite a bit of it with the youth," laughed Rob.

Collaboration with JHSNI staff is an integral part of the work. "The staff members are very inclusive and the work partnership is fantastic," Rob observed.

Rob and Henriette try to take advantage of all the training sessions offered to JHSNI caregivers, as they find them very useful.

## Leah and Mike Horner



Leah and Mike Horner were drawn to caregiving for JHSNI because they wanted to provide a good home for youth. They began in 2009 and have opened their home to clients in the Full Time Attendance Program (FTAP) and 180 Degrees Detox and

Supportive Residential Program. Mike and Leah started by doing respite and are now a full-time care home for 180 Degrees.

Both Mike and Leah had previous life experiences that helped spark their interest in caregiving. When Mike was growing up his family took in those in need. Leah's employment has always involved working with the public and she has a family member who was involved in the foster system.

Youth staying in Mike and Leah's home have many activities available to them, including playing games, going on family outings, bowling, walking, going out for coffee, making crafts, woodworking, camping, cooking, and learning about budgeting.

For Leah and Mike, one of the highlights of caregiving is providing young people with a safe home when they may not have had that available to them previously. "We try to give them an opportunity to see that there is another way of life possible for them," said Leah.

Witnessing youth succeed in turning their lives around is another highlight. "Some of the youth keep in touch with us, as we advise that they can call us after they leave the program if they choose," she said.

Challenges can come up when the youth are not accustomed to rules such as curfews, call-ins for whereabouts, and doing household chores and homework. "We do our best to discuss and explain to the youth the importance of such things, and try to work with them and any concerns or triggers they may have," said Leah.

Asked what advice she would like to pass on to others who are considering caregiving, Leah said you need to try to be encouraging and sensitive to any known triggers the youth may have. "Be prepared to get involved and care for the youth as you might your own children, but learn to understand that we can only do so much and the youth will choose their own path."

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

JHSNI is very grateful to our KidStart Champions. Champions are individuals, businesses, service clubs, and other groups who 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. Gold: Willow Point Lions Club, Chan Nowosad Boates Chartered Accountants staff team, Campbell River Lions Club, Fraternal Order of Eagles #3097 Ladies Auxiliary, Marco Investments, McElhanney Consulting Services, Canadian Federation of University Women, Tanya Poulin & Lynsey Solberg, Wendy Richardson, Colleen Ross, Leanne McIntee, Shawn Goodall, and an Anonymous Group. Silver: Florence & Ross Robertson, Alan Storr, and Lori McKeown. Bronze: RBC/Peter Phillips, École Des Deux Mondes, Karen Lakberg, Bud McKeown, Colleen Baerg, Dr. Kerry Baerg, Gérard Choquette, Mary Catherine Williams, Tanya Storr, and an Anonymous Group. This year the KidStart Champions Initiative raised **\$19,800**, more than twice as much as last year.



Campbell River KidStart Coordinator Leanne McIntee (L) receives a \$1,370 cheque from Tanya Poulin and Lynsey Solberg. Tanya and Lynsey raised enough donations in pledges for their participation in the 2013 Mud Run Ride for a KidStart Gold Champion sponsorship. Their efforts were in memory of community member Cassie Safruk.

JHSNI is grateful to the donors who contributed a total of **\$225** to KidStart in memory of much loved JHSNI staff member Helen Farrell, our receptionist at the Admin Office for 16 years. Altrusa International of Campbell River gave **\$750** to KidStart. Chances Playtime Gaming in Courtenay donated **\$500** to KidStart. Unity Comox Valley gave KidStart **\$200**. JHSNI received several other individual donations for KidStart at Christmas and throughout the year.

JHSNI's Employee Giving Program, which allows employees to donate via a payroll deduction, raised **\$3,587**. These funds went to KidStart and the Youth Enhancement Fund. The Youth Enhancement Fund pays for special expenses for youth that are not covered by other funding. This year the fund provided supports for **15** youth, including work clothing and boots, first aid course tuition, travel expenses to attend treatment, music lessons, and a refurbished saxophone.



(L-R) Dustin Parker (Courtenay Sears owner) and staff Lisa Parker, Debbie Alexander, & Hugh Lacey formed an assembly line to wrap Wish Tree gifts for kids in JHSNI programs.

The Sears stores in Campbell River and Courtenay each put up a Tree of Wishes that gave customers the opportunity to purchase Christmas gifts for children and youth in KidStart and other JHSNI programs. This was the second year for the Tree of Wishes in Campbell River and **117** wishes were answered by the community. Pallan Timber gave **\$200** to this initiative. The Tree of Wishes was on display for the first time in Courtenay and **42** children had their wishes come true.

Thanks to Quinsam Coal United Steel Workers Local #9347, **five** youth living in Barnett House were thrilled to receive gifts at Christmas. JHSNI staff supported the 7th annual Kids Only Christmas Shopping Event in Campbell River. Thanks to local businesses and community members donating more than **\$5,000** worth of toys and gifts, **60+** kids in care were able to choose gifts for the people in their lives. BC Liquor Store, Campbell River, donated **30** teddy bears that were given to children and youth. Margaret Spencer and friends in Nanaimo once again prepared thoughtful gift bags for youth in the Intensive Support and Supervision Program.

Larry and Peggy Cagna gave **\$500** to the Kevin Cagna Memorial Fund. Barnett House benefitted from **\$225** in donations made in memory of Campbell River foster parent Cheryl Mandseth.

# Community Donations and Grants

Campbell River and Comox Valley youth programs received a number of donations from family members who appreciated the service that their youth received. One of these was a **\$300** Christmas donation from the grandparents of a youth who successfully completed 180 Degrees Detox and Supportive Residential.

Delaware Youth Internet Café continues to receive wonderful community support. Real Canadian Superstore gave **\$30/week** worth of groceries. Healthyway Natural Foods contributed produce, granola bars, cereal, and other breakfast related items on a regular basis. Fitness Etc. gave protein powder for healthy breakfast shakes. Warehouse One – The Jean Store, Classy Katz Consignment, and New-2-U Consignment donated clothing. Bikram Yoga Campbell River gave free hot yoga classes to youth in Delaware and other JHSNI programs. Stereo Fitness donated free fitness classes. Caprice 5 Showcase Cinemas gave free movie admissions. Delaware's holiday dinners at Christmas and Easter were made possible by donations from regular donors as well as Pat Root, Steiner Bakery, and JHSNI staff members. A spa and sushi night that **14** girls attended at Delaware received donations from Save On Foods, Shoppers Drug Mart, and Shari at Tangles (free haircuts). Campbell River Boxing Club and Crystal Lanes Bowling Alley give discounts on admissions.

Youth for Seniors benefitted from several donations from community members. These donations helped pay for wages for youth participating in the project.

The Comox Valley Women's Fastball League donated **20** yoga mats to JHSNI's youth programs in Courtenay. 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. Intersport gave discounts on shoes for youth in need. Seymour Pacific Developments gave JHSNI a laptop and other computer equipment, and Paul Barnett and Shelly Hollingshead donated a laptop and screen. Dave Brown gave a mountain bike to our Campbell River youth programs. Sea Beyond Adventures and Campbell River Whale Watching donated free excursions to FTAP youth. Scotty Wallace provided professional dog walking work experience. Cam Bolton and several others supported FTAP's weekly trail riding sessions by providing expertise and loaning equipment, including bikes and even a pick-up truck.

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 free of charge.

Thank you to the many individuals, businesses, and groups who made donations of cash, goods, admissions, and discounts to support programs at JHSNI. You help make the lives of our clients brighter!

## Grants



(L-R) Tara Jordan and Steve Ayers from JHSNI receive a \$10,000 cheque for KidStart from Cheryl Hildebrand, Matthijs Bruining, and Peter Phillips at RBC.

JHSNI's KidStart Mentoring Program depends entirely on donations, grants, and fundraising. KidStart received a number of grants this year. The Province of BC's Gaming Policy and Enforcement Branch approved a **\$45,000** Community Gaming Grant. RBC Foundation gave **\$10,000**. United Way Central & Northern Vancouver Island donated **\$5,000**. The Allen and Loreen Vandekerkhove Foundation also gave **\$5,000**.

The Children's Health Foundation of Vancouver Island (formerly the Queen Alexandra Foundation for Children) renewed its support for JHSNI's Delaware Youth Internet Café with a **\$26,800** grant that will keep the project running for another year. ParticipACTION Teen Challenge contributed a **\$445** grant to Delaware that is helping to fund recreational activities.

The Community Action Initiative (CAI) gave a **\$197,000** grant to JHSNI to fund RLife, the follow-up project to Imagine Campbell River. The First Nations Health Authority (FNHA) provided a **\$15,000** grant for our Resilient Youth Project.

Major technological upgrades at JHSNI this year were made possible by corporate donors. Microsoft donated software with a value of **\$27,360** (Windows Server 2012 and Microsoft Exchange Server 2013). Cisco Canada gave Ethernet switches valued at **\$15,000**. Adobe contributed four Acrobat software packages valued at **\$1,800**.

Service Canada approved JHSNI for a **\$3460** Canada Summer Jobs Grant. The funding is to support a summer student to coordinate Youth for Seniors in 2013.

The Courtenay Drug Strategy Committee provided **\$500** to JHSNI & CASEY Comox Valley for a school-based awareness campaign during Stop Sexual Exploitation week. The committee also gave **\$500** to JHSNI's Youth & Family Substance Use Program to support the Expressive Arts Group for Girls.

# Successes

## Youth for Seniors

*"I had the pleasure of working in my yard with two staff and three youth. Thank you! You make a difference."*  
- a Campbell River senior

Youth for Seniors is a free "odd job" service offered by JHSNI for seniors who are in need of assistance with household chores but can't afford to hire someone. These jobs are completed by youth who are looking to gain valuable work experience and employment skills. The youth are supervised by a JHSNI staff member and are paid an hourly wage for their work. They perform tasks such as yard work, light housekeeping, cleaning cars, and other odd jobs.

Since we launched Youth for Seniors in 2009, **122** youth involved in the project have provided **986** hours of support to **156** seniors in the Campbell River area. The gap between youth and seniors in the community can be wide. This separation can be even greater for vulnerable youth, who have much to gain from positive interactions with elders but typically do not have the opportunities to interact. Youth for Seniors brings these two groups together in a win-win situation for both the youth and the seniors. The youth are rewarded by praise from the seniors and the seniors are appreciative of the much needed help. The youth take time to interact and show compassion for the seniors in their community. Several seniors stated that this service allows them to stay in their homes. Another benefit is that the youth receive paid work experience in a challenging job market.

One senior commented in 2012, "This is a great service for seniors who are unable to do the work themselves. Also, it's an excellent learning tool for the students for their futures."

This summer Youth for Seniors is supported by Service Canada – Canada Summer Jobs and generous donations from members of the community.



A senior receiving help from a youth in summer 2012.

## Diversity Leadership Award



Rachel Blaney (L) and Matthijs Bruining (R) present the Diversity Leadership Award to Wendy Richardson, Kathi Camilleri, Thanh Tazumi, and Sarah Badgero from JHSNI

JHSNI won the Campbell River Chamber of Commerce's 2012 Diversity Leadership Award. Kathi Camilleri, Wendy Richardson, Thanh Tazumi, and Sarah Badgero received the award on behalf of the agency at the Chamber's Businesses of Distinction Award Night on September 22.

JHSNI's Cultural Responsiveness Committee (CRC) has been focusing on a number of initiatives to promote diversity and inclusion in the agency. These have included agency-wide staff training, lunch n' learn sessions with Elders from local First Nations, and planning the welcome ceremony for the Elders' Council.

## Crime Prevention Award

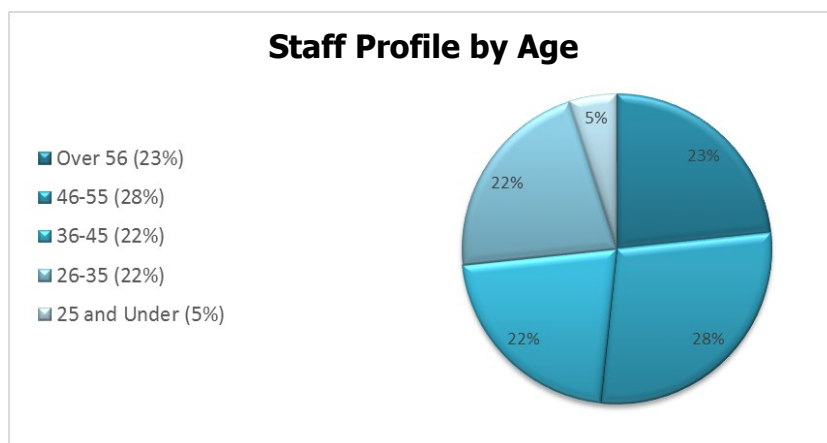
In November 2012 JHSNI's board and staff were thrilled to learn that the agency had won another award, this time from BC's Ministry of Justice. JHSNI won the Crime Prevention & Community Safety Award in the Community Group/Organization category. RCMP Corporal Gus Papagiannis nominated JHSNI, highlighting two of the agency's prevention programs: KidStart and Delaware Youth Internet Café.

Colleen Ross, JHSNI's Manager of Finance and Administration, accepted the award on behalf of the agency from Minister of Justice and Attorney General, Shirley Bond (see photo on front cover). The ceremony took place on November 2 at the annual BC Crime Prevention Association Training Symposium in Burnaby. KidStart and Delaware do not receive core government funding and depend on grants, donations, and fundraising to operate. The award demonstrates that these programs are of great value in terms of community safety and crime prevention.

## 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	C-Ann Deraiche	Sarah Jarvinen	Carly Papagiannis
Kristy Almond	Ryan Derry	Tara Jordan	Angie Prescott
Steve Ayers	Erin Dusdal	Peter Kinskofer	Paula Purcell
Ben Badgero	Jenn Errico	Rosita Kitto	Lorraine Redpath
Sarah Badgero	Nici Ethelston	Guy Larkin	Wendy Richardson
Elizabeth Barry	Joanna Foster	Carolyn Larson	Colleen Ross
Mylah Beckton	Bonnie Fulton	John Leevers	Mark Ross
Chris Bennett	Jen Furst	Lane Litke	Colleen Salter
Erica Benson	Breanne Garnall	Kathy McCabe	Louise Scott
Miranda Blomquist	Sharon Geoghegan	Leanne McIntee	Leigh Simms
Chris Bouey	Michelle Giles	Lori McKeown	Mel Stangeland
Sherry Breckon	Kelly Glass	Nicole McKeown	Tanya Storr
G�rard Choquette	Jeanna Glendinning	Alisha McLain	Mark Tazumi
Laurie Clarke	Debbie Grant	Natalie Meredith	Thanh Tazumi
Heather Cowper	Rory Grogan	Tricia Murphy	Wendy Thurlborn
Linda Craig	Kerry Hammell	Vicki Luckman	Althea Vermaas
Kelsey Creviston	Gary Hartford	Lataisha Maynard	Godfrey Wearne
Sarah Curts	Kirsten Hess	Velma Mockett	Mary Catherine Williams
Diane Daigle	Judith Hayes	Wendy Morin	Richard Williams
Barrie Davidson	Angela Hicke	Russell Mowatt	
Sarah Davidson	Laura Honey	Tricia Murphy	
Sean Decaire	Margot Janz	Lisa Nightingale	



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

Courtenay Community Programs hosted one practicum student from North Island College during the 2012-2013 year. This was a Human Services program placement during May-June 2012. The student completed 240 hours of practicum experience. Campbell River Community Programs provided a three-month co-op placement for a student from Timberline Secondary. The student updated the Campbell River Community Directory and helped with the Imagine Campbell River project. A practicum student from NIC's Human Services program completed 90 hours with Delaware Youth Internet Caf  and Imagine

Campbell River. Imagine Campbell River also received 90 hours of help from a practicum student from Quest University Canada. This student created interview questions and ran one-to-one follow-up evaluative interviews with youth, created and led a youth focus group, initiated conversations and meetings with local Elders, attended community events, organized a community event, and created a video with youth about resilient qualities and their application. JHSNI greatly appreciates the contribution practicum students make to our services.

## MOELLER & COMPANY

### CHARTERED ACCOUNTANTS

590 Eleventh Avenue  
Campbell River, B.C. V9W 4G4  
Telephone • 250 • 286-0631  
Fax • 250 • 286-3845  
Toll Free 1-800-663-4044  
E-mail • kent@moellerandcompany.ca

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

#### INDEPENDENT AUDITORS' REPORT

To the Directors of The John Howard Society of North Island

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, 2013 and the statements of revenues and expenditures, 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 Accounting Standards for Not-for-Profit Organizations, 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.

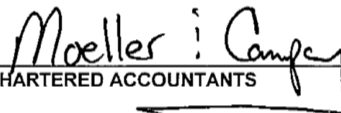
#### Opinion

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, 2013 and the results of its operations and its cash flows for the year then ended in accordance with Canadian Accounting Standards for Not-for-Profit Organizations.

#### Comparative Information

Without modifying our opinion, we draw attention to Note 1 to the financial statements which describes that The John Howard Society of North Island adopted Canadian Accounting Standards for Not-for-Profit Organizations on March 31, 2012 with a transition date of April 1, 2011. These standards were applied retrospectively by management to the comparative information in these financial statements, including the statements of financial position as at March 31, 2012 and April 1, 2011 and the statements of revenues and expenditures, changes in net assets and cash flows for the year ended March 31, 2012 and related disclosures. We were not engaged to report on the restated comparative information, and as such, it is unaudited.

Campbell River, British Columbia  
May 29, 2013

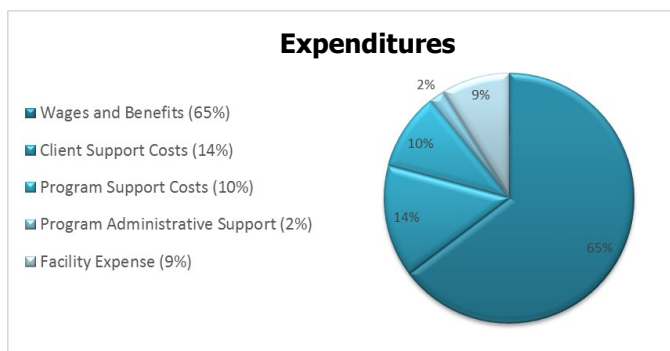
  
CHARTERED ACCOUNTANTS

## STATEMENT OF FINANCIAL POSITION

MARCH 31, 2013

	<u>2013</u>	<u>2012</u>
	\$	\$
<b>ASSETS</b>		
Current Assets		
Cash	835,514	816,462
Cash - restricted	210,499	218,905
Accounts receivable	52,161	35,087
Prepaid expenses	16,285	16,098
	<u>1,114,459</u>	<u>1,086,552</u>
Investments	2,900	2,900
Property And Equipment	691,077	655,791
	<u>1,808,436</u>	<u>1,745,243</u>
<b>LIABILITIES</b>		
Current Liabilities		
Accounts payable	110,261	97,569
Wages and benefits payable	126,472	132,084
Deferred revenue	---	55,533
	<u>236,733</u>	<u>285,186</u>
<b>NET ASSETS</b>		
Equity In Property and Equipment	691,077	655,791
Externally Restricted	175,122	178,772
Internally Restricted	35,377	40,133
Unrestricted	670,127	585,361
	<u>1,571,703</u>	<u>1,460,057</u>
	<u>1,808,436</u>	<u>1,745,243</u>

Audited financial statements are available on request.



## STATEMENT OF OPERATIONS

YEAR ENDED MARCH 31, 2013

	<u>2013</u>	<u>2012</u>
	\$	\$
<b>Expenditure</b>		
Wages And Benefits		
Wages	2,157,671	2,136,545
Benefits	576,748	550,680
Client Support Costs		
Client activities	26,006	25,119
Family payments	458,868	406,779
Supplies and program materials	127,785	119,765
Program Support		
Contract fees	200,794	183,301
Telephone	43,663	40,448
Training and development	27,918	33,023
Travel and accommodation	111,760	91,256
Unrecoverable Goods and Services Tax	38,449	32,035
Program Administrative Support		
Advertising	5,933	13,903
Community relations	6,069	2,890
Insurance	10,967	13,594
Interest and bank charges	66	113
Office supplies, small equipment and postage	40,243	41,044
Professional fees	21,972	15,309
Facility Expense		
Amortization	91,986	69,745
Loss on disposal of property and equipment	1,363	2,889
Maintenance and repairs	31,407	23,870
Rent	226,684	228,187
Utilities	19,545	16,409
	<u>4,225,897</u>	<u>4,046,904</u>
<b>Funding</b>		
Ministry of Children & Family Development	3,048,237	3,031,352
Ministry of Children & Family Development - unearned	(70,300)	(120,000)
Vancouver Island Health Authority	711,392	692,642
Rent	41,977	12,960
Ministry of Health	12,873	60,766
Miscellaneous	257,872	185,465
Community Living BC	147,241	61,989
Donations and fundraising	112,346	118,082
Gaming proceeds	48,150	66,200
Ministry of Human Resources	27,755	---
	<u>4,337,543</u>	<u>4,109,456</u>
<b>Excess of Revenue Over Expenditure</b>	<u><b>111,646</b></u>	<u><b>62,552</b></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 10<sup>th</sup> Avenue  
Campbell River, BC V9W 4E3

You may also donate through our website: [www.jhsni.bc.ca](http://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  
Telephone: 250-286-0611 Facsimile: 250-286-3650  
E-mail: [mail@jhsni.bc.ca](mailto:mail@jhsni.bc.ca) Website: [www.jhsni.bc.ca](http://www.jhsni.bc.ca)